North East Survey Report (Quarter 1) 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

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Submitted by:



Marketing & Development Research Associates

34-B, Community Centre, Saket, New Delhi-110 017 Phone: +91-11-26522244, 26522255; Fax: +91-11-26968282

Email: info@mdraonline.com, Web: mdraonline.com

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

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

This report presents the findings of the survey conducted in North East circle (Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura) during 1st July, 2011 and 30th September, 2011.





1. Executive summary

In the Second quarter (1st July to 30th September) of 2011, the survey was conducted in the North East circle.

Only one service provider in the basic wire-line (BSNL) is present in this circle. The survey was conducted across 9 cities of the North East circle and in all, 800 customers were covered during the survey. All these customers were postpaid customers.

All the 8 cellular mobile service providers present in the North East circle were covered in the survey. Spread across 6 cities of the North East circle, the survey covered 3475 customers, out of which 3224 were prepaid customers and 251 were post paid customers.

In the survey, the only broadband service provider (BSNL) was covered, which was present in the North East. Across the 9 cities of North East circle, 774 customers were covered. All these customers were postpaid customers.

The following feedback was obtained from the sample of customers:

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

1.1A.1 Satisfaction with Overall Service Quality

• On the whole, BSNL met the benchmark for this parameter.

1.1A.2 Satisfaction with Provision of Service

On an overall basis, BSNL was successful in meeting the benchmark for this parameter.

1.1A.3 Satisfaction with Billing Performance

• In all, BSNL met the benchmark for this parameter; however it marginally failed to meet the benchmark in the urban areas.

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

• In total, BSNL failed to meet the benchmark laid down by TRAI, however; performance in the rural areas was found to be better.

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

On an overall basis, BSNL was not able to meet the benchmark for this parameter.

1.1A.6 Satisfaction with Maintainability

 On the whole, BSNL was unsuccessful in achieving the benchmark; however it met the benchmark in the rural areas.

1.1A.7 Satisfaction with Supplementary and Value Added Services

 In all, BSNL met the benchmark for this parameter; however it had less proportion of satisfied customers in the urban areas compared to rural areas.

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

1.1A.8 Call Centre

On an overall basis:

- 86.1% of the customers were aware of the call centre number of their service provider for making complaints/queries.
- 66.7% of the customers, who had complained, said that they had received a docket number for their complaints.





- 27.6% of the customers, who had complained, said that they did not receive the docket number for their complaints.
- 3.4% of the customers, who had complained, said that they received the docket number for their complaints on request.
- 1.1% of the customers, who had complained, said that they did not receive docket number for their complaints even on request.
- 1.1% of the customers, who had complained, said that their complaints were refused to be registered.
- 60.8% of the customers, who had complained, said that the call centre had informed them about the action taken on their complaints.
- 60.8% of the customers, who had complained, said that their complaints were satisfactorily solved by the call centre within 4 weeks after they had lodged their complaints.

1.1A.9 Nodal Officer:

- In all, only 4.3% of the customers were aware of the contact details of the nodal officer.
- On an overall basis, 70.6% of the customers, who were aware about the nodal officer, made complaints to the nodal officer.
- On the whole, 66.7% of the customers, who had made complaints, said that the nodal officer intimated them about the action taken.
- In total, 66.7% of the customers, who had complained, were satisfied with the redressal of the complaint by the nodal officer.

1.1A.10 Appellate Authority

- On an overall basis, only 3.8% of the customers were aware about the contact details of the appellate authority.
- Only 28 of them had filed an appeal with the appellate authority in the last 6 months.
- All the customers except one, out of 28 customers surveyed received an acknowledgement from the appellate authority.
- 27 customers out of 28 customers said that a decision was taken on their appeal within 3 months of filing the appeal.

1.1A.11 Other Service Benchmark

On an overall basis, 47.5% of the customers said that they had got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.





1.1B Cellular Mobile Telephone Service:

1.1B.1 Satisfaction with Overall Service Quality

On the whole, Aircel, Airtel and BSNL were able to meet the benchmark set by the TRAI.

1.1B.2 Satisfaction with Provision of Service

In total, all service providers met the benchmark laid down by TRAI.

1.1B.3 Satisfaction with Billing Performance - Postpaid

In all, Aircel and BSNL met the benchmark laid down by TRAI.

1.1B.4 Satisfaction with Billing Performance - Prepaid

On an overall basis, all the service providers met the benchmark laid down by TRAI.

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

In total, Airtel and BSNL met the benchmark laid down by TRAI.

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

On the whole, Aircel and Airtel met the benchmark laid down by TRAI.

1.1B.7 Satisfaction with Maintainability

On an overall basis, only Airtel met the benchmark laid down by TRAI.

1.1B.8 Satisfaction with Supplementary and Value Added Services

In all, Aircel, BSNL, S Tel and TTSL met the benchmark laid down by TRAI.

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

1.1B.9 Call Centre

On an overall basis:

- 68.5% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.
- 12.6% of the 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.
- 65.5% of the cellular mobile customers, who had complained, belonging to different service providers said that they had received a docket number for their complaints.
- 14.6% of the cellular mobile customers, who had complained, said that they did not receive docket number for their complaints.





- 12.6% of the cellular mobile customers, who had complained, said that they had received a docket numbers for their complaints on request.
- 3.2% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 79.2% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- 76.9% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by the call centre/customer care within four weeks after they had lodged their complaint.

1.1B.10 Nodal Officer

- On an overall basis, 9.4% of the cellular mobile customers were aware of the contact details of the nodal officer.
- About 303 customers had made complaints to the nodal officer.
- Out of 303 customers, 275 customers were intimated by the nodal officer about the decision taken on their complaints.
- In all, 274 were satisfied with the decision taken by the nodal officer.
- Difficulty in connecting to the nodal officer and time taken by the nodal officer for the redressal of complaints was the main reason for the dissatisfaction.

1.1B.11 Appellate Authority

- On an overall basis, 9.4% of the cellular mobile customers were aware of the contact details appellate authority.
- Only 37 customers filed any appeal to the appellate authority in the last 6 months.
- 24 of them received an acknowledgement for their appeals.
- In 34 cases, the appellate authority took a decision upon the complaints within 3 months of filing of their complaints.

1.1B.12 Other Service Benchmark

On an overall basis only 31% of the customers claimed to have got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.





1.1C Broadband Service:

1.1C.1 Satisfaction with Overall Service Quality

In total, BSNL was not able to meet the benchmark laid down by TRAI.

1.1C.2 Satisfaction with Provision of Service

On the whole, BSNL failed to meet the benchmark laid down by TRAI.

1.1C.3 Satisfaction with Billing Performance -Postpaid

In all, BSNL met the benchmark laid down by TRAI.

1.1C.4 Satisfaction with Help Services

BSNL was not able to meet the benchmark laid down by TRAI on an overall basis.

1.1C.5 Satisfaction with Network Performance, Reliability & Availability

On the whole, BSNL unsuccessful in meeting the benchmark laid down by TRAI.

1.1C.6 Satisfaction with Maintainability:

In all, BSNL failed to meet the benchmark laid down by TRAI.

1.1C.7 Satisfaction with Supplementary and Value Added Services

On the whole, BSNL met 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.8 Call Centre

On an overall basis:

- 80.4% of the broadband customers said that they were aware of the call centre number of their service provider to make complaints/ queries.
- Only 7.5% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 70.7% of the broadband customers, who had complained, claimed that they had received the docket numbers for their complaints.
- About 15.5% of the broadband customers, who had complained, said that they did not receive the docket numbers for their complaints.
- 3.4% of the broadband customers, who had complained, said that they had received the docket numbers on request.





- 1.7% of the broadband customers, who had complained, said that they had not received the docket numbers even on request.
- 8.6% of the broadband customers, who had complained, said that their complaint were refused to be registered.
- 74.1% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- 67.2% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolution of their complaints by the call centre/ customer care/ helpline.
- Only 56.9% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaint.

1.1C.9 Nodal Officer

- On an overall basis:
- Merely, 11.8% of the broadband customers said that they were aware of the contact details of the Nodal Officer.
- Only 6 respondents, 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.
- All the customers, who had complained to the nodal officer, were intimated by the nodal officer about the decision taken on their complaints.
- All the customers, who had complained to the nodal officer, were satisfied with the redressal of their complaints by the nodal officer.

1.1C.10 Appellate Authority

- On the whole, only 11.1% of the broadband customers said that they were aware of the contact details of the appellate authority.
- None of the broadband customers appealed to the appellate authority.

1.1C.11 Other Service Benchmarks

On an overall basis, only 63.8% of the customers claimed to have got the "Manual of Practice" containing the terms and conditions of service, the toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.





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 20th March, 2009), Quality of Service for 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 customers.

The salient features of these regulations are listed below:

- I. Each telecom operator would be required:
 - 1. To set up a 24x7 toll free call centre
 - 2. To appoint one or more nodal officer(s) 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 newspapers, sales outlets, web-sites and back side of the invoice/ bills being sent to the consumers.
- III. Each operator will be required to publish an abridged version of the "Manual of Practices" for their customers and also make available the same on their web-sites.
- IV. The call centre, nodal officers and appellate authorities would follow the time lines as given in TRAI regulations for redressal of complaints

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

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



North East Survey Report (Quarter 1)



For this survey, customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. 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 surveys.

The survey was divided into four zones covering the following Telecom Circles/ 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 Madhaya 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 (MDRA) was selected by Telecom Regulatory Authority of India (TRAI) to conduct the survey in the East zone.





3. Survey Objectives and 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 the publication 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 consumers of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess the implementation and effectiveness of the regulations.

(2) Customer Perception of Service

The Regulations on standards of quality of service of the basic telephone (wire-line) and cellular mobile telephone service regulations, 2009 (7 of 2009) dated 20th March, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated 6th October, 2006 provide for benchmarks of 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	<u>></u> 90 %
(b)	Customers satisfied with the billing performance	<u>></u> 95 %
(c)	Customers satisfied with network performance, reliability and availability	<u>></u> 95 %
(d)	Customers satisfied with maintainability	<u>></u> 95 %
(e)	Customers satisfied with supplementary and value added services	<u>></u> 90 %
(f)	Customers satisfied with help services including customer grievance redressal	≥ 90 %
(g)	Customers satisfied with overall service quality	<u>></u> 90 %





(b) Broadband Services:

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

The parameters of customer perception of service had taken into account the following subparameters:

1. Basic Telephone Service

Provision of Service

- Time taken to provide the customer with a 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 offers

Help Services including Customer Grievance Redressal

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





Network Performance, Reliability and Availability

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

Maintainability

Fault repair service

Supplementary and Value Added Services

Quality of the supplementary services/ value added service provided

Overall Service Quality

Overall service quality of telephone service

2. Cellular Mobile Telephone Service

Provision of Service

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

Billing Performance (Prepaid)

- Accuracy of charges for the services used such as calls, 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 including Customer Grievance Redressal

- Ease of access to 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 and 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 the customer with a broadband connection after registration and payment of initial deposit by the 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 to 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 the broadband connection
- Amount of time for which service is up and working

Maintainability

Time taken for restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

Overall quality of broadband service

3.1 Survey Methodology

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

Following survey methodology was used:

- 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 50% of the sample was covered by face-to-face personal interviews, while the remaining 50% was covered through e-mail/ telephonic interviews or by developing web based application.
- In case of face-to-face personal interviews, both urban and rural areas were covered
- 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, gender, 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 the commercial segment, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager or whoever used to take care of the basic telephone or broadband service related issues was interviewed. In case of unavailability of such persons, the CEO/MD/ owner of the firm were interviewed.
- Only those respondents, who had attained the age of 18 years or above, were interviewed.
- Actual users of basic telephone (wire-line) service, cellular mobile telephone service and broadband service were interviewed.
- During the survey both prepaid and postpaid customers were covered. The sample size was spread as per the approximate overall actual ratio of the prepaid and postpaid customers.
- 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.

3.2 Target Users/ Segment

Following segments were covered in the survey:

- Residential users
- Individual Residential Homes
- Apartments/ Societies
- 2. Commercial users
- Corporate Clients
- IT/ Software Companies
- Call Centers
- BPO's/ KPO's
- 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 Training Centres
- NGO's
- Small Scale Shop-owners
- Private Practitioners -Doctors/ Architects
- Etc.

3.3 Sample Design

3.3.1 Basic Telephone (wire-line) Service:

The sample size was evenly spread over 5% (five per cent) of the exchanges of each Basic Service Operators (BSO's) in the circle. The above stated 5% (five per cent) exchanges were spread over 10% (ten per cent) of the Short Distance Charging Areas (SDCA's). The selection of SDCA's and exchanges was done in consultation with the TRAI officials. The sample size was evenly spread through the selected exchanges.

3.3.2 Cellular Mobile Telephone Service:

The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten per cent) of the district headquarters of a service area where the services were commissioned. The 10% of the districts for survey were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected district headquarters

3.3.3 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 SDCAs & exchanges and POP's (private operators) was done in consultation with the TRAI officials.





3.4 Sample Coverage and Size

3.4.1 Basic Telephone (Wire-line) Service:

BSNL: In North East circle, there are 466 exchanges and 83 SDCAs. For the survey, 25 exchanges and 9 SDCA's were selected. During the survey, about 19 urban exchanges and 6 rural exchanges were covered.

Service provider	State	SDCAs covered	Sample Size
		Shillong	
		Aizwal	
		Agartala	
BSNL		Itanagar	
	North East	Bomdila	768
		Imphal	
		Bishenpur	
		Kohima	
		Dimapur	

3.4.2 Cellular Mobile Telephone Service (including FWP):

- In all, there, are 55 district headquarters in North East. For the survey, 6 district headquarters were selected on the basis of their geographical spread. Rural areas falling within the radius 20 kms of the district headquarters were covered.
- The sample for cellular mobile telephone service subscribers was evenly spread across 10% of the selected district headquarters where the services were commissioned. During the survey 8 service providers were covered in this circle.

Geographical coverage	Cities covered
	Itanagar
	Shillong
North East	Aizwal
NOITH East	Kohima
	Imphal
	Agartala

Service providers	Sample size
Aircel	384
Airtel	384
BSNL	768
Idea	384
Reliance Tel	384
S Tel	384
TTSL	384
Vodafone	384
Total	3456





3.4.3 Broadband Service:

BSNL: In North East circle, there are 466 exchanges and 83 SDCAs. For the survey, 48 exchanges and 9 SDCA's were selected. During the survey about 33 urban exchanges and 15 rural exchanges were covered.

Service provider	State	SDCAs covered	Sample size
		Shillong	
		Aizwal	
	North East	Agartala	
		Itanagar	
BSNL		Bomdila	768
		Imphal	
		Bishenpur	
		Kohima	
		Dimapur	

3.5 Service Providers Covered

During the period (1st July to 30th September) of 2011, the survey was conducted in North East circle and the following service providers were covered:

3.5.1 Basic Telephone (Wire-line) Service

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

3.5.2 Cellular (including FWP) 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. Reliance Telecom Limited (Referred as Rel Tel in the report)
- 6. Tata Teleservices Limited (Referred as TTSL in the report)
- 7. S Tel Private Limited (Referred as S Tel in the report)
- 8. Vodafone Essar Mobile Services Limited ((Referred as Vodafone in the report)

3.5.3 Broadband Service

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





3.6 Mode of Interview & Sample Size Covered

3.6.1 Basic Telephone Service (Wire-line)

During the survey among basic telephone service customers, 47.6% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone. For rural customers, face-to-face interviews were conducted.

Service providers	Face to face	Telephonic	Sample Size Achieved
BSNL	381	419	800
Overall	381	419	800

3.6.2 Cellular Mobile Service

• In the survey, 54.3% of the cellular mobile telephone service customers were covered with the help of face-to-face interviews while the rest were covered through telephonic interviews. For rural customers, face-to-face interviews were done.

Service providers	Face to face	Telephonic	Sample Size Achieved
Aircel	242	144	386
Airtel	216	229	445
BSNL	544	251	795
Idea	234	188	422
Reliance Telecom	120	217	337
S Tel	84	127	211
TTSL	215	238	453
Vodafone	232	194	426
Overall	1887	1588	3475

3.6.3 Broadband Service

Of all the broadband service customers, 73.3% of the sample had to be covered through face-to-face interviews and up to 26.7% through a web-based/ telephonic survey. For the web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey. For rural customers, face-to-face interviews were conducted.

Service providers	Face to face	Telephonic	Sample Size Achieved
BSNL	567	207	774
Overall	567	207	774





3.7 Customer Profile by Connection Type

3.7.1 Basic Telephone Service (Wire-line)

 Only BSNL was covered in this circle. Across 9 SDCA's of the North East circle, 800 basic telephone service (Wire-line) postpaid subscribers were surveyed.

Service providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	800	800
Overall	0	800	800

3.7.2 Cellular Mobile Service

A total of 8 cellular mobile telephone service providers present in the circle as of date have been covered. Across 3 cities of the North East circle, 3475 cellular mobile service subscribers were surveyed. Of this sample, 3224 were prepaid subscribers and 251 were postpaid subscribers.

Service providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	380	6	386
Airtel	429	16	445
BSNL	679	116	795
Idea	421	1	422
Reliance Telecom	308	29	337
S Tel	211	0	211
TTSL	387	66	453
Vodafone	409	17	426
Overall	3224	251	3475

NOTE: (Only 337 customers of Reliance Telecom and 211 customers of S Tel were covered due to non-availability of additional subscribers despite maximum efforts.)

3.7.3 Broadband Service

 Only 1 broadband service provider present till date in the circle was covered. Across various exchanges /Points of Presence of the North East circle, 774 broadband service subscribers were surveyed. All these subscribers were postpaid subscribers.

Service providers	Prepaid	Postpaid	Sample Size Achieved		
BSNL	0	774	774		
Overall	0	774	774		





3.8 Methodology for Calculating Percentage of Customers Satisfied

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

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

CS = (A / N) *100

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

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

3.9 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

3.10 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 the 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 subregulation 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 means 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 messages over licensee's network in the real time but the service do not cover the broadcasting of any messages, voice or non-voice, however, cell broadcast is permitted only to the subscribers of the service.



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- (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 the 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.

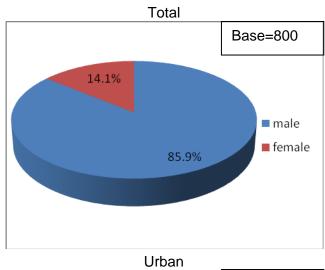


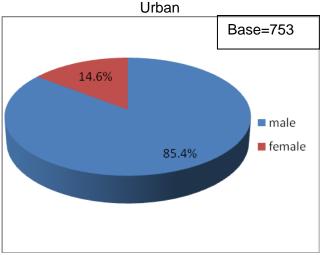


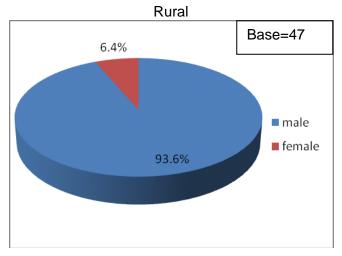
4. Demographic Profile

4.1 Basic Telephone Service (Wire-line)

4.1.1 Gender Profile





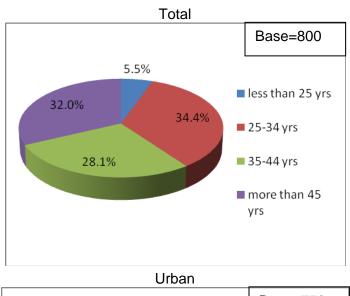


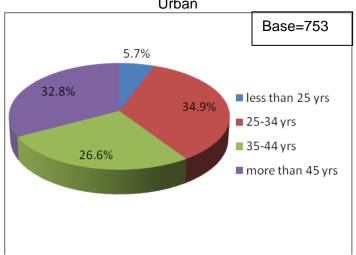
 On an overall basis, 85.9% of the customers were male. In urban areas, there was a higher proportion of female respondents.

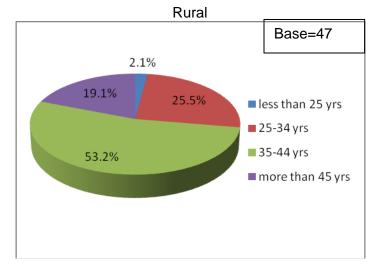




4.1.2 Age Profile





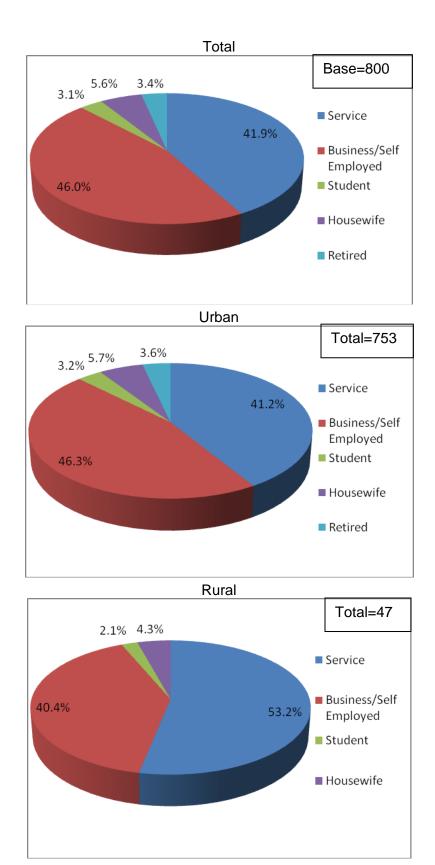


On the whole, 62.5% of the customers were in the age group of 25-45 years.





4.1.3 Occupation Profile



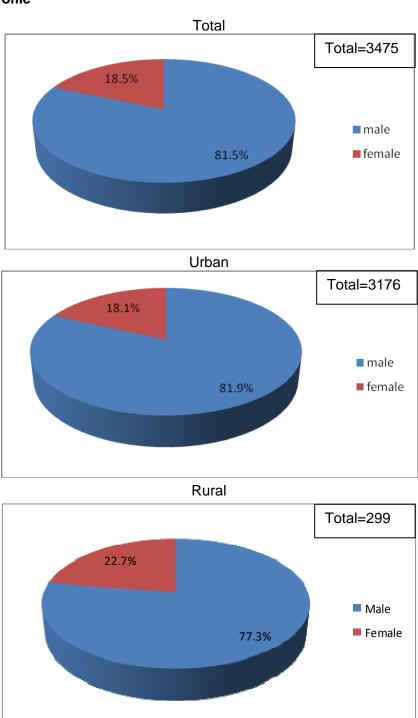
In total, 87.9% of the customers were either in service or self employed/ businessmen.





4.2 Cellular Mobile Telephone Service

4.2.1 Gender Profile

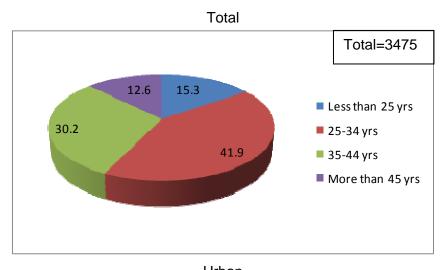


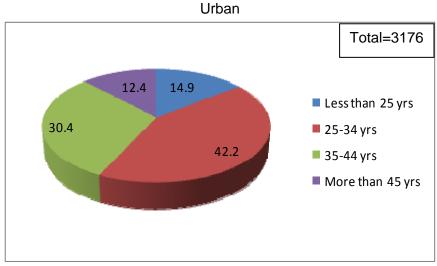
• On the whole, 81.5% of the customers were male. In rural areas there were a higher proportion of female respondents.

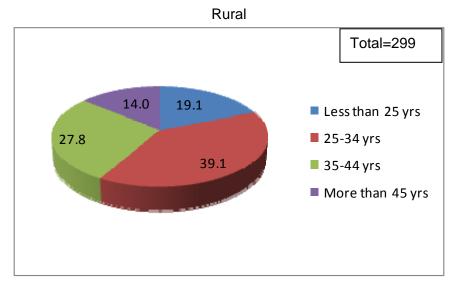




4.2.2 Age Profile



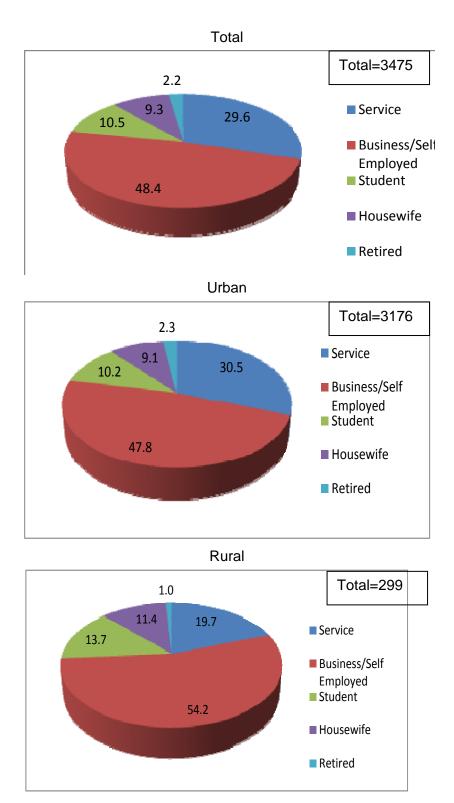




• On an overall basis, 72.1% of the customers were in the age group of 25-45 years.



4.2.3 Occupation Profile



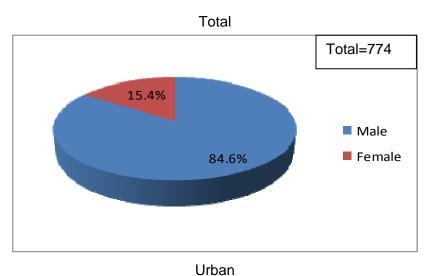
In all, 78% of the customers were in service or self employed/ businessmen.

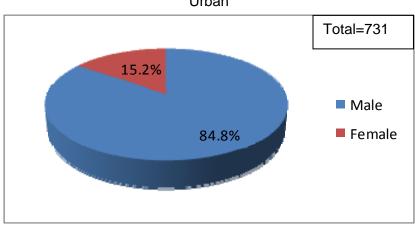


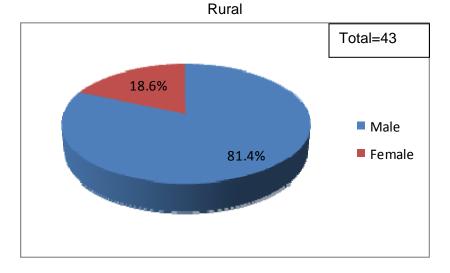


4.3 Broadband Service

4.3.1 Gender Profile



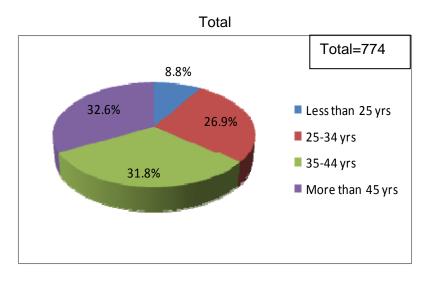


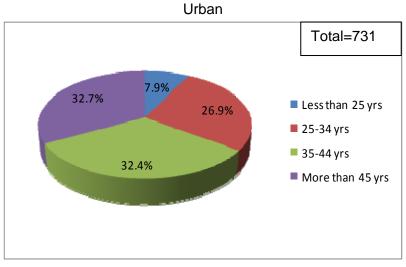


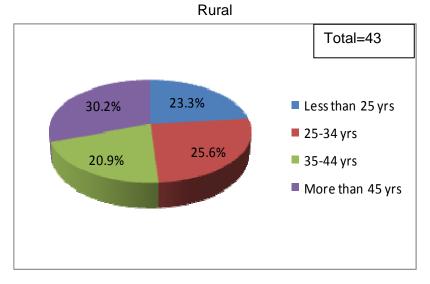
• On the whole, 84.6% of the customers were male.



4.3.2 Age Profile





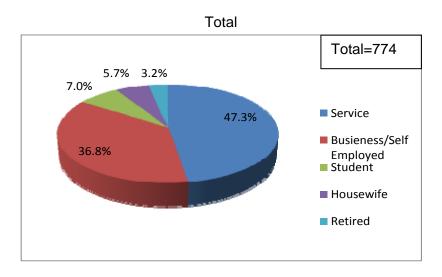


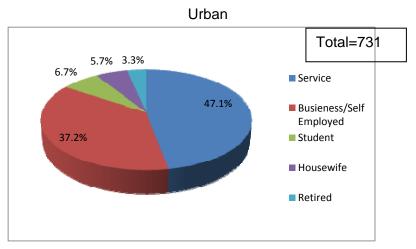
■ In total, 64.4% of the customers were in the age group of 35 years or above.

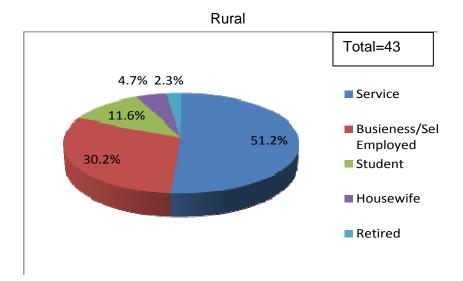




4.3.3 Occupation Profile







 On an overall basis, 84.1% of the customers 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 customers satisfied on various QoS parameters was derived by using the methodology explained in section 3.8. 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 the customers satisfied with QoS parameters for all the three services i.e. basic telephone, cellular mobile and broadband..

5.1 Basic Telephone Service - North East Circle

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	Post aid % satisfied	with billing performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality		
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 90%		
North East circle											
BSNL (Total)	800	99	95	-	89	93	83	92	93		
BSNL (Urban)	753	99	94	-	88	93	81	90	93		
BSNL (Rural)	47	100	96	-	97	94	100	100	100		

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

- On an overall basis, BSNL met the benchmarks related to provision of service, billing performance (postpaid), supplementary & value added services and overall quality of service.
- BSNL did not meet the benchmark related to network performance, reliability & availability in rural areas.
- On the whole, BSNL failed to meet the benchmarks related to help services, network performance, reliability & availability and maintainability.
- Performance of BSNL was lowest with regard to 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				
North East circle						
BSNL (Total)	157	82.8				
BSNL (Urban)	145	81.4				
BSNL (Rural)	12	100.0				

• In total, 82.8% of the customers, who had 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.

	Pose	% customers				
Service providers	Base	Benchmark: 7 days				
North East circle						
BSNL (Total)	60	100.0				
BSNL (Urban)	50	100.0				
BSNL (Rural)	10	100.0				

 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 the call centre within four weeks.

Service providers	Base	% customers					
Control providero	2465	Benchmark: 4 Weeks					
North East circle							
BSNL (Total)	97	60.8					
BSNL (Urban)	87	56.3					
BSNL (Rural)	10	100.0					

• In all, 60.8% of the customers, who had made billing complaints, reported that their billing complaints were resolved within 4 weeks.





5.2 Cellular Mobile Service - North East Circle

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

Service providers		% satisfied with provision of service	% satisfied with billing	performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	with the llity	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
	Base	% satisfied of service	Postpaid	Prepaid	%satisfied with the I services including customer grievance redressal	% satisfied with the network performance, reliability and availabil	% satisfied with the maintainability	% satisfied with the supplementary and added services	% satisfied wit service quality
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>≥</u> 90%	<u>></u> 95%	<u>></u> 95%	<u>≥</u> 90%	<u>></u> 90%
			North	East c	ircle				
Aircel (Total)	386	96	100	98	83	95	94	91	94
Aircel (Urban)	368	96	100	98	86	95	94	92	94
Aircel (Rural)	18	100	-	97	44	94	94	78	94
Airtel (Total)	445	99	83	99	90	98	97	88	96
Airtel (Urban)	354	99	83	99	88	98	97	85	96
Airtel (Rural)	91	97	-	98	93	95	96	97	92
BSNL (Total)	795	98	96	99	90	90	89	95	92
BSNL (Urban)	757	98	96	99	93	91	90	96	92
BSNL (Rural)	38	99	-	100	33	80	80	56	84
Idea (Total)	422	99	100	98	82	90	88	88	88
Idea (Urban)	318	99	100	98	82	90	88	89	88
Idea (Rural)	104	99	-	97	82	90	88	82	89
Rel Tel (Total)	337	93	82	98	77	89	85	73	83
Rel Tel (Urban)	314	92	82	98	77	89	86	73	83
Rel Tel (Rural)	23	98	-	97	79	81	83	77	83
S Tel (Total)	211	99	-	100	88	87	85	92	87
S Tel (Urban)	211	99	-	100	88	87	85	92	87
TTSL (Total)	453	94	88	99	86	92	89	95	87
TTSL (Urban)	453	94	88	99	86	92	89	95	87
Vodafone (Total)	426	99	86	99	82	87	85	89	89
Vodafone (Urban)	401	99	86	99	86	89	88	94	92
Vodafone (Rural)	25	98	-	94	33	56	50	35	44
Overall	3475	97	91	99	85	91	89	90	90
Overall (Urban)	3176	97	91	99	87	92	90	91	90
Overall (Rural)	299	98	-	98	68	87	86	74	86

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

 On an overall basis, 90% of the cellular service customers were satisfied with the overall quality of their service providers.





- The survey revealed that a lower proportion of customers were satisfied with help services.
- On the whole, Airtel met the benchmarks related to provision of service, billing performance (prepaid), help services, network performance, reliability and availability, maintainability and overall quality of service. However, it did not meet benchmark for billing performance (postpaid) and supplementary & value added services.
- In total, except on the provision of service and billing performance (post paid) Reliance
 Telecom's performance on other parameters was the lowest.

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				
North East circle							
	Total	44	72.7				
Aircel	Urban	38	81.6				
	Rural	6	16.7				
	Total	29	82.8				
Airtel	Urban	22	77.3				
	Rural	7	100.0				
	Total	134	84.3				
BSNL	Urban	124	88.7				
	Rural	10	30.0				
	Total	45	82.2				
Idea	Urban	34	85.3				
	Rural	11	72.7				
	Total	74	60.8				
Rel. Tel.	Urban	65	61.5				
	Rural	9	55.6				
S. Tel.	Total	8	100.0				
S. Tel.	Urban	8	100.0				
TTSL	Total	57	77.2				
IISL	Urban	57	77.2				
	Total	47	72.3				
Vodafone	Urban	38	84.2				
	Rural	9	22.2				
	Total	438	76.9				
Overall	Urban	386	80.6				
	Rural	52	50.0				

On an overall basis, 76.9% of the cellular customers, who made billing complaints to the call centre, reported that their complaints were resolved within 4 weeks after they had lodged their complaints. Reliance Telecom was the worst performer on this parameter.





5.3 Broadband Service - North East Circle

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

S)(S		n provision of	% satisfied	performance	the help ing customer issal	the network eliability and	the	n the and value	the overall
Service providers	Base	% satisfied with provision of service	Postpaid	Prepaid	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and added services	% satisfied with the overall service quality
Benchmark		<u>></u> 90%	<u>></u> 90%	<u>></u> 90%	<u>></u> 90%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%
	North East circle								
BSNL (Total)	774	50	95	N/A	70	69	33	91	68
BSNL (Urban)	731	51	96	N/A	69	69	32	94	67
BSNL (Rural)	43	44	87	N/A	80	65	46	62	72

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

- On an overall basis, BSNL met the benchmarks laid down by TRAI for billing performance and supplementary & value added services.
- In rural areas, none of the parameters were met by BSNL.
- Performance of BSNL with respect to maintainability and provision of service was found to be very low.

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	
North East circle				
	Total	58	56.9	
BSNL	Urban	47	61.7	
	Rural	11	36.4	

 On the whole, 56.9% of the customers, who had made complaint, reported that their complaints were resolved within 4 weeks.





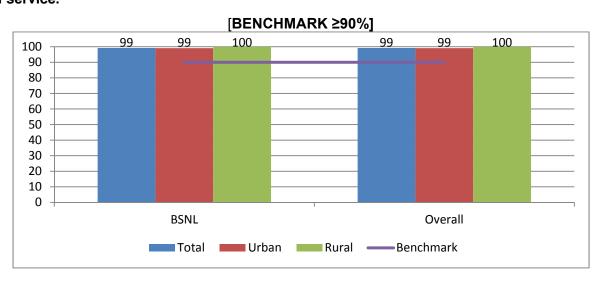
6. DETAILED REPORT:

6A.1 Basic Telephone Service (Wire-line) - North East Circle

The survey in the North East circle was done among customers of BSNL.

6A.1.1 Customer Satisfaction with Provision of Service

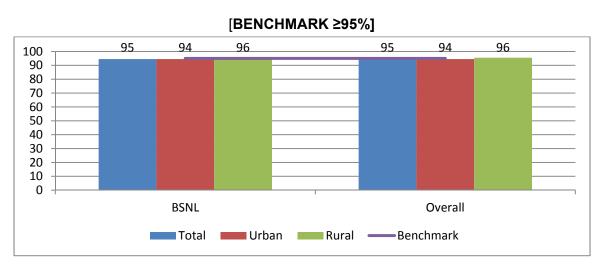
6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- On an overall basis, BSNL met this benchmark (90%).
- In rural areas, all the customers were satisfied with the service provision.

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

6A.1.2.1The following graph shows the percentage of satisfied customers with respect to billing performance among postpaid customers.



• In total, BSNL met the benchmark (95%) set by TRAI; however it marginally missed the benchmark in the in urban areas.



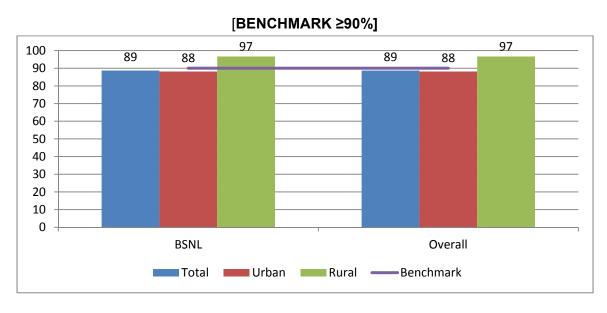


6A.1.2.2 The following table shows the percentage of satisfied customers with the subparameters of the billing performance.

Service providers		% postpaid customers					
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base	
	Total	95.6	92.2	79.8	97.6	800	
BSNL	Urban	95.4	92.6	77.4	97.4	753	
	Rural	100.0	87.3	93.3	100.0	47	

- On an overall basis, customers were less satisfied with the process of resolution of their billing complaints.
- Rural customers were more satisfied with all the sub-parameters of the billing performance except for accuracy of bills.

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.



• In all, BSNL did not meet the benchmark laid down by TRAI. Performance in the rural areas was better (97%) than urban areas.



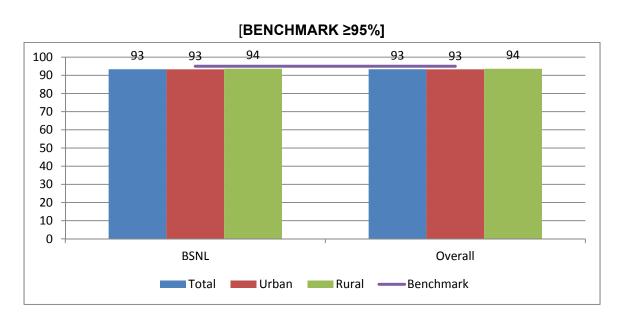


6A.1.3.2 The following table shows the percentage of customers satisfied with the subparameters of help services including customer grievance redressal.

		% customers						
Service providers		Ease of access of call centre/cust omer 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	Base	
	Total	92.8	90.7	93.4	84.0	82.5	195	
BSNL	Urban	92.9	90.1	92.9	83.5	81.4	183	
	Rural	91.6	100.0	100.0	91.7	100.0	12	

 On an overall basis, most of the customers were less satisfied with the time taken by the call centre to resolve their complaints and the problem solving ability of the customer care executive.

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.



On the whole, BSNL was not able to meet the benchmark set by TRAI.





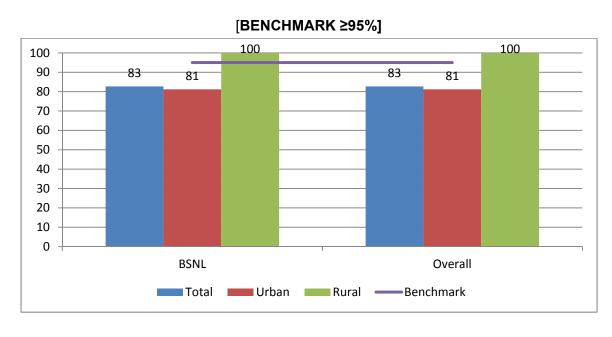
6A.1.4.2 The following table shows the percentage of customers satisfied with the subparameters of network performance, reliability & availability.

		% customers				
Service providers		Availability of working telephone (Dial tone)	Ability to make/receive calls easily	Voice quality	Base	
	Total	93.4	93.9	92.7	800	
BSNL	Urban	93.3	93.9	92.7	753	
	Rural	93.6	93.6	93.6	47	

 Performance of BSNL was better 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.



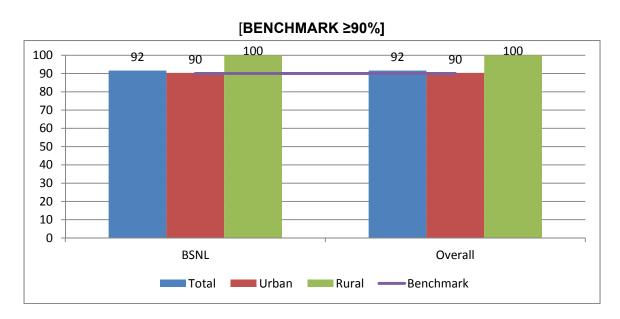
- BSNL did not meet the benchmark laid down by TRAI. On an overall basis, 83% of the respondents were satisfied with the maintainability.
- In rural areas, all the customers were satisfied with this parameter.





6A.1.6 Customer Satisfaction with Supplementary and Value Added Services

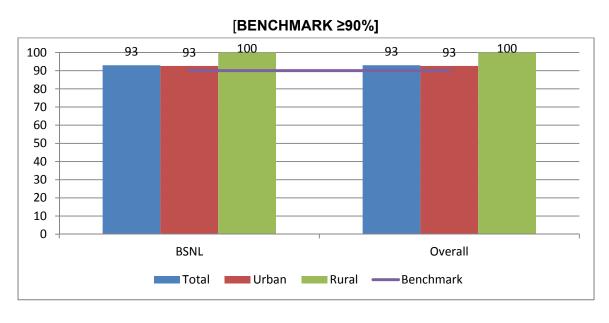
6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- In all, BSNL met the benchmark laid down by TRAI.
- In rural areas, all the customers were satisfied with this parameter.

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.



- On an overall basis, BSNL met the benchmark laid down by TRAI.
- In rural areas, all the customers were satisfied on account of this parameter.





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

6A.2.1 Awareness and Experience with Call Centre

Table 6A.2.1.1 The following table shows the percentage of customers, who were of about the call centre number of their service provider to make complaints/ queries.

Service providers		% customers	Base
	Total	86.1	800
BSNL	Urban	85.5	753
	Rural	95.7	47

 On an overall basis, 86.1% of the basic telephone service customers were aware of the call centre number of their service provider to make complaints/ queries.

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

Service providers		% customers	Base
	Total	12.1	800
BSNL	Urban	11.6	753
	Rural	21.3	47

 On the whole, only 12.1% of the customers had made complaints in the last 6 months, on the toll free number of the 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					
		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	Base
	Total	64.9	27.8	5.2	1.0	1.0	97
BSNL	Urban	66.7	27.6	3.4	1.1	1.1	87
	Rural	50.0	30.0	20.0	0.0	0.0	10

On an overall basis:

- 64.9% of the customers, who had complained, said that they had received a docket number for their complaints.
- 27.8% of the customers, who had complained, said that they did not a receive docket number for their complaints.
- 5.2% of the customers, who had complained, said that they received the docket number for their complaints on request.
- Merely 1% of the customers, who had complained, said that they did not receive the docket number for their complaints even on request.
- Only 1% of the 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
	Total	60.8	97
BSNL	Urban	58.6	87
	Rural	80.0	10

• In total, only 60.8% customers, who had complained, said that they were informed about the action taken on their complaints by the 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 provider	'S	% customers	Base
	Total	60.8	97
BSNL	Urban	56.3	87
	Rural	100.0	10

- On an overall basis, 60.8% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they had lodged their complaints.
- In rural areas, all the customers were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they had lodged their complaints.

6A.2.3 Awareness and Experience of Nodal Officer

Table 6A.2.3.1 The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service p	roviders	% customers	Base
	Total	4.3	800
BSNL	Urban	4.0	753
	Rural	8.5	47

 In total, only 4.3% of the customers were aware about the contact details of the nodal officer.

Table 6A.2.3.2 The following table shows the percentage of customers, who have made a complaint to the nodal officer

Service p	roviders	% customers	Base
	Total	70.6	34
BSNL	Urban	76.7	30
	Rural	25.0	4

• In all, 70.6% of the customers, who were aware of the contact details of the nodal officer, claimed to have made a complaint to the nodal officer.





Table 6A.2.3.3 The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service p	roviders	% customers	Base
	Total	66.7	24
BSNL	Urban	69.6	23
	Rural	0.0	1

 On an overall basis, 66.7% of the customers, who made complaints to nodal officer, were intimated by the nodal officer about the decision taken on their complaints.

Table 6A.2.3.4 The following table shows the percentage of customers, who were satisfied with the redressal of their complaints by the nodal officer

Service p	roviders	% customers	Base
	Total	66.7	24
BSNL	Urban	69.6	23
	Rural	0.0	1

 On the whole, 66.7% of the customers, who had complained to the nodal officer, were satisfied with the redressal of their complaint by the nodal officer.

6A.2.4 Awareness and Experience of Appellate Authority

Table 6.2.4.1The following table shows the percentage of customers, who were aware of the contact details of the appellate authority.

Service pi	roviders	% customers	Base
	Total	3.8	800
BSNL	Urban	3.5	753
	Rural	8.5	47

 On an overall basis, only 3.8% of the customers were aware about the contact details of the appellate authority.

6A.2.4.2 Incidence of appeal being filed in the prescribed form in the last 6 months

Only 28 customers had filed an appeal with an appellate authority in the last 6 months

6A.2.4.3 Acknowledgement receipt

- Out of the 28 customers, 27 customers received an acknowledgement from the appellate authority.
- In 27 cases the appellate authority took a decision on the appeal within 3 months of filing the appeal.





Table 6A.2.5.1 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 the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service p	roviders	% customers	Base
	Total	47.5	800
BSNL	Urban	49.5	753
	Rural	14.9	47

- In total, only 47.5% of the basic telephone service customers said that they had got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal.
- Only 14.9% of the rural customers received the manual of practice.



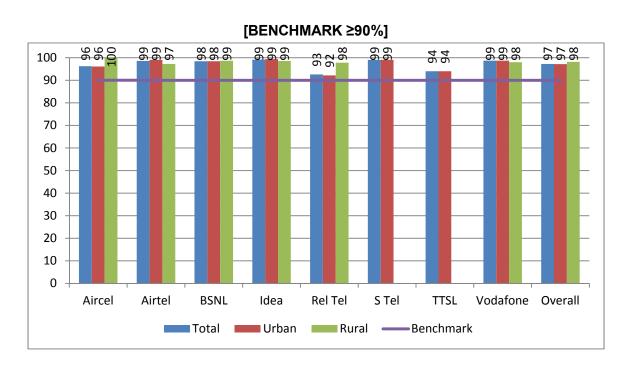


6B.3 Cellular Mobile Service - North East circle

The survey in the North East circle was done among customers of 8 cellular mobile service providers i.e. Aircel, Airtel, BSNL, Idea, Reliance Tel, S Tel, TTSL and Vodafone.

6B.3.1 Customer Satisfaction with Provision of Service

6B.3.1.1 The following graph shows the percentage of customers satisfied with provision of service.



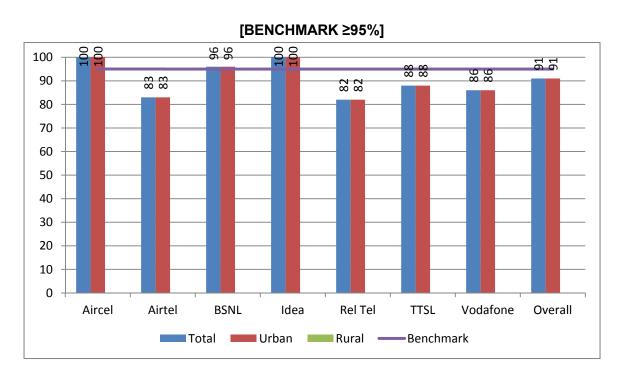
On an overall basis, all service providers met the benchmark laid down by TRAI.





6B.3.2a Customer Satisfaction with Billing Performance among - Postpaid

6B.3.2a.1 The following graph shows the percentage of satisfied customers with billing performance.



- On the whole, Aircel and BSNL met the benchmark set by TRAI.
- Rel Tel and Airtel were the worst performers.





6B.3.2a.2 The following table shows the percentage of postpaid customers satisfied with the sub- parameter of billing performance.

Service providers		% postpaid customers				
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandabi lity	Base
	Total	100.0	100.0	0.0	100.0	6
Aircel	Urban	100.0	100.0	0.0	100.0	6
	Rural	1	-	-	-	0
	Total	87.5	75.0	0.0	87.6	16
Airtel	Urban	87.5	75.0	0.0	87.6	16
	Rural	-	-	-	-	0
	Total	95.7	97.4	90.9	93.9	116
BSNL	Urban	95.7	97.4	90.9	93.9	116
	Rural	-	-	-	-	0
	Total	100.0	100.0	0.0	100.0	1
Idea	Urban	100.0	100.0	0.0	100.0	1
	Rural	-	-	-	-	0
	Total	86.2	79.3	0.0	82.7	29
Rel. Tel.	Urban	86.2	79.3	0.0	82.7	29
	Rural	-	-	-	-	0
	Total	89.4	90.9	33.3	89.4	66
TTSL	Urban	89.4	90.9	33.3	89.4	66
	Rural	-	-	-	-	0
	Total	76.4	88.2	0.0	94.1	17
Vodafone	Urban	76.4	88.2	0.0	94.1	17
	Rural	-	-	-	-	0
	Total	91.3	91.7	66.7	91.3	251
Overall	Urban	91.3	91.7	66.7	91.3	251
	Rural	-	-	-	-	0

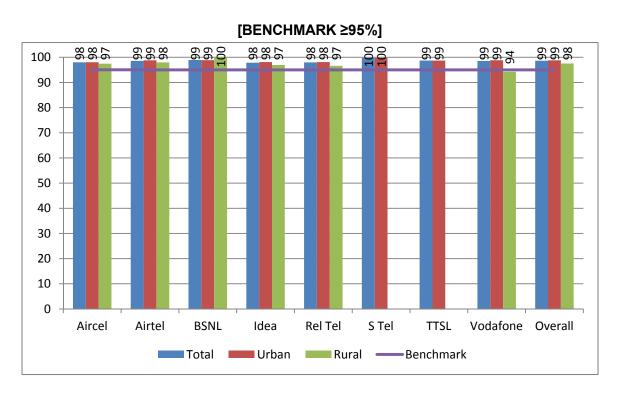
 Customers of TTSL were less satisfied with the process of resolution of billing complaints.





6B.3.2b Customer Satisfaction with Billing Performance - Prepaid

6B.3.2b.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.



In total, all the service providers met the benchmark laid down by TRAI.





6B.3.2b.2 The following table shows the percentage of prepaid customers satisfied with the sub- parameters of billing performance.

		% prepaid customers					
Service pro	viders	Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	Base		
	Total	97.9	95.6	98.7	380		
Aircel	Urban	97.8	95.5	98.9	362		
	Rural	100.0	100.0	94.5	18		
	Total	98.4	93.1	99.5	429		
Airtel	Urban	98.6	95.3	99.4	338		
	Rural	97.8	86.7	100.0	91		
	Total	98.8	98.5	99.2	679		
BSNL	Urban	98.7	98.4	99.2	641		
	Rural	100.0	100	100.0	38		
	Total	97.0	93.4	99.5	421		
Idea	Urban	96.8	96.3	99.7	317		
	Rural	97.1	87.0	99.0	104		
	Total	99.1	87.5	99.3	308		
Rel Tel	Urban	99.3	86.5	99.3	285		
	Rural	95.6	92.3	100.0	23		
	Total	100.0	97.2	100.0	211		
S. Tel	Urban	100.0	97.2	100.0	211		
	Rural	-	-	-	-		
	Total	98.7	96.5	99.2	387		
TTSL	Urban	98.7	96.5	99.2	387		
	Rural	-	-	-	-		
	Total	98.3	97.5	99.0	409		
Vodafone	Urban	98.7	97.5	99.2	384		
	Rural	92.0	100.0	96.0	25		
	Total	97.9	95.8	99.3	3224		
Overall	Urban	97.8	96.2	99.4	2925		
	Rural	100.0	90.7	99.0	299		

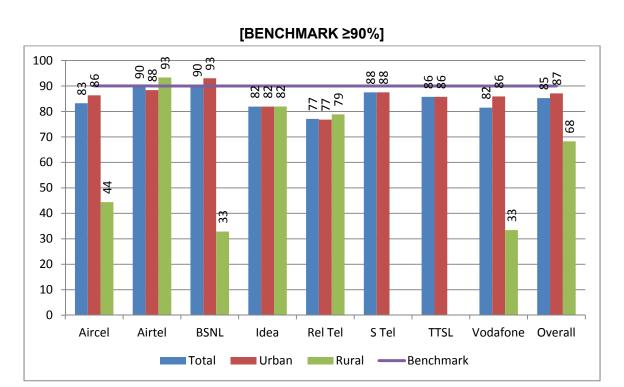
 All the service providers scored high on all the sub-parameters of the prepaid billing performance.





6B.3.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6B.3.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.



- On an overall basis, only Airtel and BSNL met the benchmark laid down by TRAI.
- Rel Tel was the worst performer on this parameter.
- Performance of BSNL, Vodafone, and Aircel was very poor in the rural areas.





6B.3.3.2 The following table shows the percentage of customers satisfied with the sub- parameters of help services including customer grievance redressal.

		% customers					
Service pro	oviders	Ease of access of call centre/cust omer 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/cust omer care or helpline to resolve your complaints	Base
	Total	83.6	85.2	83.6	81.8	82.0	122
Aircel	Urban	86.7	88.5	86.7	84.9	84.9	113
	Rural	44.4	44.4	44.4	44.4	44.4	9
	Total	85.5	92.8	90.3	90.4	89.2	83
Airtel	Urban	85.5	91.9	88.7	88.7	87.1	62
	Rural	85.7	95.2	95.3	95.2	95.3	21
	Total	87.2	90.9	90.0	91.3	92.5	321
BSNL	Urban	89.6	93.5	92.8	94.2	95.1	307
	Rural	35.7	35.7	28.6	28.5	35.7	14
	Total	78.9	81.6	82.4	82.4	84.2	114
Idea	Urban	78.3	81.9	83.1	83.1	83.1	83
	Rural	80.7	80.6	80.6	80.7	87.1	31
	Total	77.2	78.1	79.7	75.6	74.7	123
Rel Tel	Urban	76.4	79.2	80.2	74.5	73.6	106
	Rural	82.4	70.6	76.5	82.4	82.4	17
	Total	87.5	87.5	87.5	87.5	87.5	40
S. Tel	Urban	87.5	87.5	87.5	87.5	87.5	40
	Rural	-	-	-	-	-	0
	Total	81.8	87.8	85.2	86.1	87.8	115
TTSL	Urban	81.8	87.8	85.2	86.1	87.8	115
	Rural	-	-	-	-	-	0
	Total	81.3	83.3	81.2	80.5	81.2	144
Vodafone	Urban	85.6	87.8	85.6	84.9	85.6	132
	Rural	33.4	33.4	33.4	33.4	33.4	12
	Total	83.2	86.4	85.5	85.2	85.9	1062
Overall	Urban	85.0	88.5	87.5	87.0	87.5	958
	Rural	67.3	67.3	67.3	68.3	71.2	104

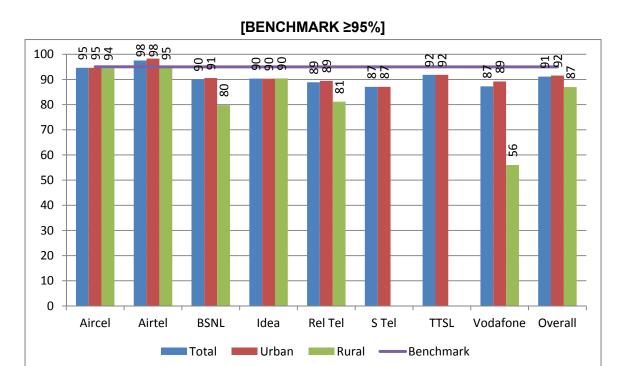
- In total, performance of all the service providers was low on all the sub-parameters of the help services.
- On the whole, customers in rural areas were less satisfied on account of all the subparameters of the help services.
- In the rural areas, performance of BSNL, Aircel and Vodafone was found to be low on all the sub-parameters of the help services.





6B.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

6B.3.4.2 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- On an overall basis, only Aircel and Airtel met the benchmark laid down by TRAI.
- Customers of S Tel and Vodafone were less satisfied with network performance, reliability & availability.





6B.3.4.3 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	Total	94.3	94.6	95.0	386
	Urban	94.3	94.5	95.1	368
	Rural	94.4	94.5	94.4	18
	Total	96.8	97.3	98.5	445
Airtel	Urban	97.5	98.0	99.4	354
	Rural	94.5	94.5	94.5	91
	Total	88.4	89.2	92.5	795
BSNL	Urban	88.9	89.7	93.1	757
	Rural	78.9	78.9	81.6	38
	Total	88.9	90.3	91.8	422
Idea	Urban	88.7	90.3	91.9	318
	Rural	89.4	90.4	91.4	104
	Total	85.2	84.9	96.5	337
Rel. Tel	Urban	85.4	85.1	97.8	314
	Rural	82.6	82.6	78.3	23
	Total	84.4	87.7	89.1	211
S. Tel	Urban	84.4	87.7	89.1	211
	Rural	-	-	-	0
	Total	90.1	89.6	95.8	453
TTSL	Urban	90.1	89.6	95.8	453
	Rural	-	-	-	0
	Total	86.0	85.9	89.9	426
Vodafone	Urban	87.8	87.8	92.0	401
	Rural	56.0	56.0	56.0	25
	Total	89.5	90.1	93.8	3475
Overall	Urban	89.9	90.4	94.3	3176
	Rural	86.6	87.0	87.3	299

- On the whole, the performance of all the service providers except Aircel, Airtel and TTSL, was low on all the sub-parameters of the network performance, reliability & availability.
- In the rural areas, performance of BSNL, Rel Tel and Vodafone was low on all the sub-parameters of the network performance, reliability & availability.





6B.3.5 Customer Satisfaction with Maintainability

6B.3.5.1 The following graph shows the percentage of customers satisfied with maintainability.



Rel Tel

Rural —

S Tel

TTSL

Benchmark

Vodafone Overall

- In total, only Airtel met the benchmark laid down by TRAI.
- Rel Tel, S Tel and Vodafone were the worst performers.

BSNL

■Total

Idea

Urban

Aircel

Airtel





6B.3.5.2 The following table shows the percentage of customers satisfied with the sub- parameters of maintainability.

			d customers	
Service pro	viders	Availability of network (signal)	Restoration of network (signal) problem	Base
	Total	93.0	94.5	386
Aircel	Urban	93.0	94.6	368
	Rural	94.5	94.4	18
	Total	96.6	97.5	445
Airtel	Urban	96.8	98.0	354
	Rural	95.6	95.6	91
	Total	88.6	89.6	795
BSNL	Urban	89.1	90.0	757
	Rural	78.9	81.6	38
	Total	87.4	88.1	422
Idea	Urban	87.5	87.7	318
	Rural	87.5	89.4	104
	Total	85.5	85.2	337
Rel. Tel	Urban	85.7	85.4	314
	Rural	82.6	82.6	23
	Total	82.4	86.7	211
S. Tel	Urban	82.4	86.7	211
	Rural	-	-	0
	Total	89.6	89.2	453
TTSL	Urban	89.6	89.2	453
	Rural	-	-	0
	Total	84.7	85.9	426
Vodafone	Urban	87.0	88.1	401
	Rural	48.0	52.0	25
	Total	88.9	89.8	3475
Overall	Urban	89.3	90.1	3176
	Rural	85.6	87.0	299

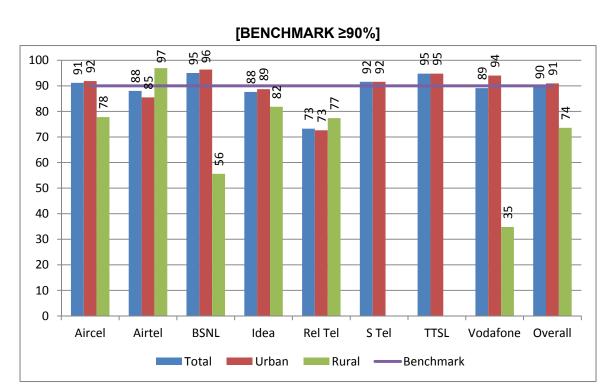
- Performance of Airtel and Aircel was better than all other service providers with the subparameters of maintainability.
- S Tel, Rel Tel and Vodafone were the worst performers.
- In rural areas, performance of Vodafone was lowest.





6B.3.6 Customer Satisfaction with Supplementary and Value Added Services

6B.3.6.1The following graph shows the percentage of customers satisfied with supplementary and value added services.



- In all, Aircel, BSNL, S Tel and TTSL were able to meet the benchmark set by TRAI.
- Except Airtel, all other service providers performed poorly in the rural areas.
- On an overall basis, Rel Tel was the worst performer.





The following table shows the satisfaction level of the customers with the sub-parameters of the supplementary and value added services.

		9/	6 customers		
Service pro	oviders	Quality Of Supplementary Services	Process Of Activating VAS Or Unsubscribing	Resolution of complaints	Base
	Total	94.2	91.2	84.9	68
Aircel	Urban	95.3	92.2	84.4	64
	Rural	75.0	75.0	100.0	4
	Total	89.1	87.5	86.4	64
Airtel	Urban	86.0	86.0	82.4	50
	Rural	100.0	92.8	100.0	14
	Total	94.6	94.1	97.0	203
BSNL	Urban	96.5	95.9	96.9	196
	Rural	42.9	42.9	100.0	7
	Total	85.9	88.2	90.0	85
Idea	Urban	86.1	88.9	94.0	72
	Rural	84.6	84.6	71.5	13
	Total	75.0	75.0	68.7	84
Rel. Tel	Urban	75.7	74.3	67.2	70
	Rural	71.4	78.5	100	14
	Total	97.3	97.2	54.6	36
S. Tel	Urban	97.3	97.2	54.6	36
	Rural	-	-	-	0
	Total	95.2	96.2	90.0	105
TTSL	Urban	95.2	96.2	90.0	105
	Rural	-	-	-	0
	Total	92.2	89.6	80.0	115
Vodafone	Urban	97.1	96.2	80.9	105
	Rural	40.0	20.0	66.7	10
	Total	90.7	90.2	86.2	760
Overall	Urban	92.4	92.1	86.1	698
	Rural	72.6	69.4	86.9	62

• On the whole, rural customers were less satisfied on account of quality of supplementary services and process of activating supplementary services or unsubscribing it.

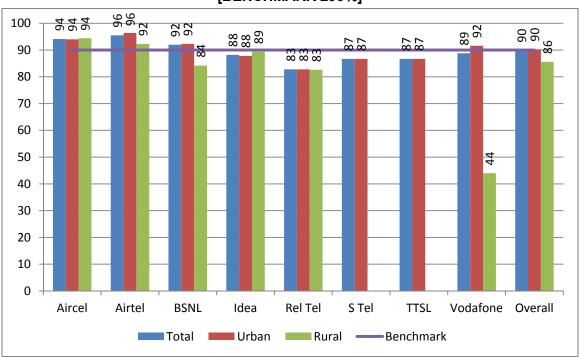




6B.3.7 Customer Satisfied with Overall Service Quality

6B.3.7.1 The following graph shows the percentage of customers satisfied with overall service quality





- In total, Aircel, Airtel and BSNL were able to meet the benchmark set by TRAI.
- Rel Tel was the worst performer.
- In rural areas, performance of Vodafone was the lowest.





6B.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service customers

6B.4.1 Awareness and Experience of Call Centre

Table 6B.4.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries.

Service providers		% customers	Base
	Total	62.2	386
Aircel	Urban	62.8	368
	Rural	50.0	18
	Total	70.8	445
Airtel	Urban	72.9	354
	Rural	62.6	91
	Total	72.2	795
BSNL	Urban	74.2	757
	Rural	31.6	38
	Total	60.9	422
Idea	Urban	59.7	318
	Rural	64.4	104
	Total	76.0	337
Rel. Tel	Urban	76.4	314
	Rural	69.6	23
	Total	63.5	211
S. Tel	Urban	63.5	211
	Rural	-	0
	Total	70.0	453
TTSL	Urban	70.0	453
	Rural	-	0
	Total	67.8	426
Vodafone	Urban	70.8	401
	Rural	20.0	25
	Total	68.5	3475
Overall	Urban	69.8	3176
	Rural	55.5	299

 On an overall basis, 68.5% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.





6B.4.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

Service providers		% customers	Base
	Total	11.4	386
Aircel	Urban	10.3	368
	Rural	33.3	18
	Total	6.5	445
Airtel	Urban	6.2	354
	Rural	7.7	91
	Total	16.9	795
BSNL	Urban	16.4	757
	Rural	26.3	38
	Total	10.7	422
Idea	Urban	10.7	318
	Rural	10.6	104
	Total	22.0	337
Rel. Tel	Urban	20.7	314
	Rural	39.1	23
	Total	3.8	211
S. Tel	Urban	3.8	211
	Rural	-	0
	Total	12.6	453
TTSL	Urban	12.6	453
	Rural	-	0
	Total	11.0	426
Vodafone	Urban	9.5	401
	Rural	36.0	25
	Total	12.6	3475
Overall	Urban	12.2	3176
	Rural	17.4	299

- Only 12.6% of the 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.
- On the whole, incidence of complaints being filed in the last 6 months was higher among the rural customers.





6B.4.1.3 The following table shows the percentage of customer, who received or did not receive docket number for their complaints.

			•	% customers			
		Complaint	Complaint	Complaint was	Complaint was		
Service pro		was registered and docket number received	was registered and docket number not received	registered and docket number provided on request	registered and docket number not provided even on request	Refused to register the complaint	Base
	Total	40.9	15.9	22.7	15.9	4.5	44
Aircel	Urban	47.4	10.5	18.4	18.4	5.3	38
	Rural	0.0	50.0	50.0	0.0	0.0	6
	Total	41.4	44.8	10.3	3.4	0.0	29
Airtel	Urban	40.9	54.5	4.5	0.0	0.0	22
	Rural	42.9	14.3	28.6	14.3	0.0	7
	Total	83.6	5.2	11.2	0.0	0.0	134
BSNL	Urban	88.7	3.2	8.1	0.0	0.0	124
	Rural	20.0	30.0	50.0	0.0	0.0	10
	Total	60.0	11.1	26.7	0.0	2.2	45
Idea	Urban	58.8	14.7	26.5	0.0	0.0	34
	Rural	63.6	0.0	27.3	0.0	9.1	11
	Total	71.6	5.4	6.8	2.7	13.5	74
Rel. Tel	Urban	75.4	3.1	4.6	1.5	15.4	65
	Rural	44.4	22.2	22.2	11.1	0.0	9
	Total	75.0	0.0	12.5	12.5	0.0	8
S. Tel	Urban	75.0	0.0	12.5	12.5	0.0	8
	Rural	-	-	-	-	-	0
	Total	70.2	22.8	1.8	0.0	5.3	57
TTSL	Urban	70.2	22.8	1.8	0.0	5.3	57
	Rural	-	-	-	-	-	0
	Total	40.4	31.9	17	6.4	4.3	47
Vodafone	Urban	44.7	28.9	15.8	5.3	5.3	38
	Rural	22.2	44.4	22.2	11.1	0.0	9
	Total	65.5	14.6	12.6	3.2	4.1	438
Overall	Urban	69.7	13.2	9.8	2.8	4.4	386
	Rural	34.6	25 .0	32.7	5.8	1.9	52

- On an overall basis:
- 65.5% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- 14.6% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- 12.6% of the cellular mobile customers, who had complained, said that they had received the docket numbers for their complaints on request.
- On an overall basis, 3.2% 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, 4.1% of the customers, who had complained, said that their complaints were refused to be registered.





6B.4.1.4The following table shows the percentage of customers, who were informed about the action taken on their complaint by call centre.

Service providers		% customers	Base
	Total	75.0	44
Aircel	Urban	84.2	38
	Rural	16.7	6
	Total	65.5	29
Airtel	Urban	54.5	22
	Rural	100	7
	Total	88.8	134
BSNL	Urban	93.5	124
	Rural	30.0	10
	Total	84.4	45
Idea	Urban	91.2	34
	Rural	63.6	11
	Total	66.2	74
Rel. Tel	Urban	66.2	65
	Rural	66.7	9
	Total	100.0	8
S. Tel	Urban	100.0	8
	Rural	-	0
	Total	80.7	57
TTSL	Urban	80.7	57
	Rural	-	0
	Total	74.5	47
Vodafone	Urban	86.8	38
	Rural	22.2	9
	Total	79.2	438
Overall	Urban	83.2	386
	Rural	50.0	52

• In total, 79.2% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.





6B.4.1.5The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service provid	ders	% customers	Base
	Total	72.7	44
Aircel	Urban	81.6	38
	Rural	16.7	6
	Total	82.8	29
Airtel	Urban	77.3	22
	Rural	100.0	7
	Total	84.3	134
BSNL	Urban	88.7	124
	Rural	30.0	10
	Total	82.2	45
Idea	Urban	85.3	34
	Rural	72.7	11
	Total	60.8	74
Rel. Tel	Urban	61.5	65
	Rural	55.6	9
	Total	100.0	8
S. Tel	Urban	100.0	8
	Rural	-	0
	Total	77.2	57
TTSL	Urban	77.2	57
	Rural	-	0
	Total	72.3	47
Vodafone	Urban	84.2	38
	Rural	22.2	9
	Total	76.9	438
Overall	Urban	80.6	386
	Rural	50.0	52

• In all, 76.9% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaint.





6B.4.2 Awareness and Experience of Nodal Officer

6B.4.2.1The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service prov	viders	% customers	Base
	Total	6.0	386
Aircel	Urban	6.0	368
	Rural	5.6	18
	Total	3.8	445
Airtel	Urban	3.4	354
	Rural	5.5	91
	Total	17.6	795
BSNL	Urban	18.0	757
	Rural	10.5	38
	Total	6.4	422
Idea	Urban	6.6	318
	Rural	5.8	104
	Total	10.1	337
Rel. Tel	Urban	9.9	314
	Rural	13.0	23
	Total	3.8	211
S. Tel	Urban	3.8	211
	Rural	-	0
	Total	9.1	453
TTSL	Urban	9.1	453
	Rural	-	0
	Total	8.9	426
Vodafone	Urban	9.0	401
	Rural	8.0	25
	Total	9.4	3475
Overall	Urban	9.7	3176
	Rural	7.0	299

 On an overall basis, only 9.4% of the cellular mobile customers were aware of the contact details of the nodal officer.





6B.4.2.2The following table shows the percentage of customers, who had made complaints to the nodal officer.

Service providers		% customers	Base
	Total	95.7	23
Aircel	Urban	95.5	22
	Rural	100.0	1
	Total	100.0	17
Airtel	Urban	100.0	12
	Rural	100.0	5
	Total	85.0	140
BSNL	Urban	84.6	136
	Rural	100.0	4
	Total	100.0	27
Idea	Urban	100.0	21
	Rural	100.0	6
	Total	91.2	34
Rel. Tel	Urban	90.3	31
	Rural	100.0	3
	Total	100.0	8
S. Tel	Urban	100.0	8
	Rural	-	0
	Total	100.0	41
TTSL	Urban	100.0	41
	Rural	-	0
	Total	100.0	38
Vodafone	Urban	100.0	36
	Rural	100.0	2
	Total	92.4	328
Overall	Urban	91.9	307
	Rural	100.0	21

 On the whole, 92.4% of the cellular mobile customers, who were aware of the contact details of the nodal officer, made complaints to the nodal officer.





6B.4.2.3 The following table shows the percentage of customers, who were intimated by the nodal officer.

Service providers		% customers	Base
	Total	90.9	22
Aircel	Urban	95.2	21
	Rural	0.0	1
	Total	94.1	17
Airtel	Urban	91.7	12
	Rural	100.0	5
	Total	79.8	119
BSNL	Urban	79.1	115
	Rural	100.0	4
	Total	77.8	27
Idea	Urban	76.2	21
	Rural	83.3	6
	Total	77.4	31
Rel. Tel	Urban	82.1	28
	Rural	33.3	3
	Total	100.0	8
S. Tel	Urban	100.0	8
	Rural	-	0
	Total	90.2	41
TTSL	Urban	90.2	41
	Rural	-	0
	Total	94.7	38
Vodafone	Urban	94.4	36
	Rural	100.0	2
	Total	84.8	303
Overall	Urban	85.1	282
	Rural	81.0	21

84.8% of the cellular mobile customers, who had made complaints to the nodal officer, said that they were intimated by the nodal officer about the decision taken on their complaints.





6B.4.2.4 The following table shows the percentage of customers, who were satisfied with the decision taken by the nodal officer.

Service prov	riders	% customers	Base
	Total	95.5	22
Aircel	Urban	100.0	21
	Rural	0.0	1
	Total	94.1	17
Airtel	Urban	91.7	12
	Rural	100.0	5
	Total	89.1	119
BSNL	Urban	89.6	115
	Rural	75.0	4
	Total	92.6	27
Idea	Urban	95.2	21
	Rural	83.3	6
	Total	87.1	31
Rel. Tel	Urban	89.3	28
	Rural	66.6	3
	Total	100.0	8
S. Tel	Urban	100.0	8
	Rural	-	0
	Total	87.8	41
TTSL	Urban	87.8	41
	Rural	-	0
	Total	92.1	38
Vodafone	Urban	91.7	36
	Rural	100.0	2
	Total	90.5	303
Overall	Urban	91.2	282
	Rural	81.0	21

• In total, 90.5% of the cellular mobile customers, who had made complaints to the nodal officer, said that they were satisfied with the decision taken by the nodal officer.





6B.4.2.4 The following table shows the percentage of customers, who cited different reasons for the dissatisfaction with the nodal officer.

Service pro	oviders	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	Base
	Total	100.0	0.0	0.0	0.0	0.0	1
Aircel	Urban	0.0	0.0	0.0	0.0	0.0	0
	Rural	100.0	0.0	0.0	0.0	0.0	1
	Total	100.0	0.0	0.0	0.0	0.0	1
Airtel	Urban	100.0	0.0	0.0	0.0	0.0	1
	Rural	0.0	0.0	0.0	0.0	0.0	0
	Total	46.2	0.0	0.0	53.8	0.0	13
BSNL	Urban	50.0	0.0	0.0	50.0	0.0	12
	Rural	0.0	0.0	0.0	100.0	0.0	1
	Total	100.0	0.0	0.0	0.0	0.0	2
Idea	Urban	100.0	0.0	0.0	0.0	0.0	1
	Rural	100.0	0.0	0.0	0.0	0.0	1
	Total	75.0	0.0	0.0	25.0	0.0	4
Rel. Tel	Urban	66.7	0.0	0.0	33.3	0.0	3
	Rural	100.0	0.0	0.0	0.0	0.0	1
	Total	0.0	0.0	0.0	0.0	0.0	0
S. Tel	Urban	0.0	0.0	0.0	0.0	0.0	0
	Rural	-	-	-	-	-	0
	Total	40.0	0.0	0.0	60.0	0.0	5
TTSL	Urban	40.0	0.0	0.0	60.0	0.0	5
	Rural	-	-	-	-	-	0
	Total	66.7	0.0	0.0	33.3	0.0	3
Vodafone	Urban	66.7	0.0	0.0	33.3	0.0	3
	Rural	0.0	0.0	0.0	0.0	0.0	0
	Total	58.6	0.0	0.0	41.4	0.0	29
Overall	Urban	56.0	0.0	0.0	44.0	0.0	25
	Rural	75.0	0.0	0.0	25.0	0.0	4

 Difficulty in connecting to the nodal officer and time taken by the nodal officer for the redressal of complaints was the main reason for the dissatisfaction.





6B.4.3 Awareness and Experiences with Appellate Authority

6B.4.3.1 The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service providers		% customers	Base
	Total	6.0	386
Aircel	Urban	6.0	368
	Rural	5.6	18
	Total	3.8	445
Airtel	Urban	3.4	354
	Rural	5.5	91
	Total	17.6	795
BSNL	Urban	18.0	757
	Rural	10.5	38
	Total	6.4	422
Idea	Urban	6.6	318
	Rural	5.8	104
	Total	10.1	337
Rel. Tel	Urban	9.9	314
	Rural	13.0	23
S. Tel	Total	3.8	211
S. 161	Urban	3.8	211
TTSL	Total	9.1	453
IISL	Urban	9.1	453
	Total	8.7	426
Vodafone	Urban	8.7	401
	Rural	8.0	25
	Total	9.4	3475
Overall	Urban	9.6	3176
	Rural	7.0	299

- On an overall basis, only 9.4% of the cellular mobile customers were aware of the contact details of the appellate authority
- Only 37 customers filed any appeal to the appellate authority in the last 6 months.
- Out of 37 customers, 24 of them received an acknowledgement.
- In 34 cases, the appellate authority took a decision upon the complaints within 3 months of filing the complaints.





6B.4.4 General Information

6B.4.4.1 The following table shows the percentage of prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service providers		% customers	Base
	Total	17.6	380
Aircel	Urban	18.2	362
	Rural	5.6	18
	Total	12.4	429
Airtel	Urban	12.1	338
	Rural	13.2	91
	Total	29.3	679
BSNL	Urban	30.3	641
	Rural	13.2	38
	Total	10.9	421
Idea	Urban	10.1	317
	Rural	13.5	104
	Total	13.3	308
Rel. Tel	Urban	13.0	285
	Rural	17.4	23
S. Tel	Total	4.3	211
S. Tel	Urban	4.3	211
TTSL	Total	25.8	387
ITSL	Urban	25.8	387
	Total	12.7	409
Vodafone	Urban	12.5	384
	Rural	16.0	25
	Total	17.6	3224
Overall	Urban	18.0	2925
	Rural	13.4	299

 On the overall, only 17.6% of the prepaid customers said that they were aware of the fact that they can get item-wise usage charge details on request.





6B.4.4.2 The following table shows the percentage of customers, who were denied itemwise usage charge details for their pre-paid connection.

Service providers		% customers	Base
	Total	43.3	67
Aircel	Urban	42.4	66
	Rural	100.0	1
	Total	32.1	53
Airtel	Urban	26.8	41
	Rural	50.0	12
	Total	52.8	199
BSNL	Urban	52.1	194
	Rural	80.0	5
	Total	63.0	46
Idea	Urban	71.9	32
	Rural	42.9	14
	Total	70.7	41
Rel. Tel.	Urban	70.3	37
	Rural	75.0	4
S. Tel.	Total	100.0	9
3. Tel.	Urban	100.0	9
TTSL	Total	36.0	100
TIGE	Urban	36.0	100
	Total	61.5	52
Vodafone	Urban	62.5	48
	Rural	50.0	4
	Total	50.4	567
Overall	Urban	50.1	527
	Rural	55.0	40

On an overall basis, only 50.4% of the prepaid 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.4.4.3 The following table shows the percentage of customers, who cited different reason(s) for their request for item-wise details being denied.

Service providers		% customers				
		No reason given	Technical problem	Others	— Base	
	Total	51.7	37.9	10.3	29	
Aircel	Urban	50.0	39.3	10.7	28	
	Rural	100.0	0.0	0.0	1	
	Total	58.8	41.2	0.0	17	
Airtel	Urban	72.7	27.3	0.0	11	
	Rural	33.3	66.7	0.0	6	
	Total	54.3	39.0	6.7	105	
BSNL	Urban	54.5	38.6	6.9	101	
	Rural	50.0	50.0	0.0	4	
	Total	37.9	62.1	0.0	29	
Idea	Urban	26.1	73.9	0.0	23	
	Rural	83.3	16.7	0.0	6	
	Total	37.9	58.6	3.4	29	
Rel. Tel	Urban	38.5	57.7	3.8	26	
	Rural	33.3	66.7	0.0	3	
S. Tel	Total	100.0	0.0	0.0	9	
J. 161	Urban	100.0	0.0	0.0	9	
TTSL	Total	52.8	41.7	5.6	36	
TIGL	Urban	52.8	41.7	5.6	36	
	Total	50.0	46.9	3.1	32	
Vodafone	Urban	53.3	43.3	3.3	30	
	Rural	0.0	100	0.0	2	
	Total	51.7	43.4	4.9	286	
Overall	Urban	51.9	42.8	5.3	264	
	Rural	50.0	50.0	0.0	22	

• In all, 51.7% of the prepaid customers said that "no reason" was given for denying their request while 43.4% of the prepaid customers said that "technical reason" was given for denying their request.





6B.4.4.4 The following table shows the percentage of customers, who claimed to have got the "Manual of Practice" containing the terms & conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal while subscribing a new cellular mobile connection.

Service providers		% customers	Base
	Total	30.1	386
Aircel	Urban	29.9	368
	Rural	33.3	18
	Total	38.2	445
Airtel	Urban	41.2	354
	Rural	26.4	91
	Total	28.3	795
BSNL	Urban	28.1	757
	Rural	31.6	38
	Total	20.1	422
Idea	Urban	22.6	318
	Rural	12.5	104
	Total	37.1	337
Rel. Tel	Urban	38.2	314
	Rural	21.7	23
S. Tel	Total	37.4	211
S. Tel	Urban	37.4	211
TTSL	Total	46.4	453
IISL	Urban	46.4	453
	Total	15.7	426
Vodafone	Urban	14.5	401
	Rural	36.0	25
	Total	31.0	3475
Overall	Urban	31.7	3176
	Rural	23.1	299

- On the whole, only 31% of the customers claimed to have got the manual of practice.
- In all, only 23.1% of the rural customers got the manual of practice.



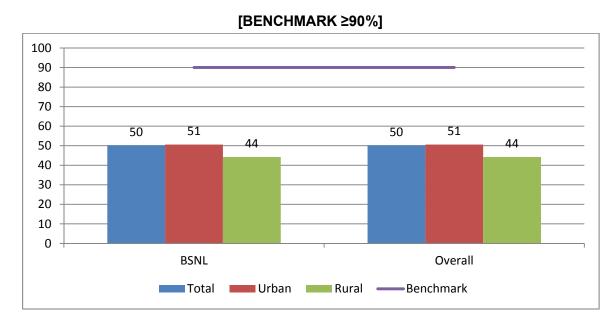


6C.5 Broadband Service - North East circle

The survey in North East circle was done for only one Broadband Service provider i.e. BSNL.

6C.5.1 Customer Satisfaction with Provision of Service

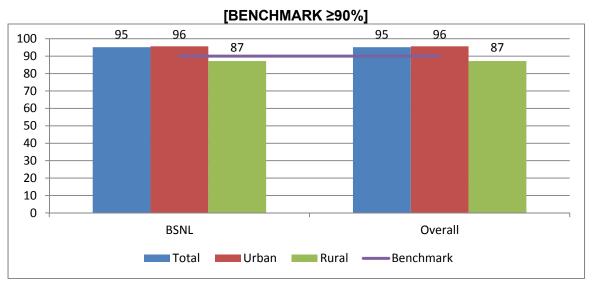
6C.5.1.1 The following graph shows the percentage of satisfied customers with respect to provision of service.



In total, BSNL did not meet the benchmark laid down by TRAI.

6C.5.2a Postpaid Customer Satisfaction with Billing Performance - Postpaid

6C.5.2a.1 The following graph shows the percentage of postpaid customers satisfied with billing performance.



 On an overall basis, BSNL met the benchmark laid down by TRAI. However, BSNL failed to meet the benchmark in the rural areas.





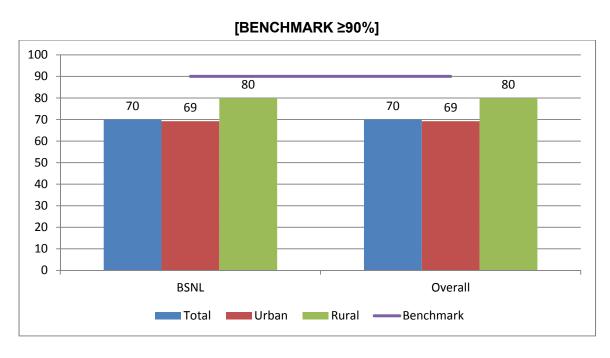
6C.5.2a.2 The following table shows the percentage of postpaid customers satisfied with sub- parameters of billing performance.

		% postpaid customers				
Service providers		Timely delivery of bills Accuracy of the bills		Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base
BSNL	Total	94.7	96.6	53.3	96.5	774
	Urban	95.1	96.7	58.8	96.8	731
	Rural	88.4	95.4	36.4	90.7	43

- Most of the customers were satisfied with the sub-parameters of billing performance except with the process of resolution of billing complaints.
- In rural areas, customers were less satisfied with the process of resolution of billing complaints.

6C.5.3 Customer Satisfaction with Help Services

6C.5.3.1 The following graph shows the percentage of satisfied customers with help services.



 On the whole, BSNL did not meet the benchmark laid down by TRAI. However, it had a higher proportion of satisfied customers in the rural areas.





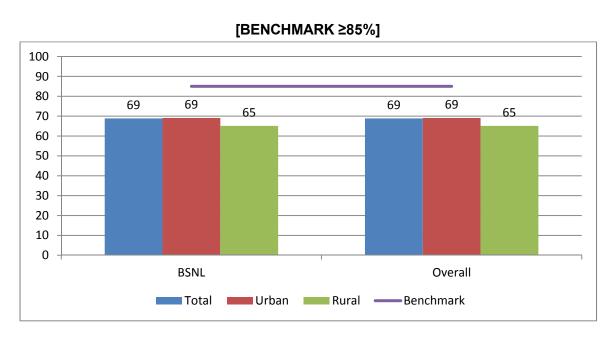
6C.5.3.3The following table shows the percentage of customers satisfied with the subparameters of help services.

		% customers					
Service providers		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/cust omer care or helpline to resolve your complaints	Base
	Total	78.8	78.8	74.8	59.0	59.0	127
BSNL	Urban	78.6	78.6	74.4	57.3	57.3	117
	Rural	80.0	80.0	80.0	80.0	80.0	10

- Most of the customers were less satisfied with the sub-parameters of help services.
- On an overall basis, problem solving ability and time taken by the call centre were the main reasons for dissatisfaction among the customers.

6C.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

6C.5.4.1The following graph shows the percentage of customers satisfied with network performance, reliability & availability.



- In all, BSNL was not able to meet the benchmark laid down by TRAI.
- Performance in the urban areas was somewhat better than in the rural areas.





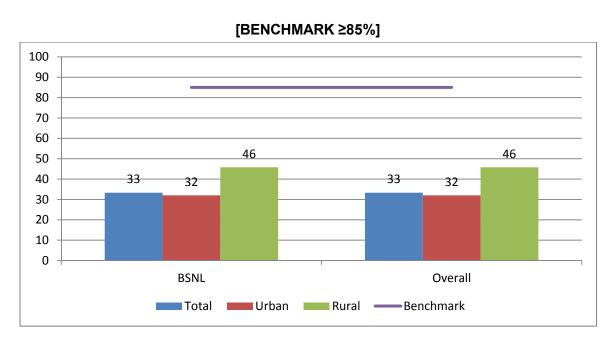
6C.5.4.3 The following table shows the percentage of customers satisfied with sub- parameters of network performance, reliability & availability.

Service providers		% cu		
		Speed of broadband connection	Amount of time for which the service is up and working	Base
	Total	68.7	69.0	774
BSNL	Urban	69.1	69.1	731
	Rural	62.8	67.4	43

 In total, customers of BSNL were less satisfied with the speed of broadband connection and amount of time for which the service is up and working

6C.5.5 Customer Satisfaction with Maintainability

6C.5.5.1 The following graph shows the percentage of customers satisfied with maintainability.



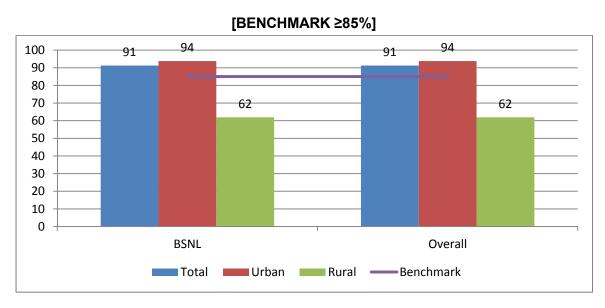
On an overall basis, BSNL did not meet the benchmark laid down by TRAI.





6C.5.6 Customer Satisfaction with Supplementary Services

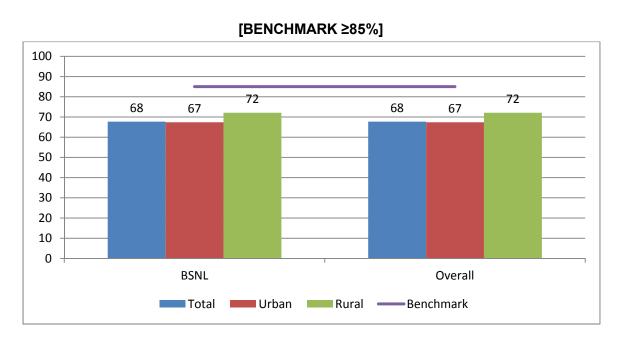
6C.5.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- On the whole, BSNL met the benchmark laid down by TRAI.
- Rural customers were less satisfied as compared to the urban customers.

6C.5.7 Customer Satisfaction with Overall Service Quality

6C.5.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



On an overall basis, BSNL was not able to meet the benchmark laid down by TRAI.





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

6C.6.1 Awareness and Experience of Call Centre

6C.6.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queryries.

Service providers		% customers	Base
	Total	80.4	774
BSNL	Urban	82.1	731
	Rural	51.2	43

On the whole, 80.4% of the broadband customers said that they were aware about the call centre number of their service provider to make complaints/ queries. However, only 51.2% of the rural customers were aware of the contact details of the call centre number of their service provider to make complaints/ queries.

6C.6.1.2The 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	
BSNL	Total	7.5	774	
	Urban	6.4	731	
	Rural	25.6	43	

- In total, only 7.5% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- Higher proportion of rural customers had complained.

6C.6.1.3 The following table shows the percentage of customers, who received or did not receive the docket number for their complaints.

Service providers		% customers					
		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	Base
	Total	70.7	15.5	3.4	1.7	8.6	58
BSNL	Urban	74.5	14.9	4.3	2.1	4.3	47
	Rural	54.5	18.2	0.0	0.0	27.3	11

On an overall basis:

- 70.7% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- 15.5% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints.





- 3.4% of the broadband customers, who had complained, said that they had received the docket numbers on request.
- 1.7% of the broadband customers, who had complained said that they did not receive docket numbers even on request.
- 8.6% of the broadband customers, who had complained, said that their complaints were refused to be registered.

6C.6.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaint by the call centre.

Service providers		% customers	Base	
	Total	74.1	58	
BSNL	Urban	78.7	47	
	Rural	54.5	11	

• In all, 74.1% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.

6C.6.1.5The following table shows the percentage of satisfied customers on account of complaint resolution.

Service providers		% customers	Base	
	Total	67.2	58	
BSNL	Urban	68.1	47	
	Rural	63.6	11	

 Out of the total, 67.2% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving of their complaints by the call centre/ customer care/ helpline.

6C.6.1.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with the call centre.

		F	Reasons for	dissatisfac	tion with cu	istomer care	9	
Service pro	oviders	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	Base
	Total	42.1	5.3	0.0	26.3	26.3	0.0	19
BSNL	Urban	40.0	6.7	0.0	33.3	20.0	0.0	15
	Rural	50.0	0.0	0.0	0.0	50.0	0.0	4

 On an overall basis, the main reason for dissatisfaction with the customer care was difficulty to connect to the call centre executive.





6C.6.1.7 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
	Total	56.9	58
BSNL	Urban	61.7	47
	Rural	36.4	11

In all, 56.9% of the 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.6.2 Awareness and Experience of Nodal Officer

6C.6.2.1The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service providers		% customers	Base	
	Total	11.8	774	
BSNL	Urban	11.5	731	
	Rural	16.3	43	

 On the whole, only 11.8% of the broadband customers said that they were aware of the contact details of the nodal officer.

6C.6.2.2 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	
	Total	0.8	774	
BSNL	Urban	0.8	731	
	Rural	0.0	43	

• In total, less than 1% of the customers had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

6C.6.2.3The 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	
	Total	100.0	6	
BSNL	Urban	100.0	6	
	Rural	0.0	0	

 On an overall basis, all those customers, who made any complaints to the nodal officer, were intimated by the nodal officer about the decision taken on their complaints.





6C.6.2.4The following table shows the percentage of customers satisfied with the redressal of the complaint by the nodal officer.

Service providers		% customers	Base
	Total	100.0	6
BSNL	Urban	100.0	6
	Rural	0.0	0

 As a whole, all the customers were satisfied with the redressal of their complaints by the nodal officer.

6C.6.3 Awareness and Experience of Appellate Authority

6C.6.3.1The following table shows the percentage of customers, who were aware about the contact details of the Appellate Authority.

Service providers		% customers	Base
	Total	11.1	774
BSNL	Urban	10.8	731
	Rural	16.3	43

• In total, 11.1% of the broadband customers said that they were aware of the contact details of the appellate authority.

6C.6.3.2 Incidence of appeal being filed in the prescribed form in last 6 months.

None of the customers filed any appeal to with the appellate authority.

6C.6.4 General Information

6C.6.4. 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 the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.

Service providers		% customers	Base
	Total	63.8	774
BSNL	Urban	66.9	731
	Rural	11.6	43

 On an overall basis, only 63.8% of the customers claimed to have got the manual of practice.





7. CRITICAL ANALYSIS

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

7.1 Basic Telephone Service

7.1.1 Overall Service Quality

 BSNL's performance on this parameter was better as 93% of the respondents were satisfied.

7.1.2 Provision of Service:

In all, 99% of the BSNL customers were satisfied with the provision of service.

7.1.3 Billing Performance - Postpaid

 On the whole, only 79.8% of the customers were satisfied with the resolution of the billing complaints.

7.1.4 Help Services including Customer Grievance Redressal

- On the whole, 82.9% of the customers were satisfied with the time taken by the call centre to resolve the complaints.
- On an overall basis, 84% of the customers were satisfied with the problem solving ability of the customer care executive.

7.1.5 Network Performance, Reliability & Availability

 On the overall, BSNL's performance was marginally low on this parameter as only 93% of the customers were satisfied

7.1.6 Maintainability

 In all, performance of BSNL was low on this parameter as 83% of the customers were satisfied.

7.1.7 Supplementary and Value Added Services

In total, 92%, of the customers were satisfied with the supplementary and value added services.





7.1.8 Grievance Redressal Mechanism

On an overall basis:

- 86.1% of the customers were aware of the toll free number of the call centre
- Only 4.3% of the total customers were aware of the nodal officer.
- Only 3.8% of the customers were aware of the contact details of the appellate authority.

7.2 Cellular Mobile Telephone Service

7.2.1 Overall Quality of Service

In all, Aircel, Airtel and BSNL were able to meet the benchmark set by the TRAI.

7.2.2 Provision of Service

On the overall, all the service providers were able to meet the benchmark set by TRAI.

7.2.3 Billing Performance

- In the post paid billing, Aircel, BSNL and Idea were able to meet the benchmark set by TRAI
- In prepaid billing, all the service providers were able to meet the benchmark set by TRAI.

7.2.4 Help Services including Customer Grievance Redressal

- On an overall basis, only Airtel and BSNL were able to meet the benchmark set for this parameter.
- Rel Tel was the worst performers on this front.

7.2.5 Network Performance, Reliability & Availability

In total, Aircel and Airtel were able to meet the benchmark set by TRAI.

7.2.6 Maintainability

- On an overall basis, only Airtel met the benchmark laid down by TRAI.
- Rel Tel, S Tel and Vodafone were the worst performers.

7.2.7 Supplementary and Value Added Services

On an overall basis:

- Aircel, BSNL, S Tel and TTSL were able to meet the benchmark set by the TRAI.
- Rel Tel was the worst performers.
- Only 86.2% of the customers were satisfied with the resolution of complaints.





7.2.8 Grievance Redressal Mechanism

- On the whole, 68.5% of the customers were aware of the call centre number of their service provider.
- In all, 9.4% of the customers were aware of the contact details of the nodal officer and the appellate authority respectively.

7.3 Broadband Service

7.3.1 Overall Quality of Service

- On an overall basis, 68% of the customers were satisfied with the overall quality of service of BSNL.
- BSNL's urban customers were less satisfied with the quality of service than the rural customers.

7.3.2 Provision of Service

On the whole, 50% of the customers were satisfied with the provision of service.

7.3.3 Billing Performance

 On the overall, 95% of the customers in case of BSNL (postpaid only) were satisfied with the billing performance.

7.3.4 Help Services

 On the whole, 70% of the customers were satisfied with the help services including customer grievance redressal.

7.3.5 Network Performance, Reliability & Availability

In all, 69% of the customers were satisfied with the network performance.

7.3.6 Maintainability

Out of the total, only 33% of the customers were satisfied with the maintainability.

7.3.7 Supplementary Services

On an overall basis, BSNL met the benchmark set by TRAI for this parameter. However,
 BSNL failed to meet the benchmark in the rural areas.





7.3.8 Grievance Redressal Mechanism

On an overall basis:

- 80.4% of the customers were aware of the toll free number of the call centre of their service provider.
- Only 11.8% of the customers were aware of the nodal officer.
- Only 11.1% of the respondents were aware of the appellate authority.





8. RECOMMENDATIONS

8.1 Basic Telephone Service

8.1.1 Provision of Service

BSNL needs to maintain this parameter in both urban as well as rural areas.

8.1.2 Billing Performance

 BSNL needs to improve the billing performance in urban areas while it strive to maintain it in rural areas

8.1.3 Help Services

 As large number of BSNL customers were not satisfied with its help services, it needs to improve its help services especially in the urban areas.

8.1.4 Network Performance

 BSNL failed to meet the benchmark and it should try to improve the network performance in urban and rural areas.

8.1.5 Maintainability

BSNL needs to improve upon this parameter in the urban areas.

8.1.6 Supplementary and Value Added Services

BSNL needs to maintain this parameter.

8.1.7 Grievance Redressal Mechanism

 Awareness about the nodal officer and the appellate authority was found to be very low and BSNL should make its customers more aware about the same.





8.2 Cellular Mobile Telephone Service

8.2.1 Provision of Service

All the service providers need to maintain it.

8.2.2 Billing Performance

- Among post paid service providers, Aircel, BSNL, and Idea needs to maintain their performance, while Airtel, Rel Tel, S Tel, TTSL and Vodafone need to improve it.
- All the service providers in the prepaid category need to maintain their performance.

8.2.3 Help Services

 Airtel and BSNL need to maintain it while Aircel, Idea, Rel Tel, S Tel, TTSL and Vodafone needs to improve their performance.

8.2.4 Network Performance

 Aircel and Airtel need to maintain it while BSNL, Idea, Rel Tel, S Tel, TTSL and Vodafone need to improve on this parameter.

8.2.5 Maintainability

All service providers need to improve on this parameter.

8.2.6 Supplementary & Value added services

 Aircel, BSNL S Tel and Rel Tel needs to maintain this parameter while Airtel, Idea, TTSL and Vodafone need to improve upon this parameter.

8.2.7 Grievance Redressal Mechanism

There is a need to increase the awareness level of the call centre, the nodal officer and the appellate authority among customers.

8.3 Broadband Services

8.3.1 Provision of Service

 A very low percentage of the customers are satisfied with the provision of service, and hence BSNL needs significant improvement in its performance on this parameter.

8.3.2 Billing Performance

BSNL needs to improve its performance on this parameter in the rural areas.





8.3.3 Help Services

BSNL needs to improve its performance.

8.3.4. Network Performance

BSNL needs to improve its performance on this parameter.

8.3.5 Maintainability

A large number of customers were not satisfied with BSNL, hence, BSNLs need to improve on this parameter.

8.3.6 Supplementary Services

A large number of rural customers were not satisfied with this parameter. Therefore,
 BSNLs need to improve its performance on this parameter in rural areas.

8.3.7 Grievance Redressal mechanism

 Awareness level about the call centre number, the nodal officer and the appellate authority needs to improve.





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 Yes No Total Providers							
	Count	242	558	800			
BSNL (Total)	%	30.3	69.8	100			
BSNL (Urban)	Count	217	536	753			
	%	28.8	71.2	100			
BSNL (Rural)	Count	25	22	47			
	%	53.2	46.8	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?

connection:	connection:						
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	240	96	144	0	2	242
BSNL (Total)	%	99.2	39.7	59.5	0.0	0.8	100
BSNL (Urban)	Count	215	85	130	0	2	217
	%	99.1	39.2	59.9	0.0	0.9	100
DCNII (Durol)	Count	25	11	14	0	0	25
BSNL (Rural)	%	100.0	44.0	56.0	0.0	0.0	100

		n writing, at the time of su ils of your tariff plan?	bscription of service or wi	thin a week of activation
Service Providers		Yes	No	Total
	Count	202	40	242
BSNL (Total)	%	83.5	16.5	100
BSNL (Urban)	Count	182	35	217
BSINE (Orban)	%	83.9	16.1	100
DCNII (Durol)	Count	20	5	25
BSNL (Rural)	%	80.0	20.0	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			
	Count	240	150	90	1	1	242			
BSNL (Total)	%	99.2	62.0	37.2	0.4	0.4	100			
DCNII (Linkson)	Count	215	145	70	1	1	217			
BSNL (Urban)	%	99.1	66.8	32.3	0.5	0.5	100			
BSNL (Rural)	Count	25	5	20	0	0	25			
	%	100.0	20.0	80.0	0.0	0.0	100			





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

4. How satisfied	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				
	Count	765	252	513	28	7	800				
BSNL (Total)	%	95.6	31.5	64.1	3.5	0.9	100				
DCNI (Lirbon)	Count	718	240	478	28	7	753				
BSNL (Urban)	%	95.4	31.9	63.5	3.7	0.9	100				
BSNL (Rural)	Count	47	12	35	0	0	47				
	%	100.0	25.5	74.5	0.0	0.0	100				

5(a). How satisf	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				
	Count	738	165	573	59	3	800				
BSNL (Total)	%	92.2	20.6	71.6	7.4	0.4	100				
DCNII (Lirbon)	Count	697	155	542	55	1	753				
BSNL (Urban)	%	92.6	20.6	72.0	7.3	0.1	100				
BSNL (Rural)	Count	41	10	31	4	2	47				
	%	87.3	21.3	66.0	8.5	4.3	100				

5(b). Please s	pecify th	e reason(s)	for your	dissatisfac	tion.				
Service Providers		Charge s not as per tariff plan subscri bed	Tariff plan change d without informa tion	Charge d for value added service s not subscri bed	Charge d for calls/se rvices not made/u sed	Details like item- wise charges are not provide d	Calculat ions are not clear	Others	Total
	Count	8	1	0	30	5	25	2	62
BSNL (Total)	%	14.0	1.8	0.0	47.6	7.9	39.7	3.2	100
BSNL (Urban)	Count	0	0	0	24	5	25	2	56
DOINE (UIDAII)	%	0.0	0.0	0.0	42.1	8.8	43.9	3.5	100
BSNL (Rural)	Count	8	1	0	6	0	0	0	6
DOINE (Ruidi)	%	12.7	1.6	0.0	100.0	0.0	0.0	0.0	100

6. Have you made any billing related complaints in the last 6 months?								
Service Providers		Yes	No	Total				
DONE (Tabal)	Count	99	701	800				
BSNL (Total)	%	12.4	87.6	100				
BSNL (Urban)	Count	84	669	753				
BSNL (Orbail)	%	11.2	88.8	100				
DCNI (Durel)	Count	15	32	47				
BSNL (Rural)	%	31.9	68.1	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			
	Count	79	30	49	19	1	99			
BSNL (Total)	%	79.8	30.3	49.5	19.2	1.0	100			
DCNII (Lirbon)	Count	65	24	41	19	0	84			
BSNL (Urban)	%	77.4	28.6	48.8	22.6	0.0	100			
BSNL (Rural)	Count	14	6	8	0	1	15			
	%	93.3	40.0	53.3	0.0	6.7	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			
	Count	780	130	650	9	11	800			
BSNL (Total)	%	97.6	16.3	81.3	1.1	1.4	100			
DCNI (Lishon)	Count	733	124	609	9	11	753			
BSNL (Urban)	%	97.4	16.5	80.9	1.2	1.5	100			
BSNL (Rural)	Count	47	6	41	0	0	47			
	%	100.0	12.8	87.2	0.0	0.0	100			

9. Please specify the	e reason(s) for	your dissatisfa	action.				
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
	Count	2	0	17	11	3	20
BSNL (Total)	%	10.0	0.0	85.0	55.0	15.0	100
DCNII (Lirbon)	Count	2	0	17	11	3	20
BSNL (Urban)	%	10.0	0.0	85.0	55.0	15.0	100
DCNII (Durral)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0

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					
DONII (Tatal)	Count	195	605	800					
BSNL (Total)	%	24.4	75.6	100					
DCNII (Lishon)	Count	183	570	753					
BSNL (Urban)	%	24.3	75.7	100					
DCNII (Dural)	Count	12	35	47					
BSNL (Rural)	%	25.5	74.5	100					

North East Survey Report (Quarter 1)



12(a). How satis	fied are you w	ith the ease o	of access of c	all centre/cu	stomer care or	r helpline?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	181	49	132	14	0	195
BSNL (Total)	%	92.8	25.1	67.7	7.2	0.0	100
DCNII (Lirbon)	Count	170	45	125	13	0	183
BSNL (Urban)	%	92.9	24.6	68.3	7.1	0.0	100
DCNII (Durral)	Count	11	4	7	1	0	12
BSNL (Rural)	%	91.6	33.3	58.3	8.3	0.0	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			
	Count	177	53	124	17	1	195			
BSNL (Total)	%	90.7	27.3	63.4	8.8	0.5	100			
DCNII /Lishon)	Count	165	50	115	17	1	183			
BSNL (Urban)	%	90.1	27.5	62.6	9.3	0.5	100			
BSNL (Rural)	Count	12	3	9	0	0	12			
	%	100.0	25.0	75.0	0.0	0.0	100			

13. How satisfie	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				
	Count	182	52	130	13	0	195				
BSNL (Total)	%	93.4	26.7	66.7	6.7	0.0	100				
DCNI (Lirbon)	Count	170	46	124	13	0	183				
BSNL (Urban)	%	92.9	25.1	67.8	7.1	0.0	100				
BSNL (Rural)	Count	12	6	6	0	0	12				
	%	100.0	50.0	50.0	0.0	0.0	100				

14. How satisfie	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				
	Count	164	63	101	30	1	195				
BSNL (Total)	%	84.0	32.5	51.5	15.5	0.5	100				
DCNI (Lirbon)	Count	153	57	96	29	1	183				
BSNL (Urban)	%	83.5	31.3	52.2	15.9	0.5	100				
BSNL (Rural)	Count	11	6	5	1	0	12				
	%	91.7	50.0	41.7	8.3	0.0	100				

North East Survey Report (Quarter 1)



15. How satisfic complaint?	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			
	Count	161	50	111	33	1	195			
BSNL (Total)	%	82.5	25.6	56.9	16.9	0.5	100			
BSNL (Urban)	Count	149	46	103	33	1	183			
BSINE (Olbali)	%	81.4	25.1	56.3	18.0	0.5	100			
BSNL (Rural)	Count	12	4	8	0	0	12			
	%	100.0	33.3	66.7	0.0	0.0	100			

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	747	281	466	49	4	800
	%	93.4	35.1	58.3	6.1	0.5	100
DCNII (Lishon)	Count	703	266	437	46	4	753
BSNL (Urban)	%	93.3	35.3	58.0	6.1	0.5	100
BSNL (Rural)	Count	44	15	29	3	0	47
	%	93.6	31.9	61.7	6.4	0.0	100

17. How satisfie	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				
	Count	751	281	470	45	4	800				
BSNL (Total)	%	93.9	35.1	58.8	5.6	0.5	100				
DCNII (Linkara)	Count	707	267	440	44	2	753				
BSNL (Urban)	%	93.9	35.5	58.4	5.8	0.3	100				
BSNL (Rural)	Count	44	14	30	1	2	47				
	%	93.6	29.8	63.8	2.1	4.3	100				

18. How satisfi	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				
	Count	742	281	461	48	10	800				
BSNL (Total)	%	92.7	35.1	57.6	6.0	1.3	100				
DCNII (Lirbon)	Count	698	267	431	46	9	753				
BSNL (Urban)	%	92.7	35.5	57.2	6.1	1.2	100				
BSNL (Rural)	Count	44	14	30	2	1	47				
	%	93.6	29.8	63.8	4.3	2.1	100				





19. How many ti	mes has your	telephone conn	ection required	repair in the las	t 6 months?	
Service Providers		Nil	One time	2-3 times	More than 3 times	Total
	Count	643	110	41	6	800
BSNL (Total)	%	80.4	13.8	5.1	0.8	100
DCNI (Urbon)	Count	608	99	40	6	753
BSNL (Urban)	%	80.7	13.1	5.3	0.8	100
DONII (Darrell)	Count	35	11	1	0	47
BSNL (Rural)	%	74.5	23.4	2.1	0.0	100

20. How long di	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				
	Count	89	41	11	16	157				
BSNL (Total)	%	56.7	26.1	7.0	10.2	100				
DCNI (Urban)	Count	78	40	11	16	145				
BSNL (Urban)	%	53.8	27.6	7.6	11.0	100				
DONII (Darrell)	Count	11	1	0	0	12				
BSNL (Rural)	%	91.7	8.3	0.0	0.0	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			
	Count	130	33	97	27	0	157			
BSNL (Total)	%	82.7	21.2	61.5	17.3	0.0	100			
DCNI (Lirbon)	Count	118	28	90	27	0	145			
BSNL (Urban)	%	81.2	19.4	61.8	18.8	0.0	100			
BSNL (Rural)	Count	12	5	7	0	0	12			
	%	100.0	41.7	58.3	0.0	0.0	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				
DONII (Tatal)	Count	116	684	800				
BSNL (Total)	%	14.5	85.5	100				
DCNI (Lirbon)	Count	103	650	753				
BSNL (Urban)	%	13.7	86.3	100				
DCNII (Dural)	Count	13	34	47				
BSNL (Rural)	%	27.7	72.3	100				





23. How satisfied	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				
	Count	95	78	17	12	9	116				
BSNL (Total)	%	81.9	67.2	14.7	10.3	7.8	100				
DCNI (Lirbon)	Count	82	69	13	12	9	103				
BSNL (Urban)	%	79.6	67.0	12.6	11.7	8.7	100				
BSNL (Rural)	Count	13	9	4	0	0	13				
	%	100.0	69.2	30.8	0.0	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
BSNL (Total) Count %	Count	110	53	57	6	0	116
	%	94.8	45.7	49.1	5.2	0.0	100
DCNII (Lirbon)	Count	97	46	51	6	0	103
BSNL (Urban)	%	94.2	44.7	49.5	5.8	0.0	100
BSNL (Rural) Count %	Count	13	7	6	0	0	13
	%	100.0	53.8	46.2	0.0	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	Total			
	Count	4	2	1	6			
BSNL (Total)	%	66.7	33.3	16.7	100			
DCNI (Lirbon)	Count	4	2	1	6			
BSNL (Urban)	%	66.7	33.3	16.7	100			
BSNL (Rural)	Count	0	0	0	0			
	%	0.0	0.0	0.0	0.0			

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			
	Count	115	685	800			
BSNL (Total)	%	14.4	85.6	100			
DCNII (Lirbon)	Count	94	659	753			
BSNL (Urban)	%	12.5	87.5	100			
BSNL (Rural)	Count	21	26	47			
	%	44.7	55.3	100			





25(a). How satis	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			
	Count	113	47	66	2	0	115			
BSNL (Total)	%	98.3	40.9	57.4	1.7	0.0	100			
BSNL (Urban)	Count	92	40	52	2	0	94			
BSINE (OIDAII)	%	97.9	42.6	55.3	2.1	0.0	100			
BSNL (Rural)	Count	21	7	14	0	0	21			
	%	100.0	33.3	66.7	0.0	0.0	100			

G. OVERALL CUSTOMER SATISFACTION

26(a). How satis	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			
	Count	744	324	420	52	4	800			
BSNL (Total)	%	93.0	40.5	52.5	6.5	0.5	100			
DCNI (Urbon)	Count	697	299	398	52	4	753			
BSNL (Urban)	%	92.6	39.7	52.9	6.9	0.5	100			
BSNL (Rural)	Count	47	25	22	0	0	47			
	%	100.0	53.2	46.8	0.0	0.0	100			

H. GENERAL INFORMATION

27. What kind of	27. What kind of other services are you also taking from this service provider?									
Service Providers	Broadband Mobile Other None Total									
	Count	573	37	0	190	800				
BSNL (Total)	%	71.6	4.6	0.0	23.8	100				
BSNL (Urban)	Count	564	32	0	157	753				
BSINE (Olbali)	%	74.9	4.2	0.0	20.8	100				
BSNL (Rural)	Count	9	5	0	33	47				
	%	19.1	10.6	0.0	70.2	100				

28(a). Have you terminated a telephone connection that you had in the last 6 month?							
Service Providers		Yes	No	Total			
	Count	60	740	800			
BSNL (Total)	%	7.5	92.5	100			
DCNI (Lirban)	Count	50	703	753			
BSNL (Urban)	%	6.6	93.4	100			
BSNL (Rural)	Count	10	37	47			
	%	21.3	78.7	100			



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28(b). If Yes, Plo	28(b). If Yes, Please name your service provider?								
Service Providers		Airtel	BSNL	Reliance	Tata	Total			
	Count	0	60	0	0	60			
BSNL (Total)	%	0.0	100.0	0.0	0.0	100.0			
DCNII (Lishon)	Count	0	50	0	0	50			
BSNL (Urban)	%	0.0	100.0	0.0	0.0	100.0			
DCNII (Durrell)	Count	0	10	0	0	10			
BSNL (Rural)	%	0.0	100.0	0.0	0.0	100.0			

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		
	Count	50	6	4	0	60		
BSNL (Total)	%	84.3	10.0	6.7	0.0	100		
DCNII (Lista a.a.)	Count	40	6	4	0	50		
BSNL (Urban)	%	80.0	12.0	8.0	0.0	100		
BSNL (Rural)	Count	10	0	0	0	10		
	%	100.0	0.0	0.0	0.0	100		

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			
	Count	157	643	800			
BSNL (Total)	%	19.6	80.4	100			
DCNII (Link a.a.)	Count	143	610	753			
BSNL (Urban)	%	19.0	81.0	100			
BSNL (Rural)	Count	14	33	47			
	%	29.8	70.2	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			
	Count	145	655	800			
BSNL (Total)	%	18.1	81.9	100			
BSNL (Urban)	Count	133	620	753			
BSINE (OIDAII)	%	17.7	82.3	100			
BSNL (Rural)	Count	12	35	47			
	%	25.5	74.5	100			





32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?							
Service Providers		Yes	No	Total			
	Count	85	60	145			
BSNL (Total)	%	58.3	41.7	100			
BSNL (Urban)	Count	73	60	133			
BSINE (Olbali)	%	54.5	45.5	100			
BSNL (Rural)	Count	12	0	12			
	%	100.0	0.0	100			

32(b). Is there a registering?	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			
	Count	9	59	16	1	85			
BSNL (Total)	%	10.6	69.4	18.8	1.2	100			
BSNL (Urban)	Count	9	53	11	0	73			
BSINE (Olbali)	%	12.3	72.6	15.1	0.0	100			
BSNL (Rural)	Count	0	6	5	1	12			
	%	0.0	50.0	41.7	8.3	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					
	Count	73	3	76					
BSNL (Total)	%	96.1	3.9	100					
DCNII (Lishon)	Count	61	3	64					
BSNL (Urban)	%	95.3	4.7	100					
DCNII (Dural)	Count	12	0	12					
BSNL (Rural)	%	100.0	0.0	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			
	Count	61	12	0	0	73			
BSNL (Total)	%	83.6	16.4	0.0	0.0	100			
DCNI /Lishon	Count	54	7	0	0	61			
BSNL (Urban)	%	88.5	11.5	0.0	0.0	100			
DCNI (Durol)	Count	7	5	0	0	12			
BSNL (Rural)	%	58.3	41.7	0.0	0.0	100			





33. On a scale of provider?	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
	Count	4	1	14	14	15	91	170	224	175	92	800
BSNL (Total)	%	0.5	0.1	1.8	1.8	1.9	11.4	21.3	28.0	21.9	11.5	100
DCNII (Lirbon)	Count	4	1	14	14	15	81	161	215	163	85	753
BSNL (Urban) %	0.5	0.1	1.9	1.9	2.0	10.8	21.4	28.6	21.6	11.3	100	
BSNL (Rural) Count %	Count	0	0	0	0	0	10	9	9	12	7	47
	0.0	0.0	0.0	0.0	0.0	21.3	19.1	19.1	25.5	14.9	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					
	Count	689	111	800					
BSNL (Total)	%	86.1	13.9	100					
DCNII (Lirbon)	Count	644	109	753					
BSNL (Urban)	%	85.5	14.5	100					
BSNL (Rural)	Count	45	2	47					
	%	95.7	4.3	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				
	Count	97	703	800				
BSNL (Total)	%	12.1	87.9	100				
BSNL (Urban)	Count	87	666	753				
BSINE (Olbali)	%	11.6	88.4	100				
DCNII (D. mal)	Count	10	37	47				
BSNL (Rural)	%	21.3	78.7	100				

35. With respect to Service Providers	complaint ma	Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	which of these vas Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
	Count	63	27	5	1	1	97
BSNL (Total)	%	64.9	27.8	5.2	1.0	1.0	100
BSNL (Urban)	Count	58	24	3	1	1	87
BSINE (UIDAII)	%	66.7	27.6	3.4	1.1	1.1	100
DCNII (Dunal)	Count	5	3	2	0	0	10
BSNL (Rural)	%	50.0	30.0	20.0	0.0	0.0	100

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36. Did the Call Centre inform you about the action taken on your complaint?									
Service Providers Yes No Total									
	Count	59	38	97					
BSNL (Total)	%	60.8	39.2	100					
DCNII (Lishon)	Count	51	36	87					
BSNL (Urban)	%	58.6	41.4	100					
BSNL (Rural)	Count	8	2	10					
	%	80.0	20.0	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					
	Count	59	32	6	97					
BSNL (Total)	%	60.8	33.0	6.2	100					
DCNI (Lirban)	Count	49	32	6	87					
BSNL (Urban)	%	56.3	36.8	6.9	100					
BSNL (Rural)	Count	10	0	0	10					
	%	100.0	0.0	0.0	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								
	Count	34	766	800					
BSNL (Total)	%	4.3	95.8	100					
DCNI (Lirbon)	Count	30	723	753					
BSNL (Urban)	%	4.0	96.0	100					
DCNII (Dural)	Count	4	43	47					
BSNL (Rural)	%	8.5	91.5	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	165								
	Count	24	10	34					
BSNL (Total)	%	70.6	29.4	100					
DCNII (Lirbon)	Count	23	7	30					
BSNL (Urban)	%	76.7	23.3	100					
BSNL (Rural)	Count	1	3	4					
	%	25.0	75.0	100					





39(b). Were you able to contact the Nodal officer without difficulty?									
Service Providers	165								
	Count	19	5	24					
BSNL (Total)	%	79.2	20.8	100					
DCNI (Lirban)	Count	19	4	23					
BSNL (Urban)	%	82.6	17.4	100					
BSNL (Rural)	Count	0	1	1					
	%	0.0	100.0	100					

40. Did the Noda	40. Did the Nodal Officer intimate you about the decision taken on your complaint?									
Service Providers	103									
	Count	16	8	24						
BSNL (Total)	%	66.7	33.3	100						
DCNI (Lirbon)	Count	16	7	23						
BSNL (Urban)	%	69.6	30.4	100						
DCNII (Burol)	Count	0	1	1						
BSNL (Rural)	%	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
BSNL (Total)	Count	16	14	2	8	0	24
	%	66.6	58.3	8.3	33.3	0.0	100
BSNL (Urban)	Count	16	14	2	7	0	23
	%	69.6	60.9	8.7	30.4	0.0	100
BSNL (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	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
BSNL (Total)	Count	3	0	5	0	8
	%	37.5	0.0	62.5	0.0	100
BSNL (Urban)	Count	3	0	4	0	7
	%	42.9	0.0	57.1	0.0	100
BSNL (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100

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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
	Count	30	770	800
BSNL (Total)	%	3.8	96.3	100
BSNL (Urban)	Count	26	727	753
	%	3.5	96.5	100
BSNL (Rural)	Count	4	43	47
	%	8.5	91.5	100

44. Have you filed any appeal in last 6 months?						
Service Providers		Yes No		Total		
	Count	28	2	30		
BSNL (Total)	%	93.3	6.7	100		
DCNI (Lishon)	Count	24	2	26		
BSNL (Urban)	%	92.3	7.7	100		
BSNL (Rural)	Count	4	0	4		
	%	100.0	0.0	100		

45. Did you receive any acknowledgement?					
Service Providers		Yes	No	Total	
BSNL (Total)	Count	27	1	28	
	%	96.4	3.6	100	
BSNL (Urban)	Count	24	0	24	
	%	100.0	0.0	100	
BSNL (Rural)	Count	3	1	4	
	%	75.0	25.0	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	
BSNL (Total)	Count	27	1	0	28	
	%	96.4	3.6	0.0	100	
BSNL (Urban)	Count	23	1	0	24	
	%	95.8	4.2	0.0	100	
BSNL (Rural)	Count	4	0	0	4	
	%	100.0	0.0	0.0	100	



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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
	Count	380	259	161	800
BSNL (Total)	%	47.5	32.4	20.1	100
DCNI (Urbon)	Count	373	246	134	753
BSNL (Urban)	%	49.5	32.7	17.8	100
BSNI (Bural)	Count	7	13	27	47
BSNL (Rural)	%	14.9	27.7	57.4	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?

applied and	completed	all formalities	?				
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	379	53	326	5	2	386
Alicei (Tolai)	%	98.2	13.7	84.5	1.3	0.5	100
A: (Count	361	45	316	5	2	368
Aircel (Urban)	%	98.1	12.2	85.9	1.4	0.5	100
Aireal (Dural)	Count	18	8	10	0	0	18
Aircel (Rural)	%	100.0	44.4	55.6	0.0	0.0	100
A:	Count	439	81	358	4	2	445
Airtel (Total)	%	98.6	18.2	80.4	0.9	0.4	100
Airtal (Lirban)	Count	351	71	280	3	0	354
Airtel (Urban)	%	99.2	20.1	79.1	0.8	0.0	100
A:	Count	88	10	78	1	2	91
Airtel (Rural)	%	96.7	11.0	85.7	1.1	2.2	100
DONI (T-4-I)	Count	782	172	610	10	3	795
BSNL (Total)	%	98.3	21.6	76.7	1.3	0.4	100
DONII (III.)	Count	745	158	587	10	2	757
BSNL (Urban)	%	98.4	20.9	77.5	1.3	0.3	100
DOM: (D !)	Count	37	14	23	0	1	38
BSNL (Rural)	%	97.3	36.8	60.5	0.0	2.6	100
 	Count	416	81	335	1	5	422
Idea (Total)	%	98.6	19.2	79.4	0.2	1.2	100
	Count	315	63	252	1	2	318
Idea (Urban)	%	99.0	19.8	79.2	0.3	0.6	100
Co	Count	101	18	83	0	3	104
Idea (Rural)	%	97.1	17.3	79.8	0.0	2.9	100
(Count	320	42	278	14	3	337
Rel. Tel. (Total)	%	95.0	12.5	82.5	4.2	0.9	100
Rel. Tel.	Count	297	40	257	14	3	314
(Urban)	%	94.5	12.7	81.8	4.5	1.0	100
· · · · · ·	Count	23	2	21	0	0	23
Rel. Tel. (Rural)	%	100.0	8.7	91.3	0.0	0.0	100
	Count	211	32	179	0	0	211
S Tel (Total)	%	100.0	15.2	84.8	0.0	0.0	100
	Count	211	32	179	0	0	211
S Tel (Urban)	%	100.0	15.2	84.8	0.0	0.0	100
TTOL /T : "	Count	444	150	294	6	3	453
TTSL (Total)	%	98.0	33.1	64.9	1.3	0.7	100
TTO: (!!!)	Count	444	150	294	6	3	453
TTSL (Urban)	%	98.0	33.1	64.9	1.3	0.7	100
\//	Count	421	58	363	5	0	426
Vodafone (total)	%	98.8	13.6	85.2	1.2	0.0	100
Vodafone	Count	396	51	345	5	0	401
(urban)	%	98.7	12.7	86.0	1.2	0.0	100
-	Count	25	7	18	0	0	25
Vodafone (rural)	%	100.0	28.0	72.0	0.0	0.0	100
Overell	Count	3412	669	2743	45	18	3475
Overall	%	98.2	19.3	78.9	1.3	0.5	100
O	Count	3120	610	2510	44	12	3176
Overall (Urban)	%	98.2	19.2	79.0	1.4	0.4	100
Overell (Descrip	Count	292	59	233	1	6	299
Overall (Rural)	%	97.6	19.7	77.9	0.3	2.0	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
	Count	253	133	386
Aircel (Total)	%	65.5	34.5	100
	Count	241	127	
dea (Total) dea (Urban) dea (Rural)	%	65.5	34.5	
	Count	12	6	
Aircel (Rural)	%	66.7	33.3	
–	Count	279	166	
Airtel (Total)	%	62.7	37.3	
	Count	243	111	
Airtel (Urban)	%	68.6	31.4	
	Count	36	55	
Airtel (Rural)	%	39.6	60.4	
	Count	599	196	
BSNL (Total)	%	75.3	24.7	
	Count	565	192	
BSNL (Urban)	%	74.6	25.4	
	Count	34	4	
BSNL (Rural)	%	89.5	10.5	
I-I (T-4. I)	Count	326	96	
Idea (Total)		77.3	22.7	
		260	58	
dea (Urban)		81.8	18.2	
		66	38	
Idea (Rural)		63.5	36.5	
	% Count % Count % Count % Count % Count %	256	81	
Rel. Tel. (Total)		76.0	24.0	
		239	75	
Rel. Tel. (Urban)		76.1	23.9	
	Count	17	6	
Rel. Tel. (Rural)	%	73.9	26.1	
	Count	150	61	
S Tel (Total)	%	71.1	28.9	
	Count	150	61	
S Tel (Urban)	%	71.1	28.9	
TTSL (Total)		373	80	
113L (10tal)	Count %	82.3	17.7	
TTSL (Urban)	Count	373	80	
. ,	%	82.3	17.7	100 368 100 18 100 445 100 354 100 91 100 795 100 757 100 38 100 318 100 422 100 318 100 318 100 317 100 314 100 211 100 211 100 211 100 453 100 453 100 453 100 453 100 453 100 455 100 401 100 255 100 3176 100 3176 100 299 100
Vodafone (total)	Count	304	122	
, ,	%	71.4	28.6	
Vodafone (urban)	Count	287	114	
, ,	%	71.6	28.4	
Vodafone (rural)	Count	17	8	
()	%	68.0	32.0	
Overall	Count	2540	935	
	%	73.1	26.9	
Overall (Urban)	Count	2358	818	
(22.00.00)	%	74.2	25.8	
Overall (Rural)	Count	182	117	
	%	60.9	39.1	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	364	63	301	22	0	386
Aircel (Total)	%	94.3	16.3	78.0	5.7	0.0	100
A: 1/111 \	Count	346	51	295	22	0	368
Aircel (Urban)	%	94.1	13.9	80.2	6.0	0.0	100
A: 1/D 1)	Count	18	12	6	0	0	18
Aircel (Rural)	%	100.0	66.7	33.3	0.0	0.0	100
A: (1 / T (1)	Count	439	81	358	5	1	445
Airtel (Total)	%	98.6	18.2	80.4	1.1	0.2	100
A: (1 (111)	Count	350	70	280	3	1	354
Airtel (Urban)	%	98.9	19.8	79.1	0.8	0.3	100
A: (1 /D 1)	Count	89	11	78	2	0	91
Airtel (Rural)	%	97.8	12.1	85.7	2.2	0.0	100
DOM: (T : 1)	Count	784	136	648	10	1	795
BSNL (Total)	%	98.6	17.1	81.5	1.3	0.1	100
DOM: (111)	Count	746	119	627	10	1	757
BSNL (Urban)	%	98.5	15.7	82.8	1.3	0.1	100
DOM: (D)	Count	38	17	21	0	0	38
BSNL (Rural)	%	100.0	44.7	55.3	0.0	0.0	100
/T N	Count	421	85	336	1	0	422
Idea (Total)	%	99.7	20.1	79.6	0.2	0.0	100
	Count	317	70	247	1	0	318
Idea (Urban)	%	99.7	22.0	77.7	0.3	0.0	100
(5. 1)	Count	104	15	89	0	0	104
Idea (Rural)	%	100.0	14.4	85.6	0.0	0.0	100
D T (T 1)	Count	304	37	267	32	1	337
Rel. Tel. (Total)	%	90.2	11.0	79.2	9.5	0.3	100
Rel. Tel.	Count	282	34	248	31	1	314
(Urban)	%	89.8	10.8	79.0	9.9	0.3	100
	Count	22	3	19	1	0	23
Rel. Tel. (Rural)	%	95.6	13.0	82.6	4.3	0.0	100
	Count	207	26	181	4	0	211
S Tel (Total)	%	98.1	12.3	85.8	1.9	0.0	100
O.T1 //// \	Count	207	26	181	4	0	211
S Tel (Urban)	%	98.1	12.3	85.8	1.9	0.0	100
TTOL /T-1-1\	Count	408	138	270	45	0	453
TTSL (Total)	%	90.1	30.5	59.6	9.9	0.0	100
TTOL /LI-b \	Count	408	138	270	45	0	453
TTSL (Urban)	%	90.1	30.5	59.6	9.9	0.0	100
\/adafan= /t-t-!\	Count	420	74	346	6	0	426
Vodafone (total)	%	98.6	17.4	81.2	1.4	0.0	100
Vodafone	Count	396	65	331	5	0	401
(urban)	%	98.7	16.2	82.5	1.2	0.0	100
•	Count	24	9	15	1	0	25
Vodafone (rural)	%	96.0	36.0	60.0	4.0	0.0	100
Overell	Count	3347	640	2707	125	3	3475
Overall	%	96.3	18.4	77.9	3.6	0.1	100
Overell (Links)	Count	3052	573	2479	121	3	3176
Overall (Urban)	%	96.1	18.0	78.1	3.8	0.1	100
Overell (Descrit)	Count	295	67	228	4	0	299
Overall (Rural)	%	98.7	22.4	76.3	1.3	0.0	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
Aireal (Total)	Count	372	66	306	6	2	380
Aircel (Total)	%	97.9	17.4	80.5	1.6	0.5	100
A:	Count	354	55	299	6	2	362
Aircel (Urban)	%	97.8	15.2	82.6	1.7	0.6	100
Aireal (Dural)	Count	18	11	7	0	0	18
Aircel (Rural)	%	100.0	61.1	38.9	0.0	0.0	100
Airtal /Tatal)	Count	422	69	353	7	0	429
Airtel (Total)	%	98.4	16.1	82.3	1.6	0.0	100
Airtal (Lirban)	Count	333	60	273	5	0	338
Airtel (Urban)	%	98.6	17.8	80.8	1.5	0.0	100
Airtel (Rural)	Count	89	9	80	2	0	91
Airtei (Rurai)	%	97.8	9.9	87.9	2.2	0.0	100
BSNL (Total)	Count	671	106	565	8	0	679
DOINE (Total)	%	98.8	15.6	83.2	1.2	0.0	100
BSNL (Urban)	Count	633	90	543	8	0	641
DONE (Olban)	%	98.7	14.0	84.7	1.2	0.0	100
BSNL (Rural)	Count	38	16	22	0	0	38
DOINE (INdial)	%	100.0	42.1	57.9	0.0	0.0	100
Idea (Total)	Count	408	76	332	9	4	421
idea (Total)	%	97.0	18.1	78.9	2.1	1.0	100
Idea (Urban)	Count	307	60	247	7	3	317
	%	96.8	18.9	77.9	2.2	0.9	100
Idea (Rural)	Count	101	16	85	2	1	104
idoa (italai)	%	97.1	15.4	81.7	1.9	1.0	100
Rel. Tel. (Total)	Count	305	31	274	3	0	308
	%	99.1	10.1	89.0	1.0	0.0	100
Rel. Tel.	Count	283	28	255	2	0	285
(Urban)	%	99.3	9.8	89.5	0.7	0.0	100
Rel. Tel. (Rural)	Count	22	3	19	1	0	23
()	%	95.6	13.0	82.6	4.3	0.0	100
S Tel (Total)	Count	211	19	192	0	0	211
	%	100.0	9.0	91.0	0.0	0.0	100
S Tel (Urban)	Count	211	19	192	0	0	211
, ,	%	100.0	9.0	91.0	0.0	0.0	100
TTSL (Total)	Count %	382	108	274	2	3	387
• •		98.7	27.9	70.8	0.5	0.8	100
TTSL (Urban)	Count	382 98.7	108	274 70.8	2 0.5	3 0.8	387
• •	%	402	27.9 72		0.5 7	0.8	100
Vodafone (total)	Count %	98.3		330 80.7	1.7	0.0	409
Vodafone		379	17.6 65	314	1.7	0.0	100 384
vodatone (urban)	Count %			81.8	1.3	0.0	
	Count	98.7 23	16.9 7	16	1.3	0.0	100 25
Vodafone (rural)	%	92.0	28.0	64.0	8.0	0.0	100
	Count	372	28.0 66	306	6	2	380
Overall	%	97.9	17.4	80.5	1.6	0.5	100
	Count	354	55	299	6	2	362
Overall (Urban)	%	97.8	15.2	82.6	1.7	0.6	100
	Count	18	11	7	0	0.6	18
Overall (Rural)	%	100.0	61.1	38.9	0.0	0.0	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
A: 1/T (I)	Count	0	1	5	0	2	8
Aircel (Total)	%	0.0	12.5	62.5	0.0	25.0	100
A: === (Count	0	1	5	0	2	8
Aircel (Urban)	%	0.0	12.5	62.5	0.0	25.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
Alloei (Rulai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	4	1	1	0	1	7
7 tirtor (1 otal)	%	57.1	14.3	14.3	0.0	14.3	100
Airtel (Urban)	Count	4	0	1	0	0	5
	%	80.0	0.0	20.0	0.0	0.0	100
Airtel (Rural)	Count %	0	1	0	0	1 50.0	2
` ,		0.0	50.0	0.0	0.0	50.0 0	100 8
BSNL (Total)	Count %	12.5	3 37.5	25.0	50.0	0.0	100
	Count	12.5	37.3	23.0	4	0.0	8
BSNL (Urban)	%	12.5	37.5	25.0	50.0	0.0	100
	Count	0	0	0	0	0.0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	7	4	2	0	0	13
Idea (Total)	%	53.8	30.8	15.4	0.0	0.0	100
Idaa (Lirkaan)	Count	6	3	1	0	0	10
Idea (Urban)	%	60.0	30.0	10.0	0.0	0.0	100
Idea (Rural)	Count	1	1	1	0	0	3
iuea (Kuiai)	%	33.3	33.3	33.3	0.0	0.0	100
Rel. Tel. (Total)	Count	2	0	1	0	0	3
rtci. rci. (rotal)	%	66.7	0.0	33.3	0.0	0.0	100
Rel. Tel. (Urban)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count %	0.0	0.0	0.0	0.0	0.0	0.0
	Count	2	3	0.0	0.0	0.0	5
TTSL (Total)	%	40.0	60.0	0.0	0.0	0.0	100
	Count	2	3	0.0	0.0	0.0	5
TTSL (Urban)	%	40.0	60.0	0.0	0.0	0.0	100
	Count	2	3	2	1	0.0	7
Vodafone (total)	%	28.6	42.9	28.6	14.3	0.0	100
Vodafone	Count	1	2	2	1	0	5
(urban)	%	20.0	40.0	40.0	20.0	0.0	100
	Count	1	1	0	0	0	2
Vodafone (rural)	%	50.0	50.0	0.0	0.0	0.0	100
Overall	Count	18	15	13	5	3	51
Veran	%	35.3	29.4	25.5	9.8	5.9	100
Overall (Urban)	Count	16	12	11	5	2	43
	%	37.2	27.9	25.6	11.6	4.7	100
Overall (Rural)	Count %	2 25.0	3 37.5	2 25.0	0.0	1 12.5	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 (Total)	Count	91	289	380
Alicei (Tolai)	%	23.9	76.1	100
A:	Count	88	274	362
Aircel (Urban)	%	24.3	75.7	100
Aim al (D	Count	3		18
Aircel (Rural)		16.7	289 76.1	100
A: (1 / T (1)				
Airtel (Total)		13.5	289 76.1 274 75.7 15 83.3 371 86.5 295 87.3 76 83.5 424 62.4 394 61.5 30 78.9 345 81.9 264 83.3 81 77.9 236 76.6 226 79.3 10 43.5 176 83.4 176 83.4 176 83.4 302 78.0 302 78.0 302 78.0 302 78.0 328 80.2 305 79.4 23 92.0 2471 76.6 2236 76.6	100
A: (1 /111)	Count	43		338
Airtel (Urban)	%		289 3 76.1 1 274 3 75.7 1 15 1 83.3 1 371 4 86.5 1 295 3 87.3 1 76 9 83.5 1 424 6 62.4 1 394 6 61.5 1 30 3 78.9 1 345 4 81.9 1 264 3 83.3 1 81 1 77.9 1 236 3 76.6 1 226 2 79.3 1 10 2 43.5 1 176 2 83.4 1 176 2 83.4 1 176 2 83.4 1 302 3 </td <td></td>	
A: /D				
Airtel (Rural)				
BSNL (Total)				
50111 (11:				
BSNL (Urban)				
BSNL (Rural)				
Idea (Total)				
Idea (Urban)				
				100 641 100 38 100 421 100 317 100 104 100 308 100 285 100 23 100 211
Idea (Rural)				
				421 100 317 100 104 100 308 100 285 100 23
Rel. Tel. (Total)				
				421 100 317 100 104 100 308 100 285 100 23 100 211
Rel. Tel. (Urban)				
				421 100 317 100 104 100 308 100 285 100 23 100 211
Rel. Tel. (Rural)			371 42 86.5 10 295 33 87.3 10 76 9 83.5 10 424 67 62.4 10 394 62 61.5 10 30 3 78.9 10 345 42 81.9 10 264 31 83.3 10 81 10 77.9 10 236 30 76.6 10 226 28 79.3 10 43.5 10 43.5 10 176 21 83.4 10 302 38 78.0 10 302 38 78.0 10 305 38 79.4 10 23 2 92.0 10 2471 32	
S Tel (Total)			76.1 274 75.7 15 83.3 371 86.5 295 87.3 76 83.5 424 62.4 394 61.5 30 78.9 345 81.9 264 83.3 81 77.9 236 76.6 226 79.3 10 43.5 176 83.4 176 83.4 176 83.4 176 83.4 302 78.0 302 78.0 302 78.0 302 78.0 302 78.0 302 78.0 302 78.0 302 78.0 302 78.0 305 79.4 23 92.0 2471 76.6 2236 76.4 235	
S Tel (Urban)				
TTSL (Total)				
TTOL (Total)				
	Count Coun			
TTSL (Urban)		91 289 23.9 76.1 88 274 24.3 75.7 3 15 16.7 83.3 58 371 13.5 86.5 43 295 12.7 87.3 15 76 16.5 83.5 255 424 37.6 62.4 247 394 38.5 61.5 8 30 21.1 78.9 76 345 18.1 81.9 53 264 16.7 83.3 23 81 22.1 77.9 72 236 23.4 76.6 59 226 20.7 79.3 13 10 56.5 43.5 35 176 16.6 83.4 35 176 16.6 83.4 35 176 16.6 83.4 85 302 22.0 78.0 81 328 19.8 80.2 79 305 20.6 79.4 2 2 3 80 92.0 753 2471 23.4 76.6 689 2236 23.6 76.4		
				100 362 100 18 100 429 100 338 100 91 100 679 100 641 100 38 100 421 100 317 100 104 100 308 100 285 100 23 100 211
Vodafone (total)			i e	
Vodafone (urban)				
Vodafone (rural)	0/2			
Overall				
Overall (Urban)				
Overall (Rural)				
	%	21.4	70.0	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
Aireal (Total)	Count	87	14	73	2	2	91
Aircel (Total)	%	95.6	15.4	80.2	2.2	2.2	100
A: 1/111 \	Count	84	13	71	2	2	88
Aircel (Urban)	%	95.5	14.8	80.7	2.3	2.3	100
Aireal (Dural)	Count	3	1	2	0	0	3
Aircel (Rural)	%	100.0	33.3	66.7	0.0	0.0	100
A:	Count	54	8	46	4	0	58
Airtel (Total)	%	93.1	13.8	79.3	6.9	0.0	100
Airtel (Urban)	Count	41	8	33	2	0	43
	%	95.3	18.6	76.7	4.7	0.0	100
A:	Count	13	0	13	2	0	15
Airtel (Rural)	%	86.7	0.0	86.7	13.3	0.0	100
DONI (Total)	Count	251	67	184	2	2	255
BSNL (Total)	%	98.5	26.3	72.2	0.8	0.8	100
DONII (Linkana)	Count	243	64	179	2	2	247
BSNL (Urban)	%	98.4	25.9	72.5	0.8	0.8	100
DCNI (Durol)	Count	8	3	5	0	0	8
BSNL (Rural)	%	100.0	37.5	62.5	0.0	0.0	100
Idea (Total)	Count	71	13	58	4	1	76
Idea (Total)	%	93.4	17.1	76.3	5.3	1.3	100
Idea (Urban)	Count	51	11	40	1	1	53
idea (Olban)	%	96.3	20.8	75.5	1.9	1.9	100
	Count	20	2	18	3	0	23
	%	87.0	8.7	78.3	13	0.0	100
Rel. Tel. (Total)	Count	63	23	40	9	0	72
	%	87.5	31.9	55.6	12.5	0.0	100
Rel. Tel.	Count	51	22	29	8	0	59
(Urban)	%	86.5	37.3	49.2	13.6	0.0	100
Rel. Tel. (Rural)	Count	12	1	11	1	0	13
ixei. Tei. (Ixuiai)	%	92.3	7.7	84.6	7.7	0.0	100
S Tel (Total)	Count	34	8	26	1	0	35
3 Tel (Total)	%	97.2	22.9	74.3	2.9	0.0	100
S Tel (Urban)	Count	34	8	26	1	0	35
O TOT (OTDATI)	%	97.2	22.9	74.3	2.9	0.0	100
TTSL (Total)	Count	82	36	46	3	0	85
110L (Total)	%	96.5	42.4	54.1	3.5	0.0	100
TTSL (Urban)	Count	82	36	46	3	0	85
GE (GIDGII)	%	96.5	42.4	54.1	3.5	0.0	100
Vodafone (total)	Count	79	20	59	2	0	81
	%	97.5	24.7	72.8	2.5	0.0	100
Vodafone	Count	77	18	59	2	0	79
(urban)	%	97.5	22.8	74.7	2.5	0.0	100
Vodafone (rural)	Count	2	2	0	0	0	2
	%	100.0	100.0	0.0	0.0	0.0	100
Overall	Count	721	189	532	27	5	753
	%	95.8	25.1	70.7	3.6	0.7	100
Overall (Urban)	Count	663	180	483	21	5	689
(2.22.1)	%	96.2	26.1	70.1	3.0	0.7	100
Overall (Rural)	Count	58	9	49	6	0	64
	%	90.7	14.1	76.6	9.4	0.0	100





5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer? Overall **Service** A-Very **D-Very** satisfied= **Total Providers** Satisfied **Satisfied Dissatisfied** Dissatisfied (A+B) Count 375 62 313 5 0 380 Aircel (Total) % 100 98.7 16.3 82.4 1.3 0.0 55 303 362 Count 358 4 0 Aircel (Urban) 98.9 15.2 83.7 1.1 0.0 100 % Count 17 10 18 Aircel (Rural) 94.5 38.9 5.6 0.0 100 55.6 % 429 74 Count 427 353 2 0 Airtel (Total) % 99.5 17.2 82.3 0.5 0.0 100 Count 336 64 272 0 338 2 Airtel (Urban) % 99.4 18.9 80.5 0.6 0.0 100 Count 91 10 81 0 0 91 Airtel (Rural) % 100.0 11.0 89.0 0.0 0.0 100 Count 674 134 540 4 1 679 BSNL (Total) 100 99.2 79.5 0.6 19.7 0.1 % Count 636 120 516 4 641 1 BSNL (Urban) 18.7 80.5 0.6 0.2 100 % 99.2 Count 38 14 24 38 BSNL (Rural) 100.0 36.8 63.2 0.0 0.0 100 419 104 315 421 Count 2 0 Idea (Total) 100 99.5 24.7 74.8 0.5 0.0 Count 316 91 225 317 1 0 Idea (Urban) 99.7 28.7 71.0 0.3 0.0 100 103 90 104 Count 13 1 0 Idea (Rural) % 99.0 12.5 86.5 1.0 0.0 100 308 Count 306 29 277 2 0 Rel. Tel. (Total) 9.4 100 % 99.3 89.9 0.6 0.0 Rel. Tel. 256 285 Count 283 27 0 2 (Urban) % 99.3 9.5 89.8 0.7 0.0 100 Count 23 2 21 0 0 23 Rel. Tel. (Rural) 100.0 8.7 91.3 0.0 0.0 100 Count 211 23 188 0 0 211 S Tel (Total) 100.0 10.9 100 0.0 0.0 89.1 % 211 Count 211 23 188 0 0 S Tel (Urban) % 100.0 10.9 89.1 0.0 0.0 100 Count 384 117 267 387 2 1 TTSL (Total) 99.2 30.2 69.0 0.5 0.3 100 % Count 384 117 267 2 1 387 TTSL (Urban) 99.2 % 30.2 69 0.5 0.3 100 405 Count 88 317 4 0 409 Vodafone (total) 99.0 21.5 77.5 1.0 0.0 100 Vodafone Count 381 81 300 384 3 0 21.1 78.1 8.0 100 (urban) % 99.2 0.0 Count 24 17 25 Vodafone (rural) 28.0 96.0 68.0 4.0 0.0 100 3201 631 21 3224 Count 2570 Overall 99.3 79.7 0.7 0.1 100 19.6 Count 2905 578 2327 18 2 2925 Overall (Urban)

99.4

296

99.0

19.8

53

17.7

79.6

243

81.3

0.6

3

1.0

0.1

0

0.0

%

%

Overall (Rural)

Count

100

299

100





5(d). Please speci	5(d). Please specify the reason(s) for your dissatisfaction.								
Service Providers		Lack of complete information about the offer	Charges/Servi ces not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total		
Aircel (Total)	Count	3	2	2	0	0	5		
7 tiloci (Total)	%	60.0	40.0	40.0	0.0	0.0	100		
Aircel (Urban)	Count %	2 50.0	2 50.0	2 50.0	0.0	0.0	4 100		
Aireal (Dural)	Count	1	0	0	0.0	0	1		
Aircel (Rural)	%	100.0	0.0	0.0	0.0	0.0	100		
Airtel (Total)	Count %	1	1	0	0	0	2		
	% Count	50.0 1	50.0 1	0.0	0.0	0.0	100 2		
Airtel (Urban)	%	50.0	50.0	0.0	0.0	0.0	100		
Aintel (Dunel)	Count	0	0	0	0	0	0		
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0		
BSNL (Total)	Count	1	3	0	3	0	5		
20112 (10141)	%	20.0	60.0	0.0	60.0	0.0	100		
BSNL (Urban)	Count %	20.0	3 60.0	0.0	3 60.0	0.0	5 100		
	Count	0	0	0.0	0	0.0	0		
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0		
Idea (Total)	Count	2	0	0	0	0	2		
	%	100.0	0.0	0.0	0.0	0.0	100		
Idea (Urban)	Count	1	0	0	0	0	1		
	%	100.0	0.0	0.0	0.0	0.0	100		
Idea (Rural)	Count %	1 100.0	0.0	0.0	0.0	0.0	100		
	Count	2	0.0	0.0	0.0	0.0	2		
Rel. Tel. (Total)	%	100.0	0.0	0.0	0.0	0.0	100		
Dol Tol (Urban)	Count	2	0	0	0	0	2		
Rel. Tel. (Urban)	%	100.0	0.0	0.0	0.0	0.0	100		
Rel. Tel. (Rural)	Count	0	0	0	0	0	0		
- (%	0.0	0.0	0.0	0.0	0.0	0.0		
S Tel (Total)	Count %	0.0	0.0	0.0	0.0	0.0	0.0		
	Count	0.0	0.0	0.0	0.0	0.0	0.0		
S Tel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0		
TTSL (Total)	Count	2	0	1	0	0	3		
TTOL (Total)	%	66.7	0.0	33.3	0.0	0.0	100		
TTSL (Urban)	Count	2	0	1 00.0	0	0	3		
, ,	%	66.7	0.0	33.3	0.0	0.0	100		
Vodafone (total)	Count %	3 75.0	0.0	0.0	1 25.0	0.0	100		
\/	Count	2	0.0	0.0	1	0.0	3		
Vodafone (urban)	%	66.7	0.0	0.0	33.3	0.0	100		
Vodafone (rural)	Count	1	0	0	0	0	1		
Todalollo (lalai)	%	100.0	0.0	0.0	0.0	0.0	100		
Overall	Count %	14 60.9	6 26.1	4 17.4	3 13.0	0.0	23		
	Count	11	6	4	3	0.0	100 20		
Overall (Urban)	%	55.0	30.0	20.0	15.0	0.0	100		
Overell (Burel)	Count	3	0	0	0	0	3		
Overall (Rural)	%	100.0	0.0	0.0	0.0	0.0	100		

North East Survey Report (Quarter 1)



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

Service Browiders		Yes	No	Total
Providers	Count	272	7	200
Aircel (Total)				380
				100
Aircel (Urban)				362
	Count % Count			100
Aircel (Rural)			· · · · · · · · · · · · · · · · · · ·	18
				100
Airtel (Total)				429
				100
Airtel (Urban)				338
				100
Airtel (Rural)			7 1.8 6 1.7 1 1 5.6 32 7.5 30 8.9 2 2.2 2.7 4.0 25 3.9 2 5.3 27 6.4 14 4.4 13 12.5 8 2.6 8 2.8 0 0 0.0 7 3.3 3 7 3.3 40 10.3 40 10.3 40 10.3 14 3.4 14 3.6 0 0 0.0 0 0.0 162 5.0 144 4.9 18	91
into (rtaral)				
RSNI (Total)				
20.1L (10tal)				
RSNI (Hrhan)				
DOINE (OIDAII)				
BSNL (Rural)		36		
	%	94.7	5.3	100
	Count	394	27	421
	%	93.6	6.4	100
-l / -l \	Count	303	14	317
			4.4	100
Idea (Rural) County				
				100 104 100 308 100
Rel. Tel. (Total)				
Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Rural)				
S Tel (Total)				
STel (Urban)				
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total)				
i i OL (Total)		373 7 98.2 1.8 356 6 98.3 1.7 17 1 94.4 5.6 397 32 92.5 7.5 308 30 91.1 8.9 89 2 97.8 2.2 652 27 96.0 4.0 616 25 96.1 3.9 36 2 94.7 5.3 394 27 93.6 6.4 303 14 95.6 4.4 91 13 87.5 12.5 300 8 97.4 2.6 277 8 97.2 2.8 23 0 100 0.0 204 7 96.7 3.3 204 7 96.7 3.3 347 40 89.7 10.3 </td <td></td>		
		373 7 98.2 1.8 356 6 98.3 1.7 17 1 94.4 5.6 397 32 92.5 7.5 308 30 91.1 8.9 89 2 97.8 2.2 652 27 96.0 4.0 616 25 96.1 3.9 36 2 94.7 5.3 394 27 93.6 6.4 303 14 95.6 4.4 91 13 87.5 12.5 300 8 97.4 2.6 277 8 97.2 2.8 23 0 100 0.0 204 7 96.7 3.3 204 7 96.7 3.3 347 40 89.7 10.3 </td <td></td>		
TTSL (Urban)				I .
				100 679 100 641 100 38 100 421 100 317 100 104 100 308
/odafone (total)				
/odafone (urban)				
, ,				
Vodafone (rural)				
Overall				
				100
Overall (Urban)				2925
ordin (Orban)				100
Overall (Pural)				299
Overall (Itulal)	%	94.0	6.0	100





BILLING RELATED-POSTPAID CUSTOMERS

6. How satisfied are you with the time taken to deliver your bills? Overall C-**Service A-Very** B-**D-Very** satisfied= **Total Providers** Satisfied **Satisfied** Dissatisfied Dissatisfied (A+B) Count 6 6 Aircel (Total) 100.0 16.7 83.3 0.0 0.0 100 Count 0 6 Aircel (Urban) 100.0 83.3 16.7 0.0 0.0 100 0 0 Count 0 0 0 0 Aircel (Rural) 0.0 0.0 0.0 0.0 0.0 0.0 % Count 14 6 8 1 1 16 Airtel (Total) % 87.5 37.5 50.0 6.3 6.3 100 Count 14 6 8 1 1 16 Airtel (Urban) % 87.5 37.5 50.0 6.3 6.3 100 Count 0 0 0 0 0 0 Airtel (Rural) 0.0 0.0 0.0 0.0 0.0 0.0 % Count 111 5 106 116 3 2 BSNL (Total) 4.3 91.4 1.7 100 % 95.7 2.6 Count 111 106 116 BSNL (Urban) 4.3 1.7 2.6 95.7 91.4 100 0 0 0 Count 0 0 0 BSNL (Rural) 0.0 0.0 0.0 0.0 0.0 0.0 Count 0 0 0 1 Idea (Total) 100.0 0.0 100.0 0.0 100 % 0.0 Count 0 0 0 1 1 Idea (Urban) % 100.0 0.0 100.0 0.0 0.0 100 Count 0 0 0 0 0 0 Idea (Rural) 0.0 0.0 0.0 0.0 0.0 0.0 % 25 Count 21 29 4 3 1 Rel. Tel. (Total) % 86.2 13.8 72.4 10.3 3.4 100 Rel. Tel. Count 25 4 21 3 1 29 (Urban) % 86.2 13.8 72.4 10.3 3.4 100 Count 0 0 0 0 Rel. Tel. (Rural) 0.0 0.0 0.0 0.0 0.0 0.0 % Count 0 0 0 0 0 0 S Tel (Total) % 0.0 0.0 0.0 0.0 0.0 0.0 Count 0 0 0 0 0 0 S Tel (Urban) % 0.0 0.0 0.0 0.0 0.0 0.0 Count 59 9 50 4 3 66 TTSL (Total) 89.4 13.6 6.1 4.5 100 % 75.8 Count 66 59 9 50 4 3 TTSL (Urban) 13.6 100 % 89.4 75.8 6.1 4.5 Count 13 10 0 17 3 4 Vodafone (total) 76.4 17.6 58.8 23.5 100 % 0.0 Vodafone Count 13 10 17 (urban) 23.5 76.4 17.6 58.8 0.0 100 Count 0 0 0 0 0 0 Vodafone (rural) 0.0 0.0 0.0 0.0 0.0 0.0 Count 229 28 201 14 8 251 Overall 91.3 11.2 80.1 3.2 100 5.6 229 28 201 14 8 251 Count Overall (Urban) % 91.3 11.2 80.1 5.6 3.2 100 Count 0 0 0 0 0 0 Overall (Rural) 0.0 0.0 0.0 0.0 % 0.0 0.0





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 (Total)	Count	6	1	5	0	0	6
, wood (Total)	%	100.0	16.7	83.3	0.0	0.0	100
Aireal (Lirbara)	Count	6	1	5	0	0	6
Aircel (Urban)	%	100.0	16.7	83.3	0.0	0.0	100
Aireal (Dural)	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	14	3	11	2	0	16
Airtei (Totai)	%	87.6	18.8	68.8	12.5	0.0	100
Airtel (Urban)	Count	14	3	11	2	0	16
Airtei (Orbari)	%	87.6	18.8	68.8	12.5	0.0	100
Airtol (Burol)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	109	4	105	5	2	116
DOINE (TOTAL)	%	93.9	3.4	90.5	4.3	1.7	100
BSNL (Urban)	Count	109	4	105	5	2	116
DOINE (UIDAII)	%	93.9	3.4	90.5	4.3	1.7	100
BSNL (Rural)	Count	0	0	0	0	0	0
DOINE (Kulai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	1	0	1	0	0	1
idea (Total)	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Urban)	Count	1	0	1	0	0	1
idea (Olbail)	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
idea (itulai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	24	3	21	4	1	29
rtei. Tei. (Totai)	%	82.7	10.3	72.4	13.8	3.4	100
Rel. Tel. (Urban)	Count	24	3	21	4	1	29
rtei. rei. (Olbari)	%	82.7	10.3	72.4	13.8	3.4	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
rtei. Tei. (Itulai)	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0
O TOT (TOTAL)	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
o for (orbari)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	59	9	50	4	3	66
1102 (1014)	%	89.4	13.6	75.8	6.1	4.5	100
TTSL (Urban)	Count	59	9	50	4	3	66
	%	89.4	13.6	75.8	6.1	4.5	100
Vodafone (total)	Count	16	3	13	1	0	17
,	%	94.1	17.6	76.5	5.9	0.0	100
Vodafone (urban)	Count	16	3	13	1	0	17
. 300.0.13 (0100/1)	%	94.1	17.6	76.5	5.9	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
,	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	229	23	206	16	6	251
	%	91.3	9.2	82.1	6.4	2.4	100
Overall (Urban)	Count	229	23	206	16	6	251
, , , ,	%	91.3	9.2	82.1	6.4	2.4	100
Overall (Rural)	Count	0	0	0	0	0	0
()	%	0.0	0.0	0.0	0.0	0.0	0.0





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

Service Providers		Difficult to read the bill	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Calculation not clear	Others	Total
Aireal (Total)	Count	0	0	0	0	0
Aircel (Total)	%	0.0	0.0	0.0	0.0	0.0
Aircel (Urban)	Count	0	0	0	0	0
Alicei (Olbali)	%	0.0	0.0	0.0	0.0	0.0
Aircel (Rural)	Count	0	0	0	0	0
7 til 001 (1 talai)	%	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	1	0	2	0	2
	%	50.0	0.0	100.0	0.0	100
Airtel (Urban)	Count	1 50.0	0	2	0	2
, ,	% Count	50.0	0.0	100.0	0.0	100
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0
	Count	0.0	4	3	2	7
BSNL (Total)	%	0.0	57.1	42.9	28.6	100
	Count	0.0	4	3	20.0	7
BSNL (Urban)	%	0.0	57.1	42.9	28.6	100
	Count	0.0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0	0.0
Idea (Total)	%	0.0	0.0	0.0	0.0	0.0
Idea (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0
Idea (Rural)	%	0.0	0.0	0.0	0.0	0.0
Del Tel (Tetel)	Count	1	1	2	2	5
Rel. Tel. (Total)	%	20.0	20.0	40.0	40.0	100
Rel. Tel.	Count	1	1	2	2	5
(Urban)	%	20.0	20.0	40.0	40.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0
itel. Tel. (Itulal)	%	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0
O TOT (TOTAL)	%	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0
e roi (eibail)	%	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	3	2	2	0	7
(. •)	%	42.9	28.6	28.6	0.0	100
TTSL (Urban)	Count	3	2	2	0	7
,,	%	42.9	28.6	28.6	0.0	100
Vodafone (total)	Count	1 100.0	0	0	0	100
	%	100.0	0.0	0.0	0.0	100
Vodafone	Count %	1 100.0	0.0	0	0	100
(urban)	% Count	100.0	0.0	0.0	0.0	100
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0
	Count	6	7	9	<u> </u>	22
Overall	%	27.3	31.8	40.9	18.2	100
	Count	6	7	9	4	22
Overall (Urban)	%	27.3	31.8	40.9	18.2	100
	Count	0	0	0	0	0
Overall (Rural)	%	0.0	0.0	0.0	0.0	0.0





8(a). How satisfic	ed are you	with the accur	acy & comple	eteness of the	e bills?		
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	6	0	6	0	0	6
Aircel (Total)	%	100.0	0.0	100.0	0.0	0.0	100
A: (Count	6	0	6	0	0	6
Aircel (Urban)	%	100.0	0.0	100.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
Alicei (Rurai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtal (Total)	Count	12	4	8	4	0	16
Airtel (Total)	%	75.0	25.0	50.0	25.0	0.0	100
Airtel (Urban)	Count	12	4	8	4	0	16
	%	75.0	25.0	50.0	25.0	0.0	100
Airtal (Bural)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
PCNI (Total)	Count	113	3	110	3	0	116
BSNL (Total)	%	97.4	2.6	94.8	2.6	0.0	100
DCNI /Lirbon	Count	113	3	110	3	0	116
BSNL (Urban)	%	97.4	2.6	94.8	2.6	0.0	100
PCNI (Pural)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	1	0	1	0	0	1
Idea (Total)	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Dural)	Count	0	0	0	0	0	0
Idea (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	23	6	17	6	0	29
Nei. Tei. (Totai)	%	79.3	20.7	58.6	20.7	0.0	100
Rel. Tel.	Count	23	6	17	6	0	29
(Urban)	%	79.3	20.7	58.6	20.7	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
Rei. Tei. (Ruiai)	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0
3 Tel (Tolal)	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
3 Tel (Olbali)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	60	8	52	4	2	66
TTOL (Total)	%	90.9	12.1	78.8	6.1	3.0	100
TTSL (Urban)	Count	60	8	52	4	2	66
TIOL (UIDAII)	%	90.9	12.1	78.8	6.1	3.0	100
Vodafone (total)	Count	15	0	15	2	0	17
	%	88.2	0.0	88.2	11.8	0.0	100
Vodafone	Count	15	0	15	2	0	17
(urban)	%	88.2	0.0	88.2	11.8	0.0	100
Vodafone (rural)	Count	60	8	52	4	2	66
vouaione (iuiai)	%	90.9	12.1	78.8	6.1	3.0	100
Overall	Count	230	21	209	19	2	251
Verall	%	91.7	8.4	83.3	7.6	0.8	100
Overall (Urban)	Count	230	21	209	19	2	251
	%	91.7	8.4	83.3	7.6	0.8	100
Overall (Rural)	Count	0	0	0	0	0	0
Overall (Itural)	%	0.0	0.0	0.0	0.0	0.0	0.0





8(b). Please specify the reason(s) for your dissatisfaction Charged Charges Tariff Charged for value not as plan added Calculati . changed calls/ser **Service** per tariff services **Others Total** ons are **Providers** without vices not plan not clear not subscrib informati made/us subscrib ed ed ed Count 0 0 0 0 0 0 0 Aircel (Total) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 Count 0 0 0 0 0 0 0 Aircel (Urban) 0.0 0.0 0.0 0.0 0.0 0.0 0.0 % Count 0 0 0 0 0 0 0 Aircel (Rural) 0.0 0.0 % 0.0 0.0 0.0 0.0 0.0 Count 0 0 2 0 4 1 1 Airtel (Total) 0.0 25 0.0 25 50 0.0 100 % 4 Count Airtel (Urban) % 25 0.0 25 50 0.0 100 0.0 Count O O 0 0 0 Λ 0 Airtel (Rural) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 Count 0 2 0 3 **BSNL** (Total) % 0.0 66.7 0.0 33.3 66.7 66.7 100 0 2 3 Count 0 2 2 BSNL (Urban) 33.3 100 % 0.0 66.7 0.0 66.7 66.7 Count 0 0 0 0 0 0 0 BSNL (Rural) 0.0 0.0 0.0 0.0 0.0 0.0 0.0 % Count 0 0 0 0 0 0 0 Idea (Total) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 Count 0 0 0 0 0 0 0 Idea (Urban) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 Count 0 0 0 0 0 0 0 Idea (Rural) 0.0 0.0 0.0 0.0 0.0 0.0 0.0 % 3 0 Count 2 0 0 1 6 Rel. Tel. (Total) 0.0 100 % 33.3 50 0.0 16.7 0.0 Count 2 3 0 0 0 6 1 Rel. Tel. (Urban) 33.3 50 0.0 0.0 16.7 0.0 100 % Count 0 0 0 0 0 0 0 Rel. Tel. (Rural) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 Count 0 0 0 0 0 0 0 S Tel (Total) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 Count 0 0 0 0 0 0 0 S Tel (Urban) 0.0 0.0 0.0 0.0 0.0 0.0 0.0 % Count 6 TTSL (Total) 100.0 33.3 0.0 0.0 33.3 0.0 100 % 0 Count O 6 6 0 TTSL (Urban) % 100.0 33.3 0.0 0.0 33.3 0.0 100 Count 0 0 0 0 Vodafone (total) 50.0 0.0 50 0.0 0.0 100 % 0.0 Vodafone Count 0 0 0 2 1 0 100 (urban) % 50.0 0.0 0.0 50 0.0 0.0 Count 0 0 0 0 0 0 0 Vodafone (rural) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0

Count

% Count

% Count

Overall

Overall (Urban)

Overall (Rural)

9

42.9

9

42.9

0

0.0

8

38.1

8

38.1

0

0.0

0

0.0

0

0.0

0

0.0

7

33.3

33.3

0

0.0

3

14.3

14.3

0

0.0

21

100

21

100

0

0.0

2

9.5

9.5

0

0.0





		Yes	No	Total
	Count	0	6	6
urcel (Total)	%	0.0	100.0	100
	Count	0	6	6
vircel (Urban)	%	0.0	100.0	100
	Count	0	0	0
ircel (Rural)	%	0.0	0.0	0.0
	Count	0	16	16
rtel (Total)	%	0.0	100.0	100
	Count	0	16	16
irtel (Urban)	%	0.0	100.0	100
	Count	0	0	0
rtel (Rural)	%	0.0	0.0	0.0
	Count	11	105	116
SNL (Total)	%	9.5	90.5	100
	Count	11	105	116
SNL (Urban)	%	9.5	90.5	100
	Count	0	0	0
SNL (Rural)	%	0.0	0.0	0.0
	Count	0.0	1	0.0 1
ea (Total)	%	0.0	100.0	100
dea (Urban)	Count	0.0	100.0	100
	%	0.0	100.0	100
	Count	0.0		0
ea (Rural)	%	0.0	0.0	0.0
lea (Rural)		0.0 1	28	29
	Count %			
		3.4	96.6	100
el. Tel. (Urban)	Count %	1	28	29
		3.4	96.6	100
el. Tel. (Rural)	Count	0	0	0
. ,	%	0.0	0.0	0.0
Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Tel (Urban)	Count	0	0	0
Service Providers Aircel (Total) Aircel (Urban) Airtel (Rural) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Rural) dea (Total) dea (Total) dea (Rural) Rel. Tel. (Total) Rel. Tel. (Rural) S Tel (Total) S Tel (Total) TTSL (Total) TTSL (Urban) TTSL (Urban) Vodafone (total) Vodafone (rural) Overall (Rural) Overall (Rural)	%	0.0	0.0	0.0
SL (Total)	Count	6	60	66
	%	9.1	90.9	100
ΓSL (Urban)	Count	6	60	66
	%	9.1	90.9	100
odafone (total)	Count	0	17	17
(1010.)	%	0.0	100.0	100
dafone (urban)	Count	0	17	17
dibail)	%	0.0	100.0	100
ndafone (rural)	Count	0	0	0
dalono (iuiai)	%	0.0	0.0	0.0
/erall	Count	18	233	251
roran	%	7.2	92.8	100
vorall (Hrban)	Count	18	233	251
verali (Ulbali)	%	7.2	92.8	100
vorall (Bural)	Count	18	233	251
verali (Rufal)	%	7.2	92.8	100





Comple		Overall	A 1/-			D. \/	
Service Providers		satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	0	0	0	0	0	0
Alicei (Tolai)	%	0.0	0.0	0.0	0.0	0.0	0.0
A: no al /l lub a.a.\	Count	0	0	0	0	0	0
Aircel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
Aircel (Rural)	Count	0	0	0	0	0	0
Alicei (Kulai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0	0	0
Airtei (Totai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0	0	0
Airtei (Olban)	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtal (Bural)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
DCNI (Total)	Count	10	1	9	1	0	11
BSNL (Total)	%	90.9	9.1	81.8	9.1	0.0	100
DONI (Link on)	Count	10	1	9	1	0	11
BSNL (Urban)	%	90.9	9.1	81.8	9.1	0.0	100
DCNI (Dural)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Idea (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
(5)	Count	0	0	0	0	0	0
Idea (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
D-1 T-1 /T-4-1)	Count	0	0	0	0	1	1
Rel. Tel. (Total)	%	0.0	0.0	0.0	0.0	100.0	100
Rel. Tel.	Count	0	0	0	0	1	1
(Urban)	%	0.0	0.0	0.0	0.0	100.0	100
D-1 T-1 (D1)	Count	0	0	0	0	0	0
Rel. Tel. (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
0.7.1/7.4.1\	Count	0	0	0	0	0	0
S Tel (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
0.7.1.(111)	Count	0	0	0	0	0	0
S Tel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTOL /T-4-1)	Count	2	0	2	0	4	6
TTSL (Total)	%	33.3	0.0	33.3	0.0	66.7	100
TTO: (111)	Count	2	0	2	0	4	6
TTSL (Urban)	%	33.3	0.0	33.3	0.0	66.7	100
	Count	0	0	0	0	0	0
Vodafone (total)	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone	Count	0	0	0	0	0	0
(urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
0	Count	12	1	11	1	5	18
Overall	%	66.7	5.6	61.1	5.6	27.8	100
0	Count	12	1	11	1	5	18
Overall (Urban)	%	66.7	5.6	61.1	5.6	27.8	100
	Count	0	0	0	0	0	0
Overall (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0





HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

Service Providers		Yes	No	Total
	Count	122	264	386
Aircei (Totai)	%	31.6	68.4	100
\\	Count	113	255	368
Aircei (Urban)	%	30.7	69.3	100
Nime at (Durat)	Count	9	9	18
Aircei (Rurai)	%	50.0	50.0	100
\:wtal /Tatal\	Count	83	362	445
arter (Total)	%	18.7	81.3	100
intal (Linhana)	Count	62	292	354
	%	17.5	82.5	100
intal (Damal)	Count	21	70	91
irrei (Rurai)	%	23.1	76.9	100
ONII (T-4-1)	Count	321	474	795
SINL (10tal)	%	40.4	59.6	100
ONII /I I-I- \	Count	307	450	757
SINL (Urban)	%	40.6	59.4	100
ON!! (D. I)	Count	14	24	38
SNL (Rural)	%	36.8	63.2	100
	Count	114	308	422
lea (Total)	%	27.0	73.0	100
ldea (Urban)	Count	83	235	318
	%	26.1	73.9	100
:	Count	31	73	104
dea (Rural)	%	29.8	70.2	100
	Count	123	214	337
tel. Tel. (Total)	%	36.5	63.5	100
	Count	106	208	314
tel. Tel. (Urban)	%	33.8	66.2	100
	Count	17	6	23
tel. Tel. (Rural)	%	73.9	26.1	100
	Count	40	171	211
Tel (Total)	%	19.0	81.0	100
	Count	40	171	211
Tel (Urban)	%	19.0	81.0	100
TSL (Total)	Count	115	338	453
TOL (Total)	%	25.4	74.6	100
	Count	115	338	453
TSL (Urban)	%	25.4	74.6	100
	Count	144	282	426
odafone (total)	%	33.8	66.2	100
	Count	132	269	401
odafone (urban)	%	32.9	67.1	100
	Count	12	13	25
odafone (rural)	%	48.0	52.0	100
	Count	1062	2413	3475
verall	%	30.6	69.4	100
	Count	958	2218	3176
Overall (Urban)	%	30.2	69.8	100
	Count	104		299
Overall (Rural)	%	34.8	65.2	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
Aireal (Total)	Count	102	10	92	19	1	122
Aircel (Total)	%	83.6	8.2	75.4	15.6	0.8	100
A: 1 /1 1	Count	98	10	88	14	1	113
Aircel (Urban)	%	86.7	8.8	77.9	12.4	0.9	100
Aireal (Dural)	Count	4	0	4	5	0	9
Aircel (Rural)	%	44.4	0.0	44.4	55.6	0.0	100
Airtal (Total)	Count	71	10	61	12	0	83
Airtel (Total)	%	85.5	12.0	73.5	14.5	0.0	100
Airtel (Urban)	Count	53	8	45	9	0	62
Airtei (Orban)	%	85.5	12.9	72.6	14.5	0.0	100
Airtal (Dural)	Count	18	2	16	3	0	21
Airtel (Rural)	%	85.7	9.5	76.2	14.3	0.0	100
BSNL (Total)	Count	280	60	220	41	0	321
DOINE (Total)	%	87.2	18.7	68.5	12.8	0.0	100
BSNL (Urban)	Count	275	58	217	32	0	307
DOINE (UIDAII)	%	89.6	18.9	70.7	10.4	0.0	100
BSNL (Rural)	Count	5	2	3	9	0	14
DOINE (Kulai)	%	35.7	14.3	21.4	64.3	0.0	100
Idea (Total)	Count	90	16	74	24	0	114
Idea (Total)	%	78.9	14.0	64.9	21.1	0.0	100
Idea (Urban)	Count	65	10	55	18	0	83
	%	78.3	12.0	66.3	21.7	0.0	100
Idea (Rural)	Count	25	6	19	6	0	31
idea (italai)	%	80.7	19.4	61.3	19.4	0.0	100
Rel. Tel. (Total)	Count	95	18	77	26	2	123
• • •	%	77.2	14.6	62.6	21.1	1.6	100
Rel. Tel.	Count	81	18	63	23	2	106
(Urban)	%	76.4	17.0	59.4	21.7	1.9	100
Rel. Tel. (Rural)	Count	14	0	14	3	0	17
Tron Ton (Tranal)	%	82.4	0.0	82.4	17.6	0.0	100
S Tel (Total)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
S Tel (Urban)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
TTSL (Total)	Count	94	31	63	21	0	115
,,	%	81.8	27.0	54.8	18.3	0.0	100
TTSL (Urban)	Count	94	31	63	21	0	115
, ,	%	81.8	27.0	54.8	18.3	0.0	100
Vodafone (total)	Count	117	20	97	27	0	144
	%	81.3	13.9	67.4	18.8	0.0	100
Vodafone	Count	113	18	95	19	0	132
(urban)	%	85.6	13.6	72.0	14.4	0.0	100
Vodafone (rural)	Count	4	2	2	8	0	12
. ,	%	33.4	16.7	16.7	66.7	0.0	100
Overall	Count	884	165	719	175	3	1062
	%	83.2	15.5	67.7	16.5	0.3	100
Overall (Urban)	Count %	814	153	661	141	3 0.3	958
		85.0	16.0	69.0	14.7		100
Overall (Rural)	Count %	70 67.3	12 11.5	58 55.8	34 32.7	0.0	104 100





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
Aireal (Tatal)	Count	104	5	99	17	1	122
Aircel (Total)	%	85.2	4.1	81.1	13.9	0.8	100
A: 1/111 \	Count	100	4	96	12	1	113
Aircel (Urban)	%	88.5	3.5	85	10.6	0.9	100
A: L (D I)	Count	4	1	3	5	0	9
Aircel (Rural)	%	44.4	11.1	33.3	55.6	0.0	100
Λ:t /Tt \	Count	77	15	62	6	0	83
Airtel (Total)	%	92.8	18.1	74.7	7.2	0.0	100
Airtal (Lirban)	Count	57	11	46	5	0	62
Airtel (Urban)	%	91.9	17.7	74.2	8.1	0.0	100
Airtal (Bural)	Count	20	4	16	1	0	21
Airtel (Rural)	%	95.2	19.0	76.2	4.8	0.0	100
BSNL (Total)	Count	292	82	210	29	0	321
BOINE (Total)	%	90.9	25.5	65.4	9.0	0.0	100
BSNL (Urban)	Count	287	80	207	20	0	307
BOINE (Olbail)	%	93.5	26.1	67.4	6.5	0.0	100
BSNL (Rural)	Count	5	2	3	9	0	14
DOINE (INdial)	%	35.7	14.3	21.4	64.3	0.0	100
Idea (Total)	Count	93	9	84	21	0	114
idea (Total)	%	81.6	7.9	73.7	18.4	0.0	100
Idea (Urban)	Count	68	8	60	15	0	83
idea (Olbail)	%	81.9	9.6	72.3	18.1	0.0	100
Idea (Rural)	Count	25	1	24	6	0	31
idea (italai)	%	80.6	3.2	77.4	19.4	0.0	100
Rel. Tel. (Total)	Count	96	14	82	26	1	123
·	%	78.1	11.4	66.7	21.1	0.8	100
Rel. Tel.	Count	84	14	70	21	1	106
(Urban)	%	79.2	13.2	66.0	19.8	0.9	100
Rel. Tel. (Rural)	Count	12	0	12	5	0	17
	%	70.6	0.0	70.6	29.4	0.0	100
S Tel (Total)	Count	35	4	31	5	0	40
(%	87.5	10.0	77.5	12.5	0.0	100
S Tel (Urban)	Count	35	4	31	5	0	40
, ,	%	87.5	10.0	77.5	12.5	0.0	100
TTSL (Total)	Count	101	29	72	14	0	115
` ,	%	87.8	25.2	62.6	12.2	0.0	100
TTSL (Urban)	Count	101	29	72	14	0	115
• •	%	87.8 120	25.2	62.6	12.2	0.0	100
Vodafone (total)	Count %	83.3	13	107	24	0	144
Vadafana	% Count	116	9.0 11	74.3 105	16.7	0.0	100 132
Vodafone	%		8.3		16 12.1	0.0	
(urban)	Count	87.8 4	2	79.5 2	8	0.0	100 12
Vodafone (rural)	%	33.4	16.7	16.7	66.7	0.0	100
	Count	918	10.7 171	747	142	2	1062
Overall	%	86.4	16.1	70.3	13.4	0.2	1002
	Count	848	161	687	108	2	958
Overall (Urban)	%	88.5	16.8	71.7	11.3	0.2	100
	Count	70	10.0	60	34	0.2	104
Overall (Rural)	%	67.3	9.6	57.7	32.7	0.0	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-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	(A+B)					15-
Aircel (Total)		102	6	96	18	2	122
	%	83.6	4.9	78.7	14.8	1.6	100
Aircel (Urban)	Count	98	6	92	13	2	113
(- (%	86.7	5.3	81.4	11.5	1.8	100
Aircel (Rural)	Count	4	0	4	5	0	9
,	%	44.4	0.0	44.4	55.6	0.0	100
Airtel (Total)	Count	75	10	65	8	0	83
. ,	%	90.3 55	12.0	78.3	9.6	0.0	100
Airtel (Urban)	Count %	88.7	9 14.5	46 74.2	7	0.0	62
	% Count	20	14.5	19	11.3	0.0	100 21
Airtel (Rural)	%	95.3	4.8	90.5	4.8	0.0	100
	Count	289	54	235	32	0.0	321
BSNL (Total)	%	90.0	16.8	73.2	10.0	0.0	100
	Count	285	52	233	22	0.0	307
BSNL (Urban)	%	92.8	16.9	75.9	7.2	0.0	100
	Count	4	2	2	10	0.0	14
BSNL (Rural)	%	28.6	14.3	14.3	71.4	0.0	100
	Count	94	3	91	20	0.0	114
Idea (Total)	%	82.4	2.6	79.8	17.5	0.0	100
	Count	69	2.0	67	14	0.0	83
Idea (Urban)	%	83.1	2.4	80.7	16.9	0.0	100
	Count	25	1	24	6	0.0	31
Idea (Rural)	%	80.6	3.2	77.4	19.4	0.0	100
	Count	98	15	83	24	1	123
Rel. Tel. (Total)	%	79.7	12.2	67.5	19.5	0.8	100
Rel. Tel.	Count	85	15	70	20	1	106
(Urban)	%	80.2	14.2	66	18.9	0.9	100
,	Count	13	0	13	4	0	17
Rel. Tel. (Rural)	%	76.5	0.0	76.5	23.5	0.0	100
	Count	35	0	35	5	0	40
S Tel (Total)	%	87.5	0.0	87.5	12.5	0.0	100
	Count	35	0	35	5	0	40
S Tel (Urban)	%	87.5	0.0	87.5	12.5	0.0	100
TTOL (T + 1)	Count	98	29	69	16	1	115
TTSL (Total)	%	85.2	25.2	60	13.9	0.9	100
TTCL (Ushasa)	Count	98	29	69	16	1	115
TTSL (Urban)	%	85.2	25.2	60.0	13.9	0.9	100
\/adafana /tata!\	Count	117	15	102	26	1	144
Vodafone (total)	%	81.2	10.4	70.8	18.1	0.7	100
Vodafone	Count	113	13	100	18	1	132
(urban)	%	85.6	9.8	75.8	13.6	0.8	100
Vodafone (rural)	Count	4	2	2	8	0	12
vouaione (iuiai)	%	33.4	16.7	16.7	66.7	0.0	100
Overall	Count	908	132	776	149	5	1062
Volum	%	85.5	12.4	73.1	14.0	0.5	100
Overall (Urban)	Count	838	126	712	115	5	958
- Totali (Olbali)	%	87.5	13.2	74.3	12.0	0.5	100
Overall (Rural)	Count	70	6	64	34	0	104
O Torum (Iturui)	%	67.3	5.8	61.5	32.7	0.0	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
Aireal (Tatal)	Count	99	4	95	20	2	121
Aircel (Total)	%	81.8	3.3	78.5	16.5	1.7	100
	Count	95	4	91	15	2	112
Aircel (Urban)	%	84.9	3.6	81.3	13.4	1.8	100
A: (D:)	Count	4	0	4	5	0	9
Aircel (Rural)	%	44.4	0.0	44.4	55.6	0.0	100
Λ:t /Tt \	Count	75	15	60	8	0	83
Airtel (Total)	%	90.4	18.1	72.3	9.6	0.0	100
Airtal (Lirban)	Count	55	10	45	7	0	62
Airtel (Urban)	%	88.7	16.1	72.6	11.3	0.0	100
Airtel (Rural)	Count	20	5	15	1	0	21
Airtei (Kurai)	%	95.2	23.8	71.4	4.8	0.0	100
BSNL (Total)	Count	293	87	206	28	0	321
DOINE (Total)	%	91.3	27.1	64.2	8.7	0.0	100
BSNL (Urban)	Count	289	84	205	18	0	307
BOINE (Olbail)	%	94.2	27.4	66.8	5.9	0.0	100
BSNL (Rural)	Count	4	3	1	10	0	14
DOINE (INdial)	%	28.5	21.4	7.1	71.4	0.0	100
Idea (Total)	Count	94	8	86	20	0	114
idea (Total)	%	82.4	7.0	75.4	17.5	0.0	100
Idea (Urban)	Count	69	6	63	14	0	83
idea (Olbail)	%	83.1	7.2	75.9	16.9	0.0	100
Idea (Rural)	Count	25	2	23	6	0	31
idea (italai)	%	80.7	6.5	74.2	19.4	0.0	100
Rel. Tel. (Total)	Count	93	22	71	29	1	123
` ,	%	75.6	17.9	57.7	23.6	0.8	100
Rel. Tel.	Count	79	21	58	26	1	106
(Urban)	%	74.5	19.8	54.7	24.5	0.9	100
Rel. Tel. (Rural)	Count	14	1	13	3	0	17
(12)	%	82.4	5.9	76.5	17.6	0.0	100
S Tel (Total)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
S Tel (Urban)	Count	35	0	35	5	0	40
, ,	%	87.5	0.0	87.5	12.5	0.0	100
TTSL (Total)	Count %	99	29	70	15	1	115
		86.1	25.2	60.9	13	0.9	100
TTSL (Urban)	Count	99 86.1	29	70	15	1	115
•	% Count	116	25.2 10	106	13 27	0.9	100 144
Vodafone (total)	%	80.5	6.9	73.6	18.8	0.7	100
Vodafone	Count	112	8	104	19	1	132
(urban)	%	84.9	6.1	78.8	14.4	0.8	100
,	Count	4	2	2	8	0.8	12
Vodafone (rural)	%	33.4	16.7	16.7	66.7	0.0	100
	Count	904	175	729	152	5	1061
Overall	%	85.2	16.5	68.7	14.3	0.5	100
	Count	833	162	671	119	5	957
Overall (Urban)	%	87.0	16.9	70.1	12.4	0.5	100
0 11/2 1	Count	71	13	58	33	0	104
Overall (Rural)	%	68.3	12.5	55.8	31.7	0.0	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
Aireal (Tatal)	Count	100	11	89	21	1	122
Aircel (Total)	%	82.0	9.0	73.0	17.2	0.8	100
A: 1/11: \	Count	96	10	86	16	1	113
Aircel (Urban)	%	84.9	8.8	76.1	14.2	0.9	100
Aireal (Dural)	Count	4	1	3	5	0	9
Aircel (Rural)	%	44.4	11.1	33.3	55.6	0.0	100
Aintal (Tatal)	Count	74	15	59	9	0	83
Airtel (Total)	%	89.2	18.1	71.1	10.8	0.0	100
Airtal (Lirban)	Count	54	12	42	8	0	62
Airtel (Urban)	%	87.1	19.4	67.7	12.9	0.0	100
Airtal (Dural)	Count	20	3	17	1	0	21
Airtel (Rural)	%	95.3	14.3	81.0	4.8	0.0	100
BSNL (Total)	Count	297	71	226	24	0	321
DOINE (Total)	%	92.5	22.1	70.4	7.5	0.0	100
BSNL (Urban)	Count	292	69	223	15	0	307
DOINE (UIDAII)	%	95.1	22.5	72.6	4.9	0.0	100
BSNL (Rural)	Count	5	2	3	9	0	14
DONE (Itulal)	%	35.7	14.3	21.4	64.3	0.0	100
Idea (Total)	Count	96	6	90	17	1	114
Idea (Total)	%	84.2	5.3	78.9	14.9	0.9	100
Idea (Urban)	Count	69	5	64	13	1	83
	%	83.1	6.0	77.1	15.7	1.2	100
Idea (Rural)	Count	27	1	26	4	0	31
idea (italai)	%	87.1	3.2	83.9	12.9	0.0	100
Rel. Tel. (Total)	Count	92	19	73	29	2	123
` ,	%	74.7	15.4	59.3	23.6	1.6	100
Rel. Tel.	Count	78	19	59	26	2	106
(Urban)	%	73.6	17.9	55.7	24.5	1.9	100
Rel. Tel. (Rural)	Count	14	0	14	3	0	17
	%	82.4	0.0	82.4	17.6	0.0	100
S Tel (Total)	Count	35	2	33	5	0	40
	%	87.5	5.0	82.5	12.5	0.0	100
S Tel (Urban)	Count	35	2	33	5	0	40
	%	87.5	5.0	82.5	12.5	0.0	100
TTSL (Total)	Count	101	32	69	14	0	115
	%	87.8	27.8	60.0	12.2	0.0	100
TTSL (Urban)	Count	101 87.8	32	69	14	0	115
• •	%		27.8	60.0	12.2	0.0	100
Vodafone (total)	Count	117	15	102	27	0	144
Vadafana	%	81.2	10.4	70.8	18.8	0.0	100
Vodafone	Count %	113 85.6	13	100 75.8	19 14.4	0.0	132 100
(urban)	Count	4	9.8 2	2	8	0.0	12
Vodafone (rural)	%	33.4	16.7	16.7	66.7	0.0	100
	Count	912	10.7 171	741	146	4	1062
Overall (Total)	%	85.9	16.1	69.8	13.7	0.4	1002
	Count	838	162	676	116	4	958
Overall (Urban)	%	87.5	16.9	70.6	12.1	0.4	100
	Count	74	9	65	30	0.4	104
Overall (Rural)	%	71.2	8.7	62.5	28.8	0.0	100





NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfie	d are you w	vith the availab	ility of signal	of your serv	ice provider in y	our locality?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	364	47	317	19	3	386
Alicei (Total)	%	94.3	12.2	82.1	4.9	0.8	100
A: (Count	347	41	306	18	3	368
Aircel (Urban)	%	94.3	11.1	83.2	4.9	0.8	100
Aireal (Dural)	Count	17	6	11	1	0	18
Aircel (Rural)	%	94.4	33.3	61.1	5.6	0.0	100
Airtal /Tatal)	Count	431	78	353	11	3	445
Airtel (Total)	%	96.8	17.5	79.3	2.5	0.7	100
Airtel (Urban)	Count	345	63	282	6	3	354
	%	97.5	17.8	79.7	1.7	0.8	100
A:-t-1 (D1)	Count	86	15	71	5	0	91
Airtel (Rural)	%	94.5	16.5	78.0	5.5	0.0	100
BSNL (Total)	Count	703	104	599	88	4	795
	%	88.4	13.1	75.3	11.1	0.5	100
50111 (111)	Count	673	103	570	81	3	757
BSNL (Urban)	%	88.9	13.6	75.3	10.7	0.4	100
DOM: (D 1)	Count	30	1	29	7	1	38
BSNL (Rural)	%	78.9	2.6	76.3	18.4	2.6	100
	Count	375	23	352	43	4	422
Idea (Total)	%	88.9	5.5	83.4	10.2	0.9	100
Idea (Urban)	Count	282	21	261	32	4	318
	%	88.7	6.6	82.1	10.1	1.3	100
Idea (Rural)	Count	93	2	91	11	0	104
	%	89.4	1.9	87.5	10.6	0.0	100
D T (T)	Count	287	33	254	44	6	337
Rel. Tel. (Total)	%	85.2	9.8	75.4	13.1	1.8	100
Rel. Tel.	Count	268	31	237	41	5	314
(Urban)	%	85.4	9.9	75.5	13.1	1.6	100
,	Count	19	2	17	3	1	23
Rel. Tel. (Rural)	%	82.6	8.7	73.9	13.0	4.3	100
	Count	178	5	173	31	2	211
S Tel (Total)	%	84.4	2.4	82.0	14.7	0.9	100
. –	Count	178	5	173	31	2	211
S Tel (Urban)	%	84.4	2.4	82.0	14.7	0.9	100
TTOL (T . 1)	Count	408	138	270	40	5	453
TTSL (Total)	%	90.1	30.5	59.6	8.8	1.1	100
TTO: (11: `	Count	408	138	270	40	5	453
TTSL (Urban)	%	90.1	30.5	59.6	8.8	1.1	100
	Count	366	45	321	47	13	426
Vodafone (total)	%	86.0	10.6	75.4	11.0	3.1	100
Vodafone	Count	352	42	310	38	11	401
(urban)	%	87.8	10.5	77.3	9.5	2.7	100
	Count	14	3	11	9	2	25
Vodafone (rural)	%	56.0	12.0	44.0	36.0	8.0	100
	Count	3112	473	2639	323	40	3475
Overall	%	89.5	13.6	75.9	9.3	1.2	100
	Count	2853	444	2409	287	36	3176
Overall (Urban)	%	89.9	14.0	75.9	9.0	1.1	100
	Count	259	29	230	36	4	299
Overall (Rural)	%	86.6	9.7	76.9	12.0	1.3	100





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

	<u></u>								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
Aireal (Tatal)	Count	365	45	320	18	3	386		
Aircel (Total)	%	94.6	11.7	82.9	4.7	0.8	100		
A: 1/111 \	Count	348	38	310	17	3	368		
Aircel (Urban)	%	94.5	10.3	84.2	4.6	0.8	100		
A: (D:)	Count	17	7	10	1	0	18		
Aircel (Rural)	%	94.5	38.9	55.6	5.6	0.0	100		
Airtal /Tatal)	Count	433	72	361	10	2	445		
Airtel (Total)	%	97.3	16.2	81.1	2.2	0.4	100		
Airtal (Lirban)	Count	347	61	286	5	2	354		
Airtel (Urban)	%	98	17.2	80.8	1.4	0.6	100		
Airtal (Bural)	Count	86.0	11.0	75.0	5.0	0	91		
Airtel (Rural)	%	94.5	12.1	82.4	5.5	0.0	100		
BSNL (Total)	Count	709	77	632	81	5	795		
DOINE (Total)	%	89.2	9.7	79.5	10.2	0.6	100		
BSNL (Urban)	Count	679	76	603	75	3	757		
BOINE (Olbail)	%	89.7	10.0	79.7	9.9	0.4	100		
BSNL (Rural)	Count	30	1	29	6	2	38		
DOINE (INdial)	%	78.9	2.6	76.3	15.8	5.3	100		
Idea (Total)	Count	381	19	362	37	4	422		
idea (Totai)	%	90.3	4.5	85.8	8.8	0.7	100		
Idea (Urban)	Count	287	18	269	28	3	318		
idea (Olbali)	%	90.3	5.7	84.6	8.8	0.9	100		
Idea (Rural)	Count	94	1	93	9	1	104		
idea (italai)	%	90.4	1.0	89.4	8.7	1.0	100		
Rel. Tel. (Total)	Count	286	27	259	45	6	337		
· · · · · · · · · · · · · · · · · · ·	%	84.9	8.0	76.9	13.4	1.8	100		
Rel. Tel.	Count	267	26	241	42	5	314		
(Urban)	%	85.1	8.3	76.8	13.4	1.6	100		
Rel. Tel. (Rural)	Count	19	1	18	3	1	23		
(12)	%	82.6	4.3	78.3	13.0	4.3	100		
S Tel (Total)	Count	185	7	178	24	2	211		
(%	87.7	3.3	84.4	11.4	0.9	100		
S Tel (Urban)	Count	185	7	178	24	2	211		
, ,	%	87.7	3.3	84.4	11.4	0.9	100		
TTSL (Total)	Count	406	100	306	44	3	453		
, ,	%	89.6	22.1	67.5	9.7	0.7	100		
TTSL (Urban)	Count	406	100	306	44	3	453		
• •	%	89.6	22.1	67.5	9.7	0.7	100		
Vodafone (total)	Count %	366 85.9	53	313	50	10	426		
Vadafana	% Count	352	12.4 49	73.5 303	11.7 41	2.3 8	100 401		
Vodafone (urban)	%		12.2	75.6	10.2	2.0	100		
,	% Count	87.8	4	10	9	2.0	25		
Vodafone (rural)	%	14 56.0	16.0	40.0	36.0	8.0	100		
	Count	3131	400	2731	309	35	3475		
Overall	%	90.1	11.5	78.6	8.9	1.0	100		
	Count	2871	375	2496	276	29	3176		
Overall (Urban)	%	90.4	11.8	78.6	8.7	0.9	100		
	Count	260	25	235	33	6	299		
Overall (Rural)	%	87.0	8.4	78.6	11.0	2.0	100		





18. How often does your call drop during conversation? **Service** Very Frequently Occasionally Never **Total Providers** Frequently Count 278 87 386 4 17 Aircel (Total) % 1.0 4.4 72.0 22.5 100 Count 4 16 269 79 368 Aircel (Urban) % 1.1 4.3 73.1 21.5 100 1 18 Count 0 9 8 Aircel (Rural) 0.0 5.6 50.0 44.4 100 % Count 309 124 445 3 9 Airtel (Total) 0.7 2.0 27.9 100 % 69.4 3 237 109 354 Count 5 Airtel (Urban) 8.0 1.4 66.9 30.8 100 4 Count 0 72 15 91 Airtel (Rural) 0.0 4.4 100 79.1 16.5 % Count 4 73 571 147 795 BSNL (Total) % 0.5 9.2 71.8 18.5 100 2 757 Count 66 543 146 BSNL (Urban) 0.3 8.7 71.7 19.3 100 % Count 2 7 28 1 38 BSNL (Rural) 2.6 % 5.3 18.4 73.7 100 Count 422 5 43 310 64 Idea (Total) 73.5 % 10.2 15.2 100 1.2 232 50 318 Count 5 31 Idea (Urban) 1.6 9.7 73.0 15.7 100 % Count 0 12 78 14 104 Idea (Rural) 0.0 11.5 75.0 13.5 100 227 337 Count 10 48 52 Rel. Tel. (Total) % 3.0 14.2 67.4 15.4 100 Rel. Tel. Count 9 44 210 51 314 (Urban) % 2.9 14.0 66.9 16.2 100 Count 4 17 23 1 Rel. Tel. (Rural) 17.4 % 4.3 73.9 4.3 100 23 13 211 Count 3 172 S Tel (Total) $1.\overline{4}$ 10.9 81.5 100 % 6.2 Count 23 172 211 3 13 S Tel (Urban) % 1.4 10.9 81.5 6.2 100

66

14.6

66

14.6

36

8.5

27

6.7

9

36.0

315

9.1

278

8.8

37

12.4

200

44.2

200

44.2

290

68.1

282

70.3

8

32.0

2357

67.8

2145

67.5

212

70.9

182

40.2

182

40.2

91

21.4

86

21.4

5

20.0

760

21.9

716

22.5

44

14.7

453

100

453

100

426

100

401

100

25

100

3475

100

3176

100

299

100

Count

Count

Count

Count

Count

Count

%

%

% Count

% Count

%

TTSL (Total)

TTSL (Urban)

Vodafone

(urban)

Overall

Vodafone (total)

Vodafone (rural)

Overall (Urban)

Overall (Rural)

5

1.1

5

1.1

9

2.1

6

1.5

3

12.0

43

1.2

37

1.2

2.0





19. How satisfied are you with the voice quality?

Service		Overall	A-Very	B-	C-	D-Very	
Providers		satisfied= (A+B)	Satisfied	Satisfied	Dissatisfied	Dissatisfied	Total
Aircel (Total)	Count	367	38	329	17	2	386
Allcel (Total)	%	95.0	9.8	85.2	4.4	0.5	100
Aireal (Lirban)	Count	350	34	316	16	2	368
Aircel (Urban)	%	95.1	9.2	85.9	4.3	0.5	100
Aircel (Rural)	Count	17	4	13	1	0	18
Allcei (Ruiai)	%	94.4	22.2	72.2	5.6	0.0	100
Airtel (Total)	Count	438	27	411	5	2	445
Airtei (Totai)	%	98.5	6.1	92.4	1.1	0.4	100
Airtel (Urban)	Count	352	20	332	0	2	354
Alitei (Olbali)	%	99.4	5.6	93.8	0.0	0.6	100
Airtel (Rural)	Count	86	7	79	5	0	91
Alitei (Itulai)	%	94.5	7.7	86.8	5.5	0.0	100
BSNL (Total)	Count	736	79	657	57	2	795
DOINE (Total)	%	92.5	9.9	82.6	7.2	0.3	100
BSNL (Urban)	Count	705	79	626	52	0	757
BOINE (Olbail)	%	93.1	10.4	82.7	6.9	0.0	100
BSNL (Rural)	Count	31	0	31	5	2	38
DOINE (INdiai)	%	81.6	0.0	81.6	13.2	5.3	100
Idea (Total)	Count	387	15	372	33	2	422
idea (Total)	%	91.8	3.6	88.2	7.8	0.5	100
Idea (Urban)	Count	292	12	280	24	2	318
idea (Olbail)	%	91.9	3.8	88.1	7.5	0.6	100
Idea (Rural)	Count	95	3	92	9	0	104
	%	91.4	2.9	88.5	8.7	0.0	100
Rel. Tel. (Total)	Count	325	15	310	12	0	337
<u> </u>	%	96.5	4.5	92.0	3.6	0.0	100
Rel. Tel.	Count	307	15	292	7	0	314
(Urban)	%	97.8	4.8	93.0	2.2	0.0	100
Rel. Tel. (Rural)	Count	18	0	18	5	0	23
	%	78.3	0.0	78.3	21.7	0.0	100
S Tel (Total)	Count	188	4	184	21	2	211
	%	89.1	1.9	87.2	10	0.9	100
S Tel (Urban)	Count	188	4	184	21	2	211
ζ/	%	89.1	1.9	87.2	10.0	0.9	100
TTSL (Total)	Count	434	75	359	16	3	453
· · · · · · · · · · · · · · · · · · ·	%	95.8	16.6	79.2	3.5	0.7	100
TTSL (Urban)	Count	434	75	359	16	3	453
, /	%	95.8	16.6	79.2	3.5	0.7	100
Vodafone (total)	Count	383	35	348	35	8	426
	%	89.9	8.2	81.7	8.2	1.9	100
Vodafone	Count	369	29	340	26	6	401
(urban)	%	92.0	7.2	84.8	6.5	1.5	100
Vodafone (rural)	Count	14	6	8	9	2	25
. ,	%	56 .0	24.0	32.0	36.0	8.0	100
Overall	Count %	3258	288 8.3	2970	196	21	3475
		93.8 2997	268	85.5	5.6 162	0.6 17	100
Overall (Urban)	Count			2729			3176
	%	94.3	8.4	85.9	5.1	0.5	100
Overall (Rural)	Count	261	20	241	34	4	299
overali (itural)	%	87.3	6.7	80.6	11.4	1.3	100





Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
	Count	3	17	305	61	386
Aircel (Total)	%	0.8	4.4	79.0	15.8	100
A: 1/111 \	Count	3	16	295	54	368
Aircel (Urban)	%	0.8	4.3	80.2	14.7	100
Aireal (Dural)	Count	0	1	10	7	18
Aircel (Rural)	%	0.0	5.6	55.6	38.9	100
Airtel (Total)	Count	4	12	323	106	445
Airtei (Totai)	%	0.9	2.7	72.6	23.8	100
Airtel (Urban)	Count	4	8	245	97	354
	%	1.1	2.3	69.2	27.4	100
Airtel (Rural)	Count	0	4	78	9	91
	%	0.0	4.4	85.7	9.9	100
BSNL (Total)	Count	5	88	587	115	795
DOINE (Total)	%	0.6	11.1	73.8	14.5	100
BSNL (Urban)	Count	3	83	557	114	757
DSINL (UIDAII)	%	0.4	11.0	73.6	15.1	100
BSNL (Rural)	Count	2	5	30	1	38
DOINE (Ruidi)	%	5.3	13.2	78.9	2.6	100
Idoo (Total)	Count	3	48	306	65	422
ldea (Total)	%	0.7	11.4	72.5	15.4	100
Idea (Urban)	Count	3	37	217	61	318
	%	0.9	11.6	68.2	19.2	100
ldea (Rural)	Count	0	11	89	4	104
	%	0.0	10.6	85.6	3.8	100
Dal Tal (Tatal)	Count	6	49	226	56	337
Rel. Tel. (Total)	%	1.8	14.5	67.1	16.6	100
Rel. Tel.	Count	5	46	207	56	314
(Urban)	%	1.6	14.6	65.9	17.8	100
Dal Tal (Dural)	Count	1	3	19	0	23
Rel. Tel. (Rural)	%	4.3	13.0	82.6	0.0	100
S Tel (Total)	Count	3	27	166	15	211
S Tel (Tolal)	%	1.4	12.8	78.7	7.1	100
O Tal (Umbass)	Count	3	27	166	15	211
S Tel (Urban)	%	1.4	12.8	78.7	7.1	100
TTCL (Tatal)	Count	6	61	203	183	453
TTSL (Total)	%	1.3	13.5	44.8	40.4	100
TTCI /IIrbaa\	Count	6	61	203	183	453
TTSL (Urban)	%	1.3	13.5	44.8	40.4	100
\/adafana /tatal\	Count	9	45	285	87	426
Vodafone (total)	%	2.1	10.6	66.9	20.4	100
Vodafone	Count	6	36	274	85	401
(urban)	%	1.5	9.0	68.3	21.2	100
\/adafana /=:==!\	Count	3	9	11	2	25
Vodafone (rural)	%	12.0	36.0	44.0	8.0	100
Overell	Count	39	347	2401	688	3475
Overall	%	1.1	10.0	69.1	19.8	100
Overell (Linbar)	Count	33	314	2164	665	3176
Overall (Urban)	%	1.0	9.9	68.1	20.9	100
0	Count	6	33	237	23	299
Overall (Rural)	%	2.0	11.0	79.3	7.7	100





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

					1		
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	359	38	321	24	3	386
7 tiloci (Total)	%	93.0	9.8	83.2	6.2	0.8	100
Aircel (Urban)	Count	342	33	309	23	3	368
Alicei (Olbali)	%	93.0	9.0	84.0	6.3	0.8	100
Aircei (Rurai)	Count	17	5	12	1	0	18
	%	94.5	27.8	66.7	5.6	0.0	100
Airtel (Total)	Count	430	53	377	13	2	445
7 tirtor (1 otal)	%	96.6	11.9	84.7	2.9	0.4	100
Airtel (Urban)	Count	343	43	300	9	2	354
7 (0 . 2)	%	96.8	12.1	84.7	2.5	0.6	100
Airtel (Rural)	Count	87	10	77	4	0	91
(%	95.6	11.0	84.6	4.4	0.0	100
BSNL (Total)	Count	705	79	626	85	5	795
	%	88.6	9.9	78.7	10.7	0.6	100
BSNL (Urban)	Count	675	79	596	79	3	757
	%	89.1	10.4	78.7	10.4	0.4	100
BSNL (Rural)	Count	30	0	30	6	2	38
` ,	%	78.9	0.0	78.9	15.8	5.3	100
Idea (Total)	Count	369	28	341	50	3	422
, ,	%	87.4	6.6	80.8	11.8	0.7	100
	Count	278	25	253	37	3	318
Idea (Rural)	%	87.5	7.9	79.6	11.6	0.9	100
	Count %	91 87.5	3	88	13 12.5	0	104
Taba (Franci)	Count	288	2.9 31	84.6 257	43	0.0 6	100 337
Rel. Tel. (Total)	%	85.5	9.2	76.3	12.8	1.8	100
Rel. Tel.	Count	269	30	239	40	5	314
(Urban)	%	85.7	9.6	76.1	12.7	1.6	100
,	Count	19	1	18	3	1.0	23
Rel. Tel. (Rural)	%	82.6	4.3	78.3	13.0	4.3	100
	Count	174	6	168	35	2	211
S Tel (Total)	%	82.4	2.8	79.6	16.6	0.9	100
	Count	174	6	168	35	2	211
S Tel (Urban)	%	82.4	2.8	79.6	16.6	0.9	100
TTOL /T : "	Count	406	108	298	41	6	453
TTSL (Total)	%	89.6	23.8	65.8	9.1	1.3	100
TTOL (111)	Count	406	108	298	41	6	453
TTSL (Urban)	%	89.6	23.8	65.8	9.1	1.3	100
\/I-f // / "	Count	361	44	317	58	7	426
Vodafone (total)	%	84.7	10.3	74.4	13.6	1.6	100
Vodafone	Count	349	43	306	48	4	401
(urban)	%	87.0	10.7	76.3	12.0	1.0	100
Vodafone (rural)	Count	12	1	11	10	3	25
	%	48.0	4.0	44.0	40.0	12.0	100
Overall	Count	3092	387	2705	349	34	3475
Overall	%	88.9	11.1	77.8	10.0	1.0	100
Overall (Urban)	Count	2836	367	2469	312	28	3176
Overall (Olbail)	%	89.3	11.6	77.7	9.8	0.9	100
Overall (Rural)	Count	256	20	236	37	6	299
C voiaii (itaiai)	%	85.6	6.7	78.9	12.4	2.0	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
	Count	365	36	329	18	3	386
Aircel (Total)	%	94.5	9.3	85.2	4.7	0.8	100
Aireal (Lirban)	Count	348	32	316	17	3	368
	%	94.6	8.7	85.9	4.6	0.8	100
	Count	17	4	13	1	0	18
Aircel (Rural)	%	94.4	22.2	72.2	5.6	0.0	100
	Count	434	48	386	9	2	445
Airtel (Total)	%	97.5	10.8	86.7	2.0	0.4	100
A: (1 (111)	Count	347	39	308	5	2	354
Airtel (Urban)	%	98.0	11.0	87.0	1.4	0.6	100
A: (1/D 1)	Count	87	9	78	4	0	91
Airtel (Rural)	%	95.6	9.9	85.7	4.4	0.0	100
DONII (T-1-I)	Count	712	76	636	78	5	795
BSNL (Total)	%	89.6	9.6	80.0	9.8	0.6	100
DCNII /Link ana)	Count	681	74	607	73	3	757
BSNL (Urban)	%	90.0	9.8	80.2	9.6	0.4	100
BSNL (Rural)	Count	31	2	29	5	2	38
DOINE (Ruiai)	%	81.6	5.3	76.3	13.2	5.3	100
Idea (Total)	Count	372	31	341	47	3	422
Idea (Total)	%	88.1	7.3	80.8	11.1	0.7	100
Idea (Urban)	Count	279	27	252	36	3	318
idea (Olban)	%	87.7	8.5	79.2	11.3	0.9	100
Idea (Pural)	Count	93	4	89	11	0	104
	%	89.4	3.8	85.6	10.6	0.0	100
Rel. Tel. (Total)	Count	287	27	260	43	7	337
· · · · · · · · · · · · · · · · · · ·	%	85.2	8.0	77.2	12.8	2.1	100
Rel. Tel.	Count	268	27	241	40	6	314
(Urban)	%	85.4	8.6	76.8	12.7	1.9	100
Rel. Tel. (Rural)	Count	19	0	19	3	1	23
rtoi. Toi. (rtaiai)	%	82.6	0.0	82.6	13.0	4.3	100
S Tel (Total)	Count	183	6	177	26	2	211
o ror (rotal)	%	86.7	2.8	83.9	12.3	0.9	100
S Tel (Urban)	Count	183	6	177	26	2	211
(%	86.7	2.8	83.9	12.3	0.9	100
TTSL (Total)	Count	404	115	289	41	8	453
	%	89.2	25.4	63.8	9.1	1.8	100
TTSL (Urban)	Count	404	115	289	41	8	453
	<u>%</u>	89.2	25.4	63.8	9.1	1.8	100
Vodafone (total)	Count	366	44	322	51	9	426
	%	85.9	10.3	75.6	12.0	2.1	100
Vodafone	Count	353	40	313	42	6	401
(urban)	%	88.1	10.0	78.1	10.5	1.5	100
Vodafone (rural)	Count %	13 52.0	4	9 36.0	9	3 12.0	25 100
- ()		3123	16.0 383	2740	36.0 313	39	3475
Overall	Count %	89.8	11.0	78.8	9.0	1.1	100
	Count	2863	360	2503	280	33	3176
Overall (Urban)	%	90.1	11.3	78.8	8.8	1.0	100
	Count	260	23	237	33	6	299
Overall (Rural)	%	87.0	7.7	79.3	11.0	2.0	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 (Total)	Count	68	318	386
Allcei (Tolai)	%	17.6	82.4	100
A: 1/111 \	Count	64	304	368
Aircel (Urban)	%	17.4	82.6	100
A: 1/D I)	Count	4	14	18
Aircel (Rural)	%	22.2	77.8	100
Airtel (Total)	Count	64	381	445
	%	14.4	85.6	100
	Count	50	304	354
Airtel (Urban)	%	14.1	85.9	100
	Count	14	77	91
Airtel (Rural)	%	15.4	84.6	100
	Count	203	592	795
BSNL (Total)	%	25.5	74.5	100
BSNL (Urban)	Count	196	561	757
	%	25.9	74.1	100
	Count	7	31	38
BSNL (Rural) Idea (Total)	%	18.4	81.6	100
	Count	85	337	422
	%	20.1	79.9	100
Idea (Urban)	Count	72	246	318
	%	22.6	77.4	100
	Count	13	91	104
. ,	%	12.5	87.5	100
Rel. Tel. (Total)	Count %	84	253	337
. ,		24.9	75.1	100
Rel. Tel. (Urban)	Count	70	244	314
	%	22.3	77.7	100
Rel. Tel. (Rural)	Count	14	9	23
(**************************************	%	60.9	39.1	100
S Tel (Total)	Count	36	175	211
o ror (rotal)	%	17.1	82.9	100
S Tel (Urban)	Count	36	175	211
	%	17.1	82.9	100
TTSL (Total)	Count	105	348	453
	%	23.2	76.8	100
TTSL (Urban)	Count	105	348	453
ITOL (Olban)	%	23.2	76.8	100
Vodafone (total)	Count	115	311	426
vouaionie (ioiai)	%	27.0	73.0	100
Vodafone (urban)	Count	105	296	401
vouaione (undan)	%	26.2	73.8	100
\/adafa.a.c. /	Count	10	15	25
Vodafone (rural)	%	40.0	60.0	100
Overell	Count	760	2715	3475
Overall	%	21.9	78.1	100
Overell (Linbon)	Count	698	2478	3176
Overall (Urban)	%	22.0	78.0	100
OII (D	Count	62	237	299
Overall (Rural)	%	20.7	79.3	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
A: (T-+-1)	Count	64	8	56	2	2	68
Aircel (Total)	%	94.2	11.8	82.4	2.9	2.9	100
A: 1/111 \	Count	61	7	54	1	2	64
Aircel (Urban)	%	95.3	10.9	84.4	1.6	3.1	100
A: 1/D I)	Count	3	1	2	1	0	4
Aircel (Rural)	%	75.0	25.0	50.0	25.0	0.0	100
A:	Count	57	9	48	7	0	64
Airtel (Total)	%	89.1	14.1	75.0	10.9	0.0	100
Λ: ut a / ula a .a \	Count	43	8	35	7	0	50
Airtel (Urban)	%	86.0	16.0	70.0	14.0	0.0	100
A:	Count	14	1	13	0	0	14
Airtel (Rural)	%	100.0	7.1	92.9	0.0	0.0	100
DONII (T-4-I)	Count	192	57	135	7	4	203
BSNL (Total)	%	94.6	28.1	66.5	3.4	2.0	100
DONIL (Linksons)	Count	189	55	134	6	1	196
BSNL (Urban)	%	96.5	28.1	68.4	3.1	0.5	100
DCNII (D. mal)	Count	3	2	1	1	3	7
BSNL (Rural)	%	42.9	28.6	14.3	14.3	42.9	100
Idea (Tatal)	Count	73	8	65	11	1	85
Idea (Total)	%	85.9	9.4	76.5	12.9	1.2	100
lala a /l lwb a.a\	Count	62	6	56	10	0	72
Idea (Urban)	%	86.1	8.3	77.8	13.9	0.0	100
Idea (Dural)	Count	11	2	9	1	1	13
Idea (Rural)	%	84.6	15.4	69.2	7.7	7.7	100
D T /T	Count	63	21	42	15	6	84
Rel. Tel. (Total)	%	75.0	25.0	50.0	17.9	7.1	100
Rel. Tel.	Count	53	21	32	13	4	70
(Urban)	%	75.7	30.0	45.7	18.6	5.7	100
Rel. Tel. (Rural)	Count	10	0	10	2	2	14
Rei. Tei. (Rufai)	%	71.4	0.0	71.4	14.3	14.3	100
S Tel (Total)	Count	35	2	33	1	0	36
S Tel (Total)	%	97.3	5.6	91.7	2.8	0.0	100
S Tel (Urban)	Count	35	2	33	1	0	36
3 Tel (Olbali)	%	97.3	5.6	91.7	2.8	0.0	100
TTSL (Total)	Count	100	21	79	5	0	105
1 TOL (Total)	%	95.2	20.0	75.2	4.8	0.0	100
TTSL (Urban)	Count	100	21	79	5	0	105
TIOL (OIDAII)	%	95.2	20.0	75.2	4.8	0.0	100
Vodafone (total)	Count	106	18	88	5	4	115
	%	92.2	15.7	76.5	4.3	3.5	100
Vodafone	Count	102	18	84	3	0	105
(urban)	%	97.1	17.1	80.0	2.9	0.0	100
Vodafone (rural)	Count	4	0	4	2	4	10
vouaione (iuidi)	%	40.0	0.0	40.0	20.0	40.0	100
Overall	Count	690	144	546	53	17	760
Official	%	90.7	18.9	71.8	7.0	2.2	100
Overall (Urban)	Count	645	138	507	46	7	698
Croidii (Olbaii)	%	92.4	19.8	72.6	6.6	1.0	100
Overall (Rural)	Count	45	6	39	7	10	62
Overall (Rural)	%	72.6	9.7	62.9	11.3	16.1	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
Aireal (Tatal)	Count	62	4	58	6	0	68
Aircel (Total)	%	91.2	5.9	85.3	8.8	0.0	100
	Count	59	3	56	5	0	64
Aircel (Urban)	%	92.2	4.7	87.5	7.8	0.0	100
A: 1/D I)	Count	3	1	2	1	0	4
Aircel (Rural)	%	75.0	25.0	50.0	25.0	0.0	100
A:t-1/T-t-1)	Count	56	5	51	7	1	64
Airtel (Total)	%	87.5	7.8	79.7	10.9	1.6	100
A:t-1 /1 lub)	Count	43	4	39	6	1	50
Airtel (Urban)	%	86.0	8.0	78.0	12.0	2.0	100
A:t-1 (D:1)	Count	13	1	12	1	0	14
Airtel (Rural)	%	92.8	7.1	85.7	7.1	0.0	100
DONIL (T-1-1)	Count	191	50	141	8	4	203
BSNL (Total)	%	94.1	24.6	69.5	3.9	2.0	100
DONIL (Lists and	Count	188	50	138	7	1	196
BSNL (Urban)	%	95.9	25.5	70.4	3.6	0.5	100
DCNI (D. mal)	Count	3	0	3	1	3	7
BSNL (Rural)	%	42.9	0.0	42.9	14.3	42.9	100
Idea (Tatal)	Count	75	7	68	9	1	85
Idea (Total)	%	88.2	8.2	80.0	10.6	1.2	100
Idea (Listan)	Count	64	7	57	8	0	72
Idea (Urban)	%	88.9	9.7	79.2	11.1	0.0	100
Idea (Dural)	Count	11	0	11	1	1	13
Idea (Rural)	%	84.6	0.0	84.6	7.7	7.7	100
Dal Tal (Tatal)	Count	63	17	46	16	5	84
Rel. Tel. (Total)	%	75.0	20.2	54.8	19.0	6.0	100
Rel. Tel.	Count	52	16	36	15	3	70
(Urban)	%	74.3	22.9	51.4	21.4	4.3	100
Rel. Tel. (Rural)	Count	11	1	10	1	2	14
Rei. Tei. (Rufai)	%	78.5	7.1	71.4	7.1	14.3	100
S Tel (Total)	Count	35	1	34	1	0	36
S Tel (Total)	%	97.2	2.8	94.4	2.8	0.0	100
S Tel (Urban)	Count	35	1	34	1	0	36
3 Tel (Olban)	%	97.2	2.8	94.4	2.8	0.0	100
TTSL (Total)	Count	101	17	84	4	0	105
TTSL (Total)	%	96.2	16.2	80.0	3.8	0.0	100
TTSL (Urban)	Count	101	17	84	4	0	105
1 10L (Olball)	%	96.2	16.2	80.0	3.8	0.0	100
Vodafone (total)	Count	103	14	89	9	3	115
· ,	%	89.6	12.2	77.4	7.8	2.6	100
Vodafone	Count	101	13	88	4	0	105
(urban)	%	96.2	12.4	83.8	3.8	0.0	100
Vodafone (rural)	Count	2	1	1	5	3	10
voudione (ruidi)	%	20.0	10.0	10.0	50.0	30.0	100
Overall	Count	686	115	571	60	14	760
- voi un	%	90.2	15.1	75.1	7.9	1.8	100
Overall (Urban)	Count	643	111	532	50	5	698
Croidii (Olbaii)	%	92.1	15.9	76.2	7.2	0.7	100
Overall (Rural)	Count	43	4	39	10	9	62
O voidii (itaiai)	%	69.4	6.5	62.9	16.1	14.5	100





25(b). Please tell me the reasons	for your dissatisfaction.
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Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
Aireal (Total)	Count	2	4	1	0	6
Aircel (Total)	%	33.3	66.7	16.7	0.0	100
A: no ol (I lub o o)	Count	2	3	1	0	5
Aircel (Urban)	%	40.0	60.0	20.0	0.0	100
Aircel (Rural)	Count	0	1	0	0	1
Alicei (Ruiai)	%	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	6	3	0	1	8
	%	75	37.5	0.0	12.5	100
Airtel (Urban)	Count	5	2	0	1	7
Airtei (Olban)	%	71.4	28.6	0.0	14.3	100
Airtel (Rural)	Count	1	1	0	0	1
	%	100.0	100.0	0.0	0.0	100
BSNL (Total)	Count	2	6	3	1	12
_ 3 (. 0.0.)	%	16.7	50.0	25.0	8.3	100
BSNL (Urban)	Count	2	2	3	1	8
20.12 (0.20)	%	25.0	25.0	37.5	12.5	100
BSNL (Rural)	Count	0	4	0	0	4
(* ************************************	%	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	10	4	0	0	10
	%	100.0	40.0	0.0	0.0	100
Idea (Urban)	Count	8	0	0	0	8
idea (Cibari)	%	100.0	0.0	0.0	0.0	100
Idea (Rural)	Count	2	2	0	0	2
	%	100.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count %	18	4	1	0	21
		85.7	19.0	4.8	0.0	100
Rel. Tel.	Count %	17	0	1	0	18
(Urban)		94.4	0.0 3	5.6	0.0	100
Rel. Tel. (Rural)	Count %	33.3	100.0	0.0	0	100
	Count	33.3	0	0.0	0.0	100
S Tel (Total)	%	100.0	0.0	0.0	0.0	100
	Count	100.0	0.0	0.0	0.0	100
S Tel (Urban)	%	100.0	0.0	0.0	0.0	100
	Count	4	0	0.0	0.0	4
TTSL (Total)	%	100.0	0.0	0.0	0.0	100
	Count	4	0	0.0	0.0	4
TTSL (Urban)	%	100.0	0.0	0.0	0.0	100
	Count	6	8	1	0.0	12
Vodafone (total)	%	50.0	66.7	8.3	0.0	100
Vodafone	Count	3	2	0.0	0.0	4
(urban)	%	75.0	50.0	0.0	0.0	100
	Count	3	8	1	0.0	8
Vodafone (rural)	%	37.5	100.0	12.5	0.0	100
	Count	49	29	6	2	74
Overall	%	66.2	39.2	8.1	2.7	100
	Count	42	9	5	2	55
Overall (Urban)	%	76.4	16.4	9.1	3.6	100
	Count	7	19	1	0	19
Overall (Rural)	%	36.8	100.0	5.3	0.0	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
Providers	Count	79	307	386
Aircel (Total)	%			100
		20.5	79.5	
Aircel (Urban)	Count %	74	294	368
		20.1	79.9 13	100
Aircel (Rural)	Count	5		18
	%	27.8	72.2	100
Airtel (Total)	Count	68	377 84.7	445
	%	15.3		100
Airtel (Urban)	Count %	50	304	354
, ,		14.1	85.9	100
Airtel (Rural)	Count	18	73	91
(%	19.8	80.2	100
BSNL (Total)	Count	206	589	795
,	%	25.9	74.1	100
BSNL (Urban)	Count	195	562	757
	%	25.8	74.2	100
BSNL (Rural)	Count	11	27	38
DOI 12 (I tarai)	%	28.9	71.1	100
ldea (Total)	Count	76	346	422
idoa (Total)	%	18.0	82.0	100
dea (Urban)	Count	59	259	318
idea (Olbali)	%	18.6	81.4	100
Idea (Rural)	Count	17	87	104
doa (rtarar)	%	16.3	83.7	100
Rel. Tel. (Total)	Count	81	256	337
toi. Toi. (Total)	%	24.0	76.0	100
Rel. Tel. (Urban)	Count	74	240	314
tei. Tei. (Olbail)	%	23.6	76.4	100
Rel. Tel. (Rural)	Count	7	16	23
Nei. Tei. (Mulai)	%	30.4	69.6	100
S Tel (Total)	Count	34	177	211
J Tel (Total)	%	16.1	83.9	100
S Tel (Urban)	Count	34	177	211
	%	16.1	83.9	100
TTSL (Total)	Count	79	374	453
	%	17.4	82.6	100
TTSL (Urban)	Count	79	374	453
i i ol (uibaii)	%	17.4	82.6	100
Vodafone (total)	Count	76	350	426
voualone (lotal)	%	17.8	82.2	100
Vodafone (urban)	Count	64	337	401
vouaione (urban)	%	16.0	84.0	100
/adafana (mimal)	Count	12	13	25
Vodafone (rural)	%	48.0	52.0	100
Overall	Count	699	2776	3475
Overall	%	20.1	79.9	100
Overell (Linkson)	Count	629	2547	3176
Overall (Urban)	%	19.8	80.2	100
0 II (D 1)	Count	70	229	299
Overall (Rural)	%	23.4	76.6	100



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

Service Providers		Yes	No	Total
	Count	34	45	79
Aircel (Total)	%	43.0	57.0	100
	Count	33	41	74
Aircel (Urban)	%	44.6	55.4	100
	Count	1	4	5
Aircel (Rural)	%	20.0	80.0	100
–	Count	22	46	68
Airtel (Total)	%	32.4	67.6	100
	Count	17	33	50
Airtel (Urban)	%	34.0	66.0	100
	Count	5	13	18
Airtel (Rural)	%	27.8	72.2	100
	Count	136	70	206
BSNL (Total)	%	66.0	34.0	100
	Count	132	63	195
BSNL (Urban)	%			
		67.7	32.3	100
BSNL (Rural)	Count	4	7	11
	%	36.4	63.6	100
Idea (Total)	Count	41	35	76
idea (Total)	%	53.9	46.1	100
Idea (Urban)	Count	33	26	59
idea (Olbail)	%	55.9	44.1	100
Idea (Rural)	Count	8	9	17
idea (itulai)	%	47.1	52.9	100
Pol Tol (Total)	Count	64	17	81
Rel. Tel. (Total)	%	79.0	21.0	100
Del Tel (Urber)	Count	61	13	74
Rel. Tel. (Urban)	%	82.4	17.6	100
D.I.T.I.(D. I)	Count	3	4	7
Rel. Tel. (Rural)	%	42.9	57.1	100
0.7.1.7.1.1	Count	11	23	34
S Tel (Total)	%	32.4	67.6	100
	Count	11	23	34
S Tel (Urban)	%	32.4	67.6	100
TTSL (Total)	Count	40	39	79
1102 (1014)	%	50.6	49.4	100
	Count	40	39	79
TTSL (Urban)	%	50.6	49.4	100
	Count	45	31	76
Vodafone (total)	%	59.2	40.8	100
	Count	42	22	64
Vodafone (urban)	%			
· ,		65.6	34.4	100
Vodafone (rural)	Count	3	9	12
, ,	%	25.0	75.0	100
Overall	Count	393	306	699
	%	56.2	43.8	100
Overall (Urban)	Count	369	260	629
(51841)	%	58.7	41.3	100
Overall (Rural)	Count	24	46	70
	%	34.3	65.7	100





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

Service Providers		None	Delay in deactivatio n resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
Aireal (Total)	Count	12	9	8	4	1	34
Aircel (Total)	%	35.3	26.5	23.5	11.8	2.9	100
A: 1/111 \	Count	11	9	8	4	1	33
Aircel (Urban)	%	33.3	27.3	24.2	12.1	3.0	100
A: (D	Count	1	0	0	0	0	1
Aircel (Rural)	%	100.0	0.0	0.0	0.0	0.0	100
A: (1 /T (1)	Count	11	8	2	1	0	22
Airtel (Total)	%	50.0	36.4	9.1	4.5	0.0	100
A: (1 /111)	Count	10	4	2	1	0	17
Airtel (Urban)	%	58.8	23.5	11.8	5.9	0.0	100
A: (1 (D))	Count	1	4	0	0	0	5
Airtel (Rural)	%	20.0	80.0	0.0	0.0	0.0	100
	Count	76	44	6	3	8	136
BSNL (Total)	%	55.9	32.4	4.4	2.2	5.9	100
	Count	75	42	6	2	8	132
BSNL (Urban)	%	56.8	31.8	4.5	1.5	6.1	100
	Count	1	2	0	1	0	4
BSNL (Rural)	%	25.0	50.0	0.0	25.0	0.0	100
	Count	22	14	3	2	0	41
Idea (Total)	%	53.7	34.1	7.3	4.9	0.0	100
	Count	17	12	2	2	0	33
Idea (Urban)	%	51.5	36.4	6.1	6.1	0.0	100
	Count	5	2	1	0	0	8
Idea (Rural)	%	62.5	25.0	12.5	0.0	0.0	100
	Count	46	14	1	1	2	64
Rel. Tel. (Total)	%	71.9	21.9	1.6	1.6	3.1	100
Rel. Tel.	Count	44	14	1	0	2	61
(Urban)	%	72.1	23.0	1.6	0.0	3.3	100
,	Count	2	0	0	1	0	3
Rel. Tel. (Rural)	%	66.7	0.0	0.0	33.3	0.0	100
	Count	10	0	0	1	0	11
S Tel (Total)	%	90.9	0.0	0.0	9.1	0.0	100
	Count	10	0	0	1	0	11
S Tel (Urban)	%	90.9	0.0	0.0	9.1	0.0	100
	Count	17	22	1	0	0	40
TTSL (Total)	%	42.5	55.0	2.5	0.0	0.0	100
	Count	17	22	1	0	0	40
TTSL (Urban)	%	42.5	55.0	2.5	0.0	0.0	100
	Count	17	18	9	0	1	45
Vodafone (total)	%	37.8	40.0	20.0	0.0	2.2	100
Vodafone	Count	16	16	9	0.0	1	42
(urban)	%	38.1	38.1	21.4	0.0	2.4	100
	Count	1	2	0	0.0	0	3
Vodafone (rural)	%	33.3	66.7	0.0	0.0	0.0	100
	Count	211	129	30	12	12	393
Overall	%	53.7	32.8	7.6	3.1	3.1	100
	Count	200	119	29	10	12	369
Overall (Urban)	%	54.2	32.2	7.9	2.7	3.3	100
	Count	11	10	1	2	0	24
Overall (Rural)	%	45.8	41.7	4.2	8.3	0.0	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
Aireal (Tatal)	Count	28	15	13	5	0	33
Aircel (Total)	%	84.9	45.5	39.4	15.2	0.0	100
Aireal (Llubara)	Count	27	15	12	5	0	32
Aircel (Urban)	%	84.4	46.9	37.5	15.6	0.0	100
Aircel (Rural)	Count	1	0	1	0	0	1
Alicei (Ruiai)	%	100.0	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	19	9	10	3	0	22
Airtei (Totai)	%	86.4	40.9	45.5	13.6	0.0	100
Airtel (Urban)	Count	14	8	6	3	0	17
All tor (Orbari)	%	82.4	47.1	35.3	17.6	0.0	100
Airtel (Rural)	Count	5	1	4	0	0	5
7 untor (i tarai)	%	100.0	20.0	80.0	0.0	0.0	100
BSNL (Total)	Count	131	87	44	3	1	135
20.12 (10.0.)	%	97	64.4	32.6	2.2	0.7	100
BSNL (Urban)	Count	127	84	43	3	1	131
	%	96.9	64.1	32.8	2.3	0.8	100
BSNL (Rural)	Count	4	3	1	0	0	4
, ,	%	100.0	75.0	25.0	0.0	0.0	100
Idea (Total)	Count	36	19	17	4	0	40
	%	90.0	47.5	42.5	10.0	0.0	100
Idea (Urban)	Count	31	16	15	2	0	33
	%	94.0	48.5	45.5	6.1	0.0	100
Idea (Rural)	Count %	5 71.5	3	2		0	7
	% Count	44	42.9 18	28.6 26	28.6 20	0.0	100 64
Rel. Tel. (Total)	%	68.7	28.1	40.6	31.3	0.0	100
Rel. Tel.	Count	41	18	23	20	0.0	61
(Urban)	%	67.2	29.5	37.7	32.8	0.0	100
,	Count	3	0	3	0	0.0	3
Rel. Tel. (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
	Count	6	3	3	5	0	11
S Tel (Total)	%	54.6	27.3	27.3	45.5	0.0	100
O.T. I. (111)	Count	6	3	3	5	0	11
S Tel (Urban)	%	54.6	27.3	27.3	45.5	0.0	100
TTOL /Tatal\	Count	36	23	13	4	0	40
TTSL (Total)	%	90.0	57.5	32.5	10.0	0.0	100
TTCL (Urban)	Count	36	23	13	4	0	40
TTSL (Urban)	%	90.0	57.5	32.5	10.0	0.0	100
Vodafone (total)	Count	36	21	15	9	0	45
	%	80.0	46.7	33.3	20.0	0.0	100
Vodafone	Count	34	19	15	8	0	42
(urban)	%	80.9	45.2	35.7	19.0	0.0	100
Vodafone (rural)	Count	2	2	0	1	0	3
. 300.0.10 (10101)	%	66.7	66.7	0.0	33.3	0.0	100
Overall	Count	339	198	141	53	1	393
	%	86.2	50.0	36.2	13.6	0.3	100
Overall (Urban)	Count	318	188	130	50	1	369
(%	86.1	50.7	35.4	13.6	0.3	100
Overall (Rural)	Count	21	10	11	3	0	24
/	%	86.9	39.1	47.8	13.0	0.0	100





OVERALL CUSTOMER SATISFACTION

		Overall					
Service Providers		satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	363	28	335	19	4	386
Alicei (Totai)	%	94.1	7.3	86.8	4.9	1.0	100
A: 1/111 \	Count	346	24	322	19	3	368
Aircel (Urban)	%	94.0	6.5	87.5	5.2	0.8	100
A: (D 1)	Count	17	4	13	0	1	18
Aircel (Rural)	%	94.4	22.2	72.2	0.0	5.6	100
A:-+-1 /T-+-1)	Count	425	65	360	18	2	445
Airtel (Total)	%	95.5	14.6	80.9	4.0	0.4	100
A: (1 /111)	Count	341	48	293	11	2	354
Airtel (Urban)	%	96.4	13.6	82.8	3.1	0.6	100
A: (1/D)	Count	84	17	67	7	0	91
Airtel (Rural)	%	92.3	18.7	73.6	7.7	0.0	100
DONII /T · !\	Count	731	130	601	58	6	795
BSNL (Total)	%	92.0	16.4	75.6	7.3	0.8	100
DONII (IIII)	Count	699	126	573	53	5	757
BSNL (Urban)	%	92.3	16.6	75.7	7.0	0.7	100
DON!! (D. 1)	Count	32	4	28	5	1	38
BSNL (Rural)	%	84.2	10.5	73.7	13.2	2.6	100
	Count	372	32	340	47	3	422
	%	88.2	7.6	80.6	11.1	0.7	100
	Count	279	25	254	36	3	318
ldea (Urban)	%	87.8	7.9	79.9	11.3	0.9	100
(D. 1)	Count	93	7	86	11	0	104
ldea (Rural)	%	89.4	6.7	82.7	10.6	0.0	100
D T /T ()	Count	279	43	236	44	14	337
Rel. Tel. (Total)	%	82.8	12.8	70.0	13.1	4.2	100
Rel. Tel.	Count	260	39	221	42	12	314
(Urban)	%	82.8	12.4	70.4	13.4	3.8	100
,	Count	19	4	15	2	2	23
Rel. Tel. (Rural)	%	82.6	17.4	65.2	8.7	8.7	100
0 T 1 (T (1)	Count	183	2	181	23	5	211
S Tel (Total)	%	86.7	0.9	85.8	10.9	2.4	100
O.T. I. (1111)	Count	183	2	181	23	5	211
S Tel (Urban)	%	86.7	0.9	85.8	10.9	2.4	100
TTOL (T (1)	Count	393	112	281	51	9	453
TTSL (Total)	%	86.7	24.7	62.0	11.3	2.0	100
TTO: (111)	Count	393	112	281	51	9	453
TTSL (Urban)	%	86.7	24.7	62.0	11.3	2.0	100
Madafa = - (t + 1)	Count	378	65	313	34	14	426
Vodafone (total)	%	88.8	15.3	73.5	8.0	3.3	100
Vodafone	Count	367	62	305	25	9	401
(urban)	%	91.6	15.5	76.1	6.2	2.2	100
•	Count	11	3	8	9	5	25
Vodafone (rural)	%	44.0	12.0	32.0	36.0	20.0	100
0	Count	3124	477	2647	294	57	3475
Overall	%	89.9	13.7	76.2	8.5	1.6	100
0	Count	2868	438	2430	260	48	3176
Overall (Urban)	%	90.3	13.8	76.5	8.2	1.5	100
	Count	256	39	217	34	9	299
Overall (Rural)	%	85.6	13	72.6	11.4	3.0	100





GENERAL INFORMATION

30. What kind of	other servi	ces are you also ta	king from this ser	vice provider?		
Service Providers		Broadband	Wireline	Other	None	Total
Aireal (Total)	Count	0	0	0	386	386
Aircel (Total)	%	0.0	0.0	0.0	100.0	100
A: 1/111 \	Count	0	0	0	368	368
Aircel (Urban)	%	0.0	0.0	0.0	100.0	100
Aireal (Dural)	Count	0	0	0	18	18
Aircel (Rural)	%	0.0	0.0	0.0	100.0	100
Airtal (Tatal)	Count	0	0	0	445	445
Airtel (Total)	%	0.0	0.0	0.0	100.0	100
Airtal (Lirban)	Count	0	0	0	354	354
Airtel (Urban)	%	0.0	0.0	0.0	100.0	100
Aintal (Dunal)	Count	0	0	0	91	91
Airtel (Rural)	%	0.0	0.0	0.0	100.0	100
PCNI (Total)	Count	76	15	0	704	795
BSNL (Total)	%	9.6	1.9	0.0	88.6	100
OCNII (Linkson)	Count	72	15	0	670	757
BSNL (Urban)	%	9.5	2	0.0	88.5	100
ONII (DI)	Count	4	0	0	34	38
BSNL (Rural)	%	10.5	0.0	0.0	89.5	100
doo (Total)	Count	0	0	0	422	422
dea (Total)	%	0.0	0.0	0.0	100.0	100
do o / who o o \	Count	0	0	0	318	318
dea (Urban)	%	0.0	0.0	0.0	100.0	100
dee (Durel)	Count	0	0	0	104	104
dea (Rural)	%	0.0	0.0	0.0	100.0	100
Del Tel (Tetel)	Count	0	0	0	337	337
Rel. Tel. (Total)	%	0.0	0.0	0.0	100.0	100
Rel. Tel.	Count	0	0	0	314	314
Urban)	%	0.0	0.0	0.0	100.0	100
Pol Tol (Durol)	Count	0	0	0	23	23
Rel. Tel. (Rural)	%	0.0	0.0	0.0	100.0	100
) Tal (Tatal)	Count	0	0	0	211	211
S Tel (Total)	%	0.0	0.0	0.0	100.0	100
Tol (Urbon)	Count	0	0	0	211	211
STel (Urban)	%	0.0	0.0	0.0	100.0	100
TTCL /Total\	Count	0	0	0	453	453
TSL (Total)	%	0.0	0.0	0.0	100.0	100
TSL (Urban)	Count	0	0	0	453	453
i i SL (Ulbali)	%	0.0	0.0	0.0	100.0	100
/odafone (total)	Count	0	0	0	426	426
rodalone (lotal)	%	0.0	0.0	0.0	100.0	100
/odafone	Count	0	0	0	401	401
urban)	%	0.0	0.0	0.0	100.0	100
/odafone (rural)	Count	0	0	0	25	25
roualone (fural)	%	0.0	0.0	0.0	100.0	100
Overall	Count	76	15	0	3384	3475
Jverali	%	2.2	0.4	0.0	97.4	100
Overall (Urban)	Count	72	15	0	3089	3176
(UIDAII)	%	2.3	0.5	0.0	97.3	100
Overall (Rural)	Count	4	0	0	295	299
overali (Kurai)	%	1.3	0.0	0.0	98.7	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
Aireal (Tatal)	Count	52	334	386
Aircel (Total)	%	13.5	86.5	100
A: 1/111 \	Count	51	317	368
Aircel (Urban)	%	13.9	86.1	100
A: 1/D I)	Count	1	17	18
Aircel (Rural)	%	5.6	94.4	100
A: (1 /T (1)	Count	74	371	445
Airtel (Total)	%	16.6	83.4	100
A: (1 (111)	Count	55	299	354
Airtel (Urban)	%	15.5	84.5	100
A: (1 /D _ 1)	Count	19	72	91
Airtel (Rural)	%	20.9	79.1	100
	Count	317	478	795
BSNL (Total)	%	39.9	60.1	100
DOM: (11:)	Count	312	445	757
BSNL (Urban)	%	41.2	58.8	100
	Count	5	33	38
BSNL (Rural)	%	13.2	86.8	100
	Count	95	327	422
Idea (Total)	%	22.5	77.5	100
	Count	71	247	318
Idea (Urban)	%	22.3	77.7	100
	Count	24	80	104
Idea (Rural)	%	23.1	76.9	100
	Count	81	256	337
Rel. Tel. (Total)	%	24.0	76.0	100
	Count	71	243	314
Rel. Tel. (Urban)	%	22.6	77.4	100
	Count	10	13	23
Rel. Tel. (Rural)	%	43.5	56.5	100
	Count	40	171	211
S Tel (Total)	%	19.0	81.0	100
	Count	40	171	211
S Tel (Urban)	%	19.0	81.0	100
TTSL (Total)	Count	97	356	453
TTOL (Total)	%	21.4	78.6	100
	Count	97	356	453
TTSL (Urban)	%	21.4	78.6	100
	Count	96	330	426
Vodafone (total)	%	22.5	77.5	100
	Count	94	307	401
Vodafone (urban)	%	23.4	76.6	100
	Count	23.4	23	25
Vodafone (rural)	%	8.0	92.0	100
	Count	852	2623	3475
Overall	%	24.5	75.5	100
	Count	791	2385	3176
Overall (Urban)	%			
		24.9	75.1 238	100 299
Overall (Rural)	Count	61		
,	%	20.4	79.6	100





32. Have you registered with your service provider for not receiving any unwanted Tele marketing calls/SMS?						
Service Providers		Yes	No	Total		
Aireal (Total)	Count	25	27	52		
Aircel (Total)	%	48.1	51.9	100		
A: 1/111 \	Count	24	27	51		
Aircel (Urban)	%	47.1	52.9	100		
Count		1	0	1		
Aircel (Rural)	%	100.0	0.0	100		
Aintal (Tatal)	Count	28	46	74		
Airtel (Total)	%	37.8	62.2	100		
Airtal (Lirban)	Count	21	34	55		
Airtel (Urban)	%	38.2	61.8	100		
Airtol (Dural)	Count	7	12	19		
Airtel (Rural)	%	36.8	63.2	100		
BSNL (Total)	Count	159	158	317		
BSINL (TOTAL)	%	50.2	49.8	100		
DCNI (Lirban)	Count	155	157	312		
BSNL (Urban)	%	49.7	50.3	100		
DCNI (Durol)	Count	4	1	5		
BSNL (Rural)	%	80.0	20.0	100		
Idea (Total)	Count	33	62	95		
Idea (Total)	%	34.7	65.3	100		
Idea (Urban)	Count	29	42	71		
idea (Olban)	%	40.8	59.2	100		
Idea (Rural)	Count	4	20	24		
luea (Ruiai)	%	16.7	83.3	100		
Rel. Tel. (Total)	Count	42	39	81		
Nei. Tei. (Totai)	%	51.9	48.1	100		
Rel. Tel. (Urban)	Count	38	33	71		
itel. Tel. (Olbail)	%	53.5	46.5	100		
Rel. Tel. (Rural)	Count	4	6	10		
rtei. rei. (rtuiai)	%	40.0	60.0	100		
S Tel (Total)	Count	9	31	40		
O Tor (Total)	%	22.5	77.5	100		
S Tel (Urban)	Count	9	31	40		
	%	22.5	77.5	100		
TTSL (Total)	Count	38	59	97		
	%	39.2	60.8	100		
TTSL (Urban)	Count	38	59	97		
1102 (010411)	%	39.2	60.8	100		
Vodafone (total)	Count	46	50	96		
	%	47.9	52.1	100		
Vodafone (urban)	Count	44	50	94		
	%	46.8	53.2	100		
Vodafone (rural)	Count	2	0	2		
	%	100.0	0.0	100		
Overall	Count	380	472	852		
	%	44.6	55.4	100		
Overall (Urban)	Count	358	433	791		
	%	45.3	54.7	100		
Overall (Rural)	Count %	22 36.1	39 63.9	61 100		
o roran (ranan)	1 70	30, 1	03.3	100		

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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 (Total)	Count	0	2	8	15	25
Alicei (Total)	%	0.0	8.0	32.0	60.0	100
Aireal (Lirban)	Count	0	2	7	15	24
Aircel (Urban)	%	0.0	8.3	29.2	62.5	100
Aireal (Dural)	Count	0	0	1	0	1
Aircel (Rural)	%	0.0	0.0	100.0	0.0	100
Airtal (Total)	Count	0	1	9	18	28
Airtel (Total)	%	0.0	3.6	32.1	64.3	100
Airtel (Urban)	Count	0	1	6	14	21
Aliter (Orban)	%	0.0	4.8	28.6	66.7	100
Airtal (Bural)	Count	0	0	3	4	7
Airtel (Rural)	%	0.0	0.0	42.9	57.1	100
DCNI /Total\	Count	4	9	52	94	159
BSNL (Total)	%	2.5	5.7	32.7	59.1	100
DCNII /I Inhana)	Count	4	9	49	93	155
BSNL (Urban)	%	2.6	5.8	31.6	60.0	100
DCNI (D. mal)	Count	0	0	3	1	4
BSNL (Rural)	%	0.0	0.0	75.0	25.0	100
Idea (Tatal)	Count	0	2	10	21	33
Idea (Total)	%	0.0	6.1	30.3	63.6	100
	Count	0	2	9	18	29
Idea (Urban)	%	0.0	6.9	31.0	62.1	100
(D. 1)	Count	0	0	1	3	4
Idea (Rural)	%	0.0	0.0	25.0	75.0	100
D T /T	Count	2	2	24	14	42
Rel. Tel. (Total)	%	4.8	4.8	57.1	33.3	100
Rel. Tel.	Count	2	1	23	12	38
(Urban)	%	5.3	2.6	60.5	31.6	100
	Count	0	1	1	2	4
Rel. Tel. (Rural)	%	0.0	25.0	25.0	50.0	100
C Tol /Total)	Count	0	0	0	9	9
S Tel (Total)	%	0.0	0.0	0.0	100.0	100
C.Tal. (Linhan)	Count	0	0	0	9	9
S Tel (Urban)	%	0.0	0.0	0.0	100.0	100
TTCL (Total)	Count	0	1	19	18	38
TTSL (Total)	%	0.0	2.6	50.0	47.4	100
TTCL (Urban)	Count	0	1	19	18	38
TTSL (Urban)	%	0.0	2.6	50.0	47.4	100
\/adafana /tatal\	Count	1	10	19	16	46
Vodafone (total)	%	2.2	21.7	41.3	34.8	100
Vodafone	Count	1	9	19	15	44
(urban)	%	2.3	20.5	43.2	34.1	100
\/adafan= /=:==!\	Count	0	1	0	1	2
Vodafone (rural)	%	0.0	50.0	0.0	50.0	100
Overall	Count	7	27	141	205	380
Overall	%	1.8	7.1	37.1	53.9	100
Overall (Urban)	Count	7	25	132	194	358
Overall (Orban)	%	2.0	7.0	36.9	54.2	100
Overall (Rural)	Count	0	2	9	11	22
Overali (Kurai)	%	0.0	9.1	40.9	50.0	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
Aireal (Tatal)	Count	10	0	10
Aircel (Total)	%	100.0	0.0	100
	Count	9	0	9
Aircel (Urban)	%	100.0	0.0	100
	Count	1	0	1
Aircel (Rural)	%	100.0	0.0	100
– "	Count	8	2	10
Airtel (Total)	%	80.0	20.0	100
	Count	6	1	7
Airtel (Urban)	%	85.7	14.3	100
	Count	2	1	3
Airtel (Rural)	%	66.7	33.3	100
	Count	65	0	65
BSNL (Total)	%		0.0	100
•		100.0 62	0.0	62
BSNL (Urban)	Count		-	
	%	100.0	0.0	100
BSNL (Rural)	Count	3	0	3
. ,	%	100.0	0.0	100
Idea (Total)	Count	12	0	12
	%	100.0	0.0	100
Idea (Urban)	Count	11	0	11
idea (Olbail)	%	100.0	0.0	100
Idea (Rural)	Count	1	0	1
idea (italai)	%	100.0	0.0	100
Pol Tol (Total)	Count	26	2	28
Rel. Tel. (Total)	%	92.9	7.1	100
Del Tel (Urber)	Count	24	2	26
Rel. Tel. (Urban)	%	92.3	7.7	100
D T (D)	Count	2	0	2
Rel. Tel. (Rural)	%	100.0	0.0	100
0.7.1.7.1.1	Count	0	0	0
S Tel (Total)	%	0.0	0.0	0.0
	Count	0	0	0
S Tel (Urban)	%	0.0	0.0	0.0
TTSL (Total)	Count	18	2	20
1102 (1014)	%	90.0	10.0	100
	Count	18	2	20
TTSL (Urban)	%	90.0	10.0	100
	Count	23	7	30
Vodafone (total)	%	76.7	23.3	100
		22	7	29
Vodafone (urban)	Count			
. ,	%	75.9	24.1	100
Vodafone (rural)	Count	100.0	0	1
. ,	%	100.0	0.0	100
Overall	Count	162	13	175
	%	92.6	7.4	100
Overall (Urban)	Count	152	12	164
	%	92.7	7.3	100
Overall (Rural)	Count	10	1	11
- Crair (Marai)	%	90.9	9.1	100





33(c). If Yes, then indicate v	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 (Total)	Count	4	1	3	2	10
Alicei (Total)	%	40.0	10.0	30.0	20.0	100
Aircel (Urban)	Count	3	1	3	2	9
7 iii oor (Orbari)	%	33.3	11.1	33.3	22.2	100
Aircel (Rural)	Count %	100.0	0.0	0.0	0	100
. ,	% Count	3	5	0.0	0.0	8
Airtel (Total)	%	37.5	62.5	0.0	0.0	100
	Count	2	4	0	0	6
Airtel (Urban)	%	33.3	66.7	0.0	0.0	100
Airtel (Rural)	Count	1	1	0	0	2
Alitei (Kuiai)	%	50.0	50.0	0.0	0.0	100
BSNL (Total)	Count	56	5	4	0	65
BONE (Total)	%	86.2	7.7	6.2	0.0	100
BSNL (Urban)	Count	53	5	4	0	62
,	%	85.5	8.1	6.5	0.0	100
BSNL (Rural)	Count %	100.0	0.0	0.0	0.0	100
	Count	5	6	0.0	0.0	12
Idea (Total)	%	41.7	50.0	8.3	0.0	100
	Count	5	5	1	0	11
Idea (Urban)	%	45.5	45.5	9.1	0.0	100
Idea (Dural)	Count	0	1	0	0	1
Idea (Rural)	%	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	24	1	1	0	26
	%	92.3	3.8	3.8	0.0	100
Rel. Tel.	Count	22	1	1	0	24
(Urban)	%	91.7	4.2	4.2	0.0	100
Rel. Tel. (Rural)	Count %	100.0	0.0	0.0	0.0	100
	Count	0	0.0	0.0	0.0	0
S Tel (Total)	%	0.0	0.0	0.0	0.0	0.0
O.T. I. (1111)	Count	0	0	0	0	0
S Tel (Urban)	%	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	17	1	0	0	18
TTOL (Total)	%	94.4	5.6	0.0	0.0	100
TTSL (Urban)	Count	17	1	0	0	18
	%	94.4	5.6	0.0	0.0	100
Vodafone (total)	Count	10	10	3	0	23
	%	43.5	43.5	13.0	0.0	100
Vodafone (urban)	Count %	9 40.9	10 45.5	3 13.6	0.0	22 100
•	Count	1	45.5	0	0.0	100
Vodafone (rural)	%	100.0	0.0	0.0	0.0	100
0	Count	119	29	12	2	162
Overall	%	73.5	17.9	7.4	1.2	100
Overall (Urban)	Count	111	27	12	2	152
Overall (Orball)	%	73.0	17.8	7.9	1.3	100
Overall (Rural)	Count	8	2	0	0	10
C voicin (ixuiui)	%	80.0	20.0	0.0	0.0	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
	Count	188	198	386
Aircel (Total)	%	48.7	51.3	100
A: 1/111 \	Count	177	191	368
Aircel (Urban)	%	48.1	51.9	100
	Count	11	7	18
Aircel (Rural)	%	61.1	38.9	100
	Count	165	280	445
Airtel (Total)	%	37.1	62.9	100
	Count	122	232	354
Airtel (Urban)	%	34.5	65.5	100
	Count	43	48	91
Airtel (Rural)	%	47.3	52.7	100
	Count	392	403	795
BSNL (Total)	%	49.3	50.7	100
	Count	363	394	757
BSNL (Urban)	%	48.0	52.0	100
	Count	29	9	38
BSNL (Rural)	%	76.3	23.7	100
	Count	204	218	422
ldea (Total)	%	48.3	51.7	100
	Count	156	162	318
ldea (Urban)	%	49.1	50.9	100
	Count	48	56	104
ldea (Rural)	%	46.2	53.8	100
	Count	92	245	337
Rel. Tel. (Total)	%	27.3	72.7	100
	Count	81	233	314
Rel. Tel. (Urban)	%	25.8	74.2	100
	Count	25.6	12	23
Rel. Tel. (Rural)	%	47.8	52.2	100
		72	139	211
S Tel (Total)	Count %			
		34.1	65.9	100
S Tel (Urban)	Count %	72	139	211
TTSL (Total)		34.1 122	65.9 331	100 453
TTSL (Total)	Count %			
		26.9 122	73.1	100 453
TTSL (Urban)	Count		331	I .
	%	26.9	73.1	100
Vodafone (total)	Count	184	242	426
. ,	%	43.2	56.8	100
Vodafone (urban)	Count	164	237	401
, ,	%	40.9	59.1	100
Vodafone (rural)	Count	20	5	25
(/	%	80.0	20.0	100
Overall	Count	1419	2056	3475
	%	40.8	59.2	100
Overall (Urban)	Count	1257	1919	3176
	%	39.6	60.4	100
Overall (Rural)	Count	162	137	299
C. Clair (Raidi)	%	54.2	45.8	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 (Total)	Count	26	162	188
Alicei (Total)	%	13.8	86.2	100
A:	Count	25	152	177
Aircel (Urban)	%	14.1	85.9	100
A: 1/D I)	Count	1	10	11
Aircel (Rural)	%	9.1	90.9	100
A: (1 / T (1)	Count	22	143	165
Airtel (Total)	%	13.3	86.7	100
	Count	16	106	122
Airtel (Urban)	%	13.1	86.9	100
	Count	6	37	43
Airtel (Rural)	%	14.0	86.0	100
	Count	132	260	392
BSNL (Total)	%	33.7	66.3	100
	Count	128	235	363
BSNL (Urban)	%	35.3	64.7	100
	Count	4	25	29
BSNL (Rural)	%	13.8	86.2	100
	Count	28	176	204
ldea (Total)	%	13.7	86.3	100
	Count	23	133	156
Idea (Urban)	%		85.3	100
		14.7		
ldea (Rural)	Count %	5	43	48
		10.4 38	89.6	100 92
Rel. Tel. (Total)	Count		54	
. ,	%	41.3	58.7	100
Rel. Tel. (Urban)	Count	35	46	81
	%	43.2	56.8	100
Rel. Tel. (Rural)	Count	3	8	11
- (/	%	27.3	72.7	100
S Tel (Total)	Count	5	67	72
	%	6.9	93.1	100
S Tel (Urban)	Count	5	67	72
	%	6.9	93.1	100
TTSL (Total)	Count	37	85	122
	%	30.3	69.7	100
TTSL (Urban)	Count	37	85	122
TTOL (OTDATI)	%	30.3	69.7	100
Vodafone (total)	Count	48	136	184
vodalone (total)	%	26.1	73.9	100
Vodafone (urban)	Count	46	118	164
vouaione (unban)	%	28.0	72.0	100
Vodafone (rural)	Count	2	18	20
voualone (fural)	%	10.0	90.0	100
Overall	Count	336	1083	1419
Overall	%	23.7	76.3	100
Overall (Link and)	Count	315	942	1257
Overall (Urban)	%	25.1	74.9	100
	Count	21	141	162
Overall (Rural)	%	13 .0	87 .0	100





Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Aireal (Total)	Count	10	13	3	0	26
Aircel (Total)	%	38.5	50.0	11.5	0.0	100
A: (Count	10	12	3	0	25
Aircel (Urban)	%	40.0	48.0	12.0	0.0	100
Aireal (Dural)	Count	0	1	0	0	1
Aircel (Rural)	%	0.0	100.0	0.0	0.0	100
Airtal (Tatal)	Count	8	9	5	0	22
Airtel (Total)	%	36.4	40.9	22.7	0.0	100
Airtel (Urban)	Count	6	6	4	0	16
Alitei (Olban)	%	37.5	37.5	25.0	0.0	100
Airtel (Rural)	Count	2	3	1	0	6
Alitei (Ruiai)	%	33.3	50.0	16.7	0.0	100
BSNL (Total)	Count	84	29	19	0	132
DOINE (10(dl)	%	63.6	22.0	14.4	0.0	100
BSNL (Urban)	Count	82	27	19	0	128
DOINE (UIDAII)	%	64.1	21.1	14.8	0.0	100
BSNL (Rural)	Count	2	2	0	0	4
BOINE (Kulai)	%	50.0	50.0	0.0	0.0	100
ldea (Total)	Count	14	14	0	0	28
idea (Tolai)	%	50.0	50.0	0.0	0.0	100
Idaa (I Irban)	Count	11	12	0	0	23
ldea (Urban)	%	47.8	52.2	0.0	0.0	100
Idea (Bural)	Count	3	2	0	0	5
	%	60.0	40.0	0.0	0.0	100
Dal Tal (Tatal)	Count	25	12	1	0	38
Rel. Tel. (Total)	%	65.8	31.6	2.6	0.0	100
Rel. Tel.	Count	25	9	1	0	35
(Urban)	%	71.4	25.7	2.9	0.0	100
Dal Tal (Dural)	Count	0	3	0	0	3
Rel. Tel. (Rural)	%	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	2	3	0	5
S Tel (Tolal)	%	0.0	40.0	60.0	0.0	100
S Tel (Urban)	Count	0	2	3	0	5
3 Tel (Olbali)	%	0.0	40.0	60.0	0.0	100
TTSL (Total)	Count	27	7	3	0	37
TTSL (Total)	%	73.0	18.9	8.1	0.0	100
TTSL (Urban)	Count	27	7	3	0	37
i i SL (Ulbali)	%	73.0	18.9	8.1	0.0	100
Vodafone (total)	Count	21	14	7	6	48
vodalone (lotal)	%	43.8	29.2	14.6	12.5	100
Vodafone	Count	20	13	7	6	46
(urban)	%	43.5	28.3	15.2	13.0	100
Vodafone (rural)	Count	1	1	0	0	2
vouaione (rural)	%	50.0	50.0	0.0	0.0	100
Overall	Count	189	100	41	6	336
Overall	%	56.3	29.8	12.2	1.8	100
Overall (Urban)	Count	181	88	40	6	315
Overall (Urban)	%	57.5	27.9	12.7	1.9	100
Overall (Rural)	Count	8	12	1	0	21
overali (Kurai)	%	38.1	57.1	4.8	0.0	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 (Total)	Count	26	9	17	0	0	26
Alicei (Total)	%	100.0	34.6	65.4	0.0	0.0	100
A:	Count	25	9	16	0	0	25
Aircel (Urban)	%	100.0	36.0	64.0	0.0	0.0	100
A: L (D I)	Count	1	0	1	0	0	1
Aircel (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
A:	Count	22	10	12	0	0	22
Airtel (Total)	%	100.0	45.5	54.5	0.0	0.0	100
Λ: wt σ Ι / Ι Ι wh σ ν σ \	Count	16	6	10	0	0	16
Airtel (Urban)	%	100.0	37.5	62.5	0.0	0.0	100
A:t-1 (D:1)	Count	6	4	2	0	0	6
Airtel (Rural)	%	100.0	66.7	33.3	0.0	0.0	100
DONII (T-1-I)	Count	128	85	43	4	0	132
BSNL (Total)	%	97.0	64.4	32.6	3.0	0.0	100
DONII (IIII)	Count	124	82	42	4	0	128
BSNL (Urban)	%	96.9	64.1	32.8	3.1	0.0	100
DONIL (DI)	Count	4	3	1	0	0	4
BSNL (Rural)	%	100.0	75.0	25.0	0.0	0.0	100
Idea (Tatal)	Count	26	10	16	2	0	28
Idea (Total)	%	92.8	35.7	57.1	7.1	0.0	100
lala a (l lub a a)	Count	21	7	14	2	0	23
Idea (Urban)	%	91.3	30.4	60.9	8.7	0.0	100
Idea (Dural)	Count	5	3	2	0	0	5
Idea (Rural)	%	100.0	60.0	40.0	0.0	0.0	100
Del Tel (Tetel)	Count	36	24	12	2	0	38
Rel. Tel. (Total)	%	94.8	63.2	31.6	5.3	0.0	100
Rel. Tel.	Count	33	23	10	2	0	35
(Urban)	%	94.3	65.7	28.6	5.7	0.0	100
Del Tel (Durel)	Count	3	1	2	0	0	3
Rel. Tel. (Rural)	%	100.0	33.3	66.7	0.0	0.0	100
C Tol /Total)	Count	5	0	5	0	0	5
S Tel (Total)	%	100.0	0.0	100.0	0.0	0.0	100
S Tel (Urban)	Count	5	0	5	0	0	5
3 Tel (Olbali)	%	100.0	0.0	100.0	0.0	0.0	100
TTSL (Total)	Count	36	28	8	1	0	37
TTOL (Total)	%	97.3	75.7	21.6	2.7	0.0	100
TTSL (Urban)	Count	36	28	8	1	0	37
TIOL (Olbail)	%	97.3	75.7	21.6	2.7	0.0	100
Vodafone (total)	Count	37	16	21	8	3	48
	%	77.1	33.3	43.8	16.7	6.3	100
Vodafone	Count	36	15	21	7	3	46
(urban)	%	78.3	32.6	45.7	15.2	6.5	100
Vodafone (rural)	Count	1	1	0	1	0	2
vouaione (iuidi)	%	50.0	50.0	0.0	50.0	0.0	100
Overall	Count	316	182	134	3	17	336
- Volum	%	94.1	54.2	39.9	0.9	5.1	100
Overall (Urban)	Count	296	170	126	3	16	315
Overall (Olbail)	%	94	54	40	1	5.1	100
Overall (Rural)	Count	20	12	8	0	1	21
Overall (Nural)	%	95.2	57.1	38.1	0.0	4.8	100





35. On a scale of provider?	1 – 10 wher	e "10" i	is "Very	y Good	l" and	"1" is "	'Very P	oor", h	ow do	you ra	te youi	r service
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Aircel (Total)	Count	1	1	1	19	117	93	51	34	27	42	386
Aircei (Total)	%	0.3	0.3	0.3	4.9	30.3	24.1	13.2	8.8	7.0	10.9	100
A:	Count	1	0	1	19	115	90	49	32	22	39	368
Aircel (Urban)	%	0.3	0.0	0.3	5.2	31.3	24.5	13.3	8.7	6.0	10.6	100
Aireal (Burel)	Count	0	1	0	0	2	3	2	2	5	3	18
Aircel (Rural)	%	0.0	5.6	0.0	0.0	11.1	16.7	11.1	11.1	27.8	16.7	100
Airtel (Total)	Count	1	0	3	11	58	140	87	61	43	41	445
Airtei (Total)	%	0.2	0.0	0.7	2.5	13.0	31.5	19.6	13.7	9.7	9.2	100
Airtel (Urban)	Count	1	0	2	9	41	101	74	53	38	35	354
7 tintor (Orban)	%	0.3	0.0	0.6	2.5	11.6	28.5	20.9	15.0	10.7	9.9	100
Airtel (Rural)	Count	0	0	1	2	17	39	13	8	5	6	91
7 tirtor (r tarar)	%	0.0	0.0	1.1	2.2	18.7	42.9	14.3	8.8	5.5	6.6	100
BSNL (Total)	Count	10	1	4	45	195	239	116	106	31	48	795
20.12(.016.)	%	1.3	0.1	0.5	5.7	24.5	30.1	14.6	13.3	3.9	6.0	100
BSNL (Urban)	Count	10	0	3	45	191	227	111	99	26	45	757
20.12 (0.20)	%	1.3	0.0	0.4	5.9	25.2	30.0	14.7	13.1	3.4	5.9	100
BSNL (Rural)	Count	0	1	1	0	4	12	5	7	5	3	38
20.12 (110.0.)	%	0.0	2.6	2.6	0.0	10.5	31.6	13.2	18.4	13.2	7.9	100
Idea (Total)	Count	0	4	1	24	77	140	64	70	29	13	422
	%	0.0	0.9	0.2	5.7	18.2	33.2	15.2	16.6	6.9	3.1	100
Idea (Urban)	Count	0	2	1	18	56	89	55	58	28	11	318
	%	0.0	0.6	0.3	5.7	17.6	28	17.3	18.2	8.8	3.5	100
Idea (Rural)	Count	0	2	0	6	21	51	9	12	1	2	104
(* 10.10.1)	%	0.0	1.9	0.0	5.8	20.2	49.0	8.7	11.5	1.0	1.9	100
Rel. Tel. (Total)	Count	1	6	5	22	67	49	66	77	31	13	337
,	%	0.3	1.8	1.5	6.5	19.9	14.5	19.6	22.8	9.2	3.9	100
Rel. Tel. (Urban)	Count	1	5	5	20	64	43	58	76	31	11	314
,	%	0.3	1.6	1.6	6.4	20.4	13.7	18.5	24.2	9.9	3.5	100
Rel. Tel. (Rural)	Count	0	1	0	2	3	6	8	1	0	2	23
, ,	%	0.0	4.3	0.0	8.7	13	26.1	34.8	4.3	0.0	8.7	100
S Tel (Total)	Count %	0	4	7	30	89	62	11	7	1	0	211
		0.0	1.9	3.3	14.2	42.2	29.4 62	5.2 11	3.3 7	0.5	0.0	100
S Tel (Urban)	Count %	0			30	89		5.2		1		211
TTSL (Total)	Count	0.0	1.9 1	3.3	14.2 17	42.2 50	29.4 52	90	3.3 151	0.5 81	0.0 8	100 453
TTOL (Total)	%	0.0	0.2	0.7	3.8	11.0	11.5	19.9	33.3	17.9	1.8	100
	Count	0.0	1	3	17	50	52	90	151	81	8	453
TTSL (Urban)	%	0.0	0.2	0.7	3.8	11.0	11.5	19.9	33.3	17.9	1.8	100
	Count	7	7	4	24	44	137	54	74	40	35	426
Vodafone (total)	%	1.6	1.6	0.9	5.6	10.3	32.2	12.7	17.4	9.4	8.2	100
Vodafone (urban)	Count	6	2	3	20	43	135	50	70	38	34	401
	%	1.5	0.5	0.7	5.0	10.7	33.7	12.5	17.5	9.5	8.5	100
	Count	1	5	1	4	1	2	4	4	2	1	25
Vodafone (rural)	%	4.0	20.0	4.0	16.0	4.0	8.0	16.0	16.0	8.0	4.0	100
	Count	20	24	28	192	697	912	539	580	283	200	3475
Overall	%	0.6	0.7	0.8	5.5	20.1	26.2	15.5	16.7	8.1	5.8	100
0	Count	19	14	25	178	649	799	498	546	265	183	3176
Overall (Urban)	%	0.6	0.4	0.8	5.6	20.4	25.2	15.7	17.2	8.3	5.8	100
Occupall (Decoret)	Count	1	10	3	14	48	113	41	34	18	17	299
Overall (Rural)	%	0.3	3.3	1.0	4.7	16.1	37.8	13.7	11.4	6.0	5.7	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?

complaints/ quer	y :			
Service Providers		Yes	No	Total
Aircel (Total)	Count	240	146	386
/ liteci (Total)	%	62.2	37.8	100
Aircel (Urban)	Count	231	137	368
Alicei (Olban)	%	62.8	37.2	100
Aircel (Rural)	Count	9	9	18
Alicei (Ruiai)	%	50.0	50.0	100
Airtel (Total)	Count	315	130	445
Airtei (Totai)	%	70.8	29.2	100
Airtel (Urban)	Count	258	96	354
Airtei (Orban)	%	72.9	27.1	100
Airtal (Dural)	Count	57	34	91
Airtel (Rural)	%	62.6	37.4	100
DCNII /Total)	Count	574	221	795
BSNL (Total)	%	72.2	27.8	100
BSNL (Urban)	Count	562	195	757
BSINL (UIDan)	%	74.2	25.8	100
DCNII (D. mal)	Count	12	26	38
BSNL (Rural)	%	31.6	68.4	100
- (T -+- \	Count	257	165	422
Idea (Total)	%	60.9	39.1	100
Idea (Urban)	Count	190	128	318
	%	59.7	40.3	100
11 (D 1)	Count	67	37	104
Idea (Rural)	%	64.4	35.6	100
D T /T 1)	Count	256	81	337
Rel. Tel. (Total)	%	76.0	24.0	100
D-1 T-1 (U-1)	Count	240	74	314
Rel. Tel. (Urban)	%	76.4	23.6	100
D T (D 1)	Count	16	7	23
Rel. Tel. (Rural)	%	69.6	30.4	100
0.7.1/7.4.1\	Count	134	77	211
S Tel (Total)	%	63.5	36.5	100
O.T. I. (1111)	Count	134	77	211
S Tel (Urban)	%	63.5	36.5	100
TTSL (Total)	Count	317	136	453
, ,	%	70.0	30.0	100
TTOL (LINE)	Count	317	136	453
TTSL (Urban)	%	70.0	30.0	100
	Count	289	137	426
Vodafone (total)	%	67.8	32.2	100
\/ /	Count	284	117	401
Vodafone (urban)	%	70.8	29.2	100
\/ / D	Count	5	20	25
Vodafone (rural)	%	20.0	80.0	100
0	Count	2382	1093	3475
Overall	%	68.5	31.5	100
	Count	2216	960	3176
Overall (Urban)	%	69.8	30.2	100
	Count	166	133	299
Overall (Rural)	%	55.5	44.5	100
	70	- J.		



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

Service		Yes	No	Total
Providers	Count			
Aircel (Total)	Count	44	342	386
	%	11.4	88.6	100
Aircel (Urban)	Count	38	330	368
	%	10.3	89.7	100
Aircel (Rural)	Count	6	12	18
inoor (rearar)	%	33.3	66.7	100
Airtel (Total)	Count	29	416	445
Tiller (Total)	%	6.5	93.5	100
Airtel (Urban)	Count	22	332	354
Airtei (Orbari)	%	6.2	93.8	100
Airtal (Dural)	Count	7	84	91
Airtel (Rural)	%	7.7	92.3	100
OON!! (T-4-!)	Count	134	661	795
BSNL (Total)	%	16.9	83.1	100
2011 (111)	Count	124	633	757
BSNL (Urban)	%	16.4	83.6	100
	Count	10	28	38
BSNL (Rural)	%	26.3	73.7	100
	Count	45	377	422
dea (Total)	%	10.7	89.3	100
	Count	34	284	318
Idea (Urban)	%	10.7	89.3	100
	<u> </u>	10.7	93	104
dea (Rural)	Count %			
		10.6 74	89.4	100
Rel. Tel. (Total)	Count %		263	337
. ,		22.0	78.0	100
Rel. Tel. (Urban)	Count	65	249	314
	%	20.7	79.3	100
Rel. Tel. (Rural)	Count	9	14	23
(. (. (. (. (. (. (. (. (. (. (. (. (. (%	39.1	60.9	100
S Tel (Total)	Count	8	203	211
- Tor (Total)	%	3.8	96.2	100
Tel (Urban)	Count	8	203	211
	%	3.8	96.2	100
TSL (Total)	Count	57	396	453
	%	12.6	87.4	100
TQL (Lirban)	Count	57	396	453
TSL (Urban)	%	12.6	87.4	100
/adatana /tatal\	Count	47	379	426
odafone (total)	%	11.0	89.0	100
/	Count	38	363	401
odafone (urban)	%	9.5	90.5	100
	Count	9	16	25
/odafone (rural)	%	36.0	64.0	100
	Count	438	3037	3475
Overall	%	12.6	87.4	100
	Count	386	2790	3176
Overall (Urban)	%	12.2	87.8	100
		52	247	299
Overall (Rural)	Count			
,	%	17.4	82.6	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 (Total)	Count	18	7	10	7	2	44
	%	40.9	15.9	22.7	15.9	4.5	100
Aircel (Urban)	Count	18	4	7	7	2	38
. ,	% Count	47.4 0	10.5 3	18.4 3	18.4 0	5.3	100 6
Aircel (Rural)	%	0.0	50.0	50.0	0.0	0.0	100
–	Count	12	13	3	1	0	29
Airtel (Total)	%	41.4	44.8	10.3	3.4	0.0	100
Airtal (Lirban)	Count	9	12	1	0	0	22
Airtel (Urban)	%	40.9	54.5	4.5	0.0	0.0	100
Airtel (Rural)	Count	3	1	2	1	0	7
- Tintor (redicity	%	42.9	14.3	28.6	14.3	0.0	100
BSNL (Total)	Count	112	7	15	0	0	134
	%	83.6	5.2	11.2	0.0	0.0	100 124
BSNL (Urban)	Count %	110 88.7	3.2	10 8.1	0.0	0.0	100
	Count	2	3.2	5	0.0	0.0	100
BSNL (Rural)	%	20.0	30.0	50.0	0.0	0.0	100
Idea (Total)	Count	27	5	12	0	1	45
	%	60.0	11.1	26.7	0.0	2.2	100
Idea (Lirban)	Count	20	5	9	0	0	34
Idea (Urban)	%	58.8	14.7	26.5	0.0	0.0	100
Idea (Rural)	Count	7	0	3	0	1	11
idea (italai)	%	63.6	0.0	27.3	0.0	9.1	100
Rel. Tel. (Total)	Count	53	4	5	2	10	74
	%	71.6	5.4	6.8	2.7	13.5 10	100
Rel. Tel. (Urban)	Count %	49 75.4	3.1	4.6	1 1.5	15.4	65 100
,	Count	4	2	2	1.5	0	9
Rel. Tel. (Rural)	%	44.4	22.2	22.2	11.1	0.0	100
	Count	6	0	1	1	0	8
S Tel (Total)	%	75.0	0.0	12.5	12.5	0.0	100
S Tel (Urban)	Count	6	0	1	1	0	8
S Tel (Ulball)	%	75.0	0.0	12.5	12.5	0.0	100
TTSL (Total)	Count	40	13	1	0	3	57
	%	70.2	22.8	1.8	0.0	5.3	100
TTSL (Urban)	Count	40	13	1	0	3	57
, ,	%	70.2 19	22.8 15	1.8 8	0.0	5.3	100
Vodafone (total)	Count %	40.4	31.9	17	6.4	4.3	47 100
Vodafone	Count	17	11	6	2	2	38
(urban)	%	44.7	28.9	15.8	5.3	5.3	100
	Count	2	4	2	1	0	9
Vodafone (rural)	%	22.2	44.4	22.2	11.1	0.0	100
Overall	Count	287	64	55	14	18	438
Overall	%	65.5	14.6	12.6	3.2	4.1	100
Overall (Urban)	Count	269	51	38	11	17	386
(5.00.1)	%	69.7	13.2	9.8	2.8	4.4	100 52
	Count	18	13	17	3	1	57





ervice Providers		Yes	No	Total
	Count	33	11	44
ircel (Total)	%	75.0	25.0	100
	Count	32	6	38
ircel (Urban)	%	84.2	15.8	100
	Count	1	5	6
ircel (Rural)	%	16.7	83.3	100
	Count	19	10	29
irtel (Total)	%	65.5	34.5	100
	Count	12	10	22
irtel (Urban)	%	54.5	45.5	100
	Count	7	0	7
irtel (Rural)	%	100.0	0.0	100
2NU /T / "	Count	119	15	134
SNL (Total)	%	88.8	11.2	100
SNII (111)	Count	116	8	124
SNL (Urban)	%	93.5	6.5	100
NII (D. I)	Count	3	7	10
SNL (Rural)	%	30.0	70.0	100
(T : 1)	Count	38	7	45
ea (Total)	%	84.4	15.6	100
(111)	Count	31	3	34
ea (Urban)	%	91.2	8.8	100
doa (Pural)	Count	7	4	11
ea (Rural)	%	63.6	36.4	100
1 T 1 (T 1 1)	Count	49	25	74
el. Tel. (Total)	%	66.2	33.8	100
	Count	43	22	65
el. Tel. (Urban)	%	66.2	33.8	100
L T L (D)	Count	6	3	9
el. Tel. (Rural)	%	66.7	33.3	100
T-1 /T-4-1\	Count	8	0	8
Tel (Total)	%	100.0	0.0	100
Tal (limbana)	Count	8	0	8
Tel (Urban)	%	100.0	0.0	100
SL (Total)	Count	46	11	57
	%	80.7	19.3	100
「SL (Urban)	Count	46	11	57
SL (Ulban)	%	80.7	19.3	100
odafone (total)	Count	35	12	47
dalone (lotal)	%	74.5	25.5	100
dofono (urbon)	Count	33	5	38
dafone (urban)	%	86.8	13.2	100
dafone (rural)	Count	2	7	9
uaione (rurai)	%	22.2	77.8	100
/erall	Count	347	91	438
reraii	%	79.2	20.8	100
verall (Urban)	Count	321	65	386
reraii (Ulbali)	%	83.2	16.8	100
verall (Rural)	Count	26	26	52
eraii (Rurai)	%	50.0	50.0	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
	Count	32	7	5	44
Aircel (Total)	%	72.7	15.9	11.4	100
A: 1/111 \	Count	31	5	2	38
Aircel (Urban)	%	81.6	13.2	5.3	100
	Count	1	2	3	6
Aircel (Rural)	%	16.7	33.3	50.0	100
	Count	24	4	1	29
Airtel (Total)	%	82.8	13.8	3.4	100
	Count	17	4	1	22
Airtel (Urban)	%	77.3	18.2	4.5	100
	Count	7	0	0	7
Airtel (Rural)	%	100.0	0.0	0.0	100
	Count	113	13	8	134
BSNL (Total)	%	84.3	9.7	6.0	100
	Count	110	12	2	124
BSNL (Urban)	%	88.7	9.7	1.6	100
	Count	3	1	6	100
BSNL (Rural)	%	30.0	10.0	60.0	100
	Count	37	3	5	45
Idea (Total)	%	82.2	6.7	11.1	100
	Count	29	2	3	34
Idea (Urban)	%	85.3	5.9	8.8	100
	Count	8		2	11
Idea (Rural)	%	72.7	9.1	18.2	100
	Count	45	26	3	74
Rel. Tel. (Total)	%	60.8	35.1	4.1	100
	Count	40	25	0	65
Rel. Tel. (Urban)	%	61.5	38.5	0.0	100
	Count	5		3	9
Rel. Tel. (Rural)	%	55.6	11.1	33.3	100
	Count	8	0	0	8
S Tel (Total)	%	100.0	0.0	0.0	100
S Tel (Urban)	Count %	8	0.0	0	8 100
TTCL /Total)		100.0	13	0.0	57
TTSL (Total)	Count %	44			
	% Count	77.2	22.8	0.0	100 57
TTSL (Urban)		44	13	0	
. ,	%	77.2	22.8	0.0	100
Vodafone (total)	Count	34	11	2	47
. ,	%	72.3	23.4	4.3	100
Vodafone (urban)	Count	32	6	0	38
. ,	%	84.2	15.8	0.0	100
Vodafone (rural)	Count	2	5	2	9
(/	%	22.2	55.6	22.2	100
Overall	Count	337	77	24	438
	%	76.9	17.6	5.5	100
Overall (Urban)	Count	311	67	8	386
(23.03.0)	%	80.6	17.4	2.1	100
Overall (Rural)	Count	26	10	16	52
(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	%	50.0	19.2	30.8	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
	Count	23	363	386
Aircel (Total)	%	6.0	94.0	100
	Count	22	346	368
Aircel (Urban)	%	6.0	94.0	100
	Count	1	17	18
Aircel (Rural)	%	5.6	94.4	100
A: (T)	Count	17	428	445
Airtel (Total)	%	3.8	96.2	100
A: /	Count	12	342	354
Airtel (Urban)	%	3.4	96.6	100
A: (D)	Count	5	86	91
Airtel (Rural)	%	5.5	94.5	100
DOM: (T / 1)	Count	140	655	795
BSNL (Total)	%	17.6	82.4	100
DOM: (111)	Count	136	621	757
BSNL (Urban)	%	18.0	82.0	100
DOM: (D)	Count	4	34	38
BSNL (Rural)	%	10.5	89.5	100
/=	Count	27	395	422
Idea (Total)	%	6.4	93.6	100
Idea (Urban)	Count	21	297	318
	%	6.6	93.4	100
	Count	6	98	104
Idea (Rural)	%	5.8	94.2	100
	Count	34	303	337
Rel. Tel. (Total)	%	10.1	89.9	100
	Count	31	283	314
Rel. Tel. (Urban)	%	9.9	90.1	100
	Count	3	20	23
Rel. Tel. (Rural)	%	13.0	87.0	100
	Count	8	203	211
S Tel (Total)	%	3.8	96.2	100
~ -	Count	8	203	211
S Tel (Urban)	%	3.8	96.2	100
TTSL (Total)	Count	41	412	453
- (/	%	9.1	90.9	100
TT01 (111)	Count	41	412	453
TTSL (Urban)	%	9.1	90.9	100
	Count	38	388	426
Vodafone (total)	%	8.9	91.1	100
	Count	36	365	401
Vodafone (urban)	%	9.0	91.0	100
	Count	2	23	25
Vodafone (rural)	%	8.0	92.0	100
	Count	328	3147	3475
Overall	%	9.4	90.6	100
0	Count	307	2869	3176
Overall (Urban)				
Overall (Orbail)	%	9./	90.3	100
Overall (Rural)	% Count	9.7 21	90.3 278	100 299





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?

Aircel (Total) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Rural) Aircel (Rural)	Service Providers		Yes	No	Total
Second S		Count	22	1	23
Aircel (Urban) Aircel (Rural) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Rural) Count 12 0 12 0 12 Aircel (Urban) Aircel (Rural) Count 12 0 12 0 100 Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Rural) Count 12 0 100 Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Rural) Count 12 0 100 100 Aircel (Urban) Aircel (Urban) Aircel (Rural) Count 15 0 100 100 100 100 100 100	Aircei (Total)	%	95.7	4.3	100
Aircel (Urban) Aircel (Rural) Count 1 0 0 1 1 0 1 1 0 1 1 0 1 1 0 1 1 1 0 1 1 1 0 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 1 0 1 1 1 1 1 0 1 1 1 1 1 0 1 1 1 1 1 0 1 1 1 1 1 0 1 1 1 1 1 0 1 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 0 1 1 1 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	A: 1/111 \				
Aircel (Rural) Aircel (Rural) Count Notation (Count) Airtel (Total) Airtel (Urban) Airtel (Urban	Aircel (Urban)			4.5	
Airtel (Total)	A: 1/D I)				
Airtel (Total) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Count Airtel (Rural) Count	Aircel (Rural)		100.0		100
Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Count 12 0 100.0 0.0 1100 Airtel (Rural) Count 5 0 5 0 5 0 5 0 5 0 0 5 8SNL (Total) Count 119 21 140 8 85.0 15.0 100.0 BSNL (Urban) Count 115 221 136 BSNL (Rural) Count 4 0 0 100.0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0	A: (1 /T (1)	Count			
Airtel (Urban) Airtel (Rural) Count 5 0 0 5 0 15 0 0 15 0 0 100 0 0 100 0 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0 100 0 0	Airtel (Total)		100.0	0.0	100
Airlet (Urban) Airlet (Rural) Airlet (Rural) Airlet (Rural) Sexult (Total) BSNL (Total) Sexult (Total) BSNL (Urban) BSNL (Urban) BSNL (Rural) Count Count A	A: (1 // 1 1)				
Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Urban) BSNL (Urban) BSNL (Urban) Count Count 119 21 1440 % 85.0 15.0 100 BSNL (Urban) SSNL (Rural) Count 4 0 4 0 4 100 4 SSNL (Rural) Count Count 27 0 27 0 27 0 27 0 dea (Urban) Count 21 0 21 0 21 dea (Urban) Count Count 6 0 6 0 6 0 6 100 Count 6 0 6 0 6 0 6 Count Count 31 33 34 6 91.2 BRel. Tel. (Urban) Count Count 31 33 34 6 99.3 99.3 99.7 100 STel (Total) Count 8 0 3 3 100 Count 8 0 3 3 100 TTSL (Urban) Count 41 0 41 0 41 0 41 0 41 0 41 0 41 0 41 0 41 0 Count 41 0 41 0 41 0 41 0 Count 41 0 41 0 41 0 41 0 Count 38 0 38 0 38 0 38 0 38 0 38 0 38 0 38 0 0 38 0 0 0 0 0 0 0 0 0 0 0 0 0	Airtei (Urban)			0.0	
Auriel (Rural) BSNL (Total) BSNL (Urban) BSNL (Urban) BSNL (Rural) Count 1115 Count 1115 Count 1115 Count 1115 BSNL (Rural) Count 4 0 4 100.0 Count 4 0 4 100.0 Count 4 0 4 100.0 Count 27 0 27 0 27 100.0 Idea (Urban) Idea (Urban) Count Count 21 0 100.0 Idea (Rural) Count 21 0 21 100.0 Idea (Rural) Count 6 0 6 0 6 0 6 0 6 100.0 Idea (Rural) Sw 100.0 Idea (Rural) Idea	A: (1 /D)				
Semant Count 119 21 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140 140	Airtel (Rural)			0.0	
SSNL (Total) % 85.0 15.0 100					
BSNL (Urban) Count 115 21 136	BSNL (Total)				
Sank (urban) % 84.6 15.4 100	DON!! (!!!)				
BSNL (Rural) Count	BSNL (Urban)				
Mathematics					
Count Coun	BSNL (Rural)				
Count Coun					
Idea (Urban) Count % 21 0 21 Idea (Rural) % 100.0 0.0 100 Idea (Rural) Count 6 0 6 % 100.0 0.0 100 Rel. Tel. (Total) Count 31 3 34 Rel. Tel. (Urban) Count 28 3 31 % 90.3 9.7 100 Rel. Tel. (Rural) % 90.3 9.7 100 Rel. Tel. (Rural) % 90.3 9.7 100 STel (Total) Count 3 0 3 3 STel (Total) Count 8 0 8 8 STel (Urban) Count 8 0 8 8 STel (Urban) Count 41 0 41 0 TTSL (Total) Count 41 0 41 0 TTSL (Urban) Count 41 0 41 0 Vodafone (total) % 100.0 0.0 100 <td< td=""><td>Idea (Total)</td><td></td><td></td><td></td><td></td></td<>	Idea (Total)				
Count Coun					
Count Coun	Idea (Urban)				
Mathematics					
Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Urban) Rel. Tel. (Urban) Rel. Tel. (Rural) Rel. Tel. (Urban) Rel. Tel. (Rural) Rel. Tel. (Urban) Rel. Tel. (Rural) Rel. Tel. (Urban) Rel. Tel. (Ur	Idea (Rural)				
Rel. Tel. (Irban) Rel. Tel. (Urban) Rel. Tel. (Urban) Rel. Tel. (Urban) Rel. Tel. (Rural) Rel. Tel. (Urban) Rel. Tel. (Rural) Rel. Tel. (Urban) Rel. Tel. (Urban) Count Rel. Tel. (Urban) Rel. T					
Rel. Tel. (Urban) Count 28 3 31	Rel. Tel. (Total)				
Rel. Tel. (Urban) % 90.3 9.7 100 Rel. Tel. (Rural) Count 3 0 3 S Tel (Total) Count 8 0 8 S Tel (Urban) Count 8 0 8 S Tel (Urban) Count 41 0 41 % 100.0 0.0 100 TTSL (Total) Count 41 0 41 % 100.0 0.0 100 TTSL (Urban) Count 41 0 41 % 100.0 0.0 100 Vodafone (total) % 100.0 0.0 100 Vodafone (urban) Count 36 0 36 % 100.0 0.0 100 Vodafone (rural) Count 2 0 2 Vodafone (rural) % 100.0 0.0 100 Overall (Urban) Count 303 25 328 %					
Count 3	Rel. Tel. (Urban)				
Note					
S Tel (Total) Count 8	Rel. Tel. (Rural)				
Stel (Total) % 100.0 0.0 100					
Count Reserve Count Reserve	S Tel (Total)				
Tight Count Word					
TTSL (Total) Count 41 0 41	S Tel (Urban)				
Wodafone (total) Count 41 0 41	TTSL (Total)				
TTSL (Urban) Count 41 0 41	()				
Vodafone (total) % 100.0 0.0 100					
Vodafone (total) Count % 38 0 38 Vodafone (urban) Count 36 0 100 Vodafone (urban) Count 36 0 36 Vodafone (rural) Count 2 0 2 % 100.0 0.0 100 Overall Count 303 25 328 % 92.4 7.6 100 Overall (Urban) Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21	TTSL (Urban)				
Vodafore (total) % 100.0 0.0 100 Vodafone (urban) Count 36 0 36 % 100.0 0.0 100 Vodafone (rural) Count 2 0 2 % 100.0 0.0 100 Overall Count 303 25 328 % 92.4 7.6 100 Overall (Urban) Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21					
Vodafone (urban) Count % 36 0 36 Vodafone (rural) Count 2 0 2 Vodafone (rural) 100.0 0.0 100 Overall Count 303 25 328 % 92.4 7.6 100 Overall (Urban) Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21	Vodafone (total)				
Vodafone (urban) % 100.0 0.0 100 Vodafone (rural) Count 2 0 2 % 100.0 0.0 100 Overall Count 303 25 328 % 92.4 7.6 100 Overall (Urban) Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21					
Count 2 0 2 % 100.0 0.0 100 Overall Count 303 25 328 % 92.4 7.6 100 Overall (Urban) Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21	Vodafone (urban)				
Vodarone (rural) % 100.0 0.0 100 Overall Count 303 25 328 % 92.4 7.6 100 Overall (Urban) Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21					
Count 303 25 328 % 92.4 7.6 100 Overall (Urban) Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21	Vodafone (rural)				
Overall (Urban) % 92.4 7.6 100 Overall (Urban) Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21					
Count 282 25 307 % 91.9 8.1 100 Overall (Pural) Count 21 0 21	Overall				
Overall (Orban) % 91.9 8.1 100 Overall (Pural) Count 21 0 21					
Overall (Pural) Count 21 0 21	Overall (Urban)				
	Overall (Rural)			· · · · · · · · · · · · · · · · · · ·	





Service Providers		Yes	No	Total
	Count	20	2	22
Aircel (Total)	%	90.9	9.1	100
	Count	20	1	21
Aircel (Urban)	%	95.2	4.8	100
	Count	0	1	100
Aircel (Rural)	%	0.0	100.0	100
	Count	14	3	17
Airtel (Total)	%	82.4	17.6	100
	Count	10	2	12
Airtel (Urban)	%	83.3	16.7	100
	Count	4	1	5
irtel (Rural)	%	80.0	20.0	100
ON 11 (T : 1)	Count	94	25	119
SNL (Total)	%	79.0	21.0	100
ONII (111)	Count	92	23	115
SSNL (Urban)	%	80.0	20.0	100
ON 11 (D 1)	Count	2	2	4
SNL (Rural)	%	50.0	50.0	100
. /T . D	Count	17	10	27
dea (Total)	%	63.0	37.0	100
. (111)	Count	14	7	21
dea (Urban)	%	66.7	33.3	100
dea (Rural)	Count	3	3	6
dea (Rurai)	%	50.0	50.0	100
) al Tal (Tatal)	Count	23	8	31
Rel. Tel. (Total)	%	74.2	25.8	100
) al Tal (limbara)	Count	22	6	28
tel. Tel. (Urban)	%	78.6	21.4	100
ol Tol (Durol)	Count	1	2	3
el. Tel. (Rural)	%	33.3	66.7	100
Tel (Total)	Count	8	0	8
Tel (Total)	%	100	0.0	100
Tel (Urban)	Count	8	0	8
	%	100	0.0	100
TSL (Total)	Count	37	4	41
	%	90.2	9.8	100
TSL (Urban)	Count	37	4	41
. 52 (5.541)	%	90.2	9.8	100
odafone (total)	Count	30	8	38
	%	78.9	21.1	100
odafone (urban)	Count	28	8	36
(416411)	%	77.8	22.2	100
odafone (rural)	Count	2	0	2
	%	100	0.0	100
verall	Count	243	60	303
	%	80.2	19.8	100
verall (Urban)	Count	231	51	282
(5.33)	%	81.9	18.1	100
verall (Rural)	Count	12	9	21
	%	57.1	42.9	100





Providers Aircel (Total) Aircel (Urban)	Count	Yes	No	Total
	0/	20	2	22
Aircel (Urban)	%	90.9	9.1	100
uroor (Orbari)	Count	20	1	21
	%	95.2	4.8	100
Aircel (Rural)	Count	0	1	1
Alloei (Itulai)	%	0.0	100	100
Airtel (Total)	Count	16	1	17
Airtei (Totai)	%	94.1	5.9	100
Airtel (Urban)	Count	11	1	12
Airtei (Orban)	%	91.7	8.3	100
intal (Dunal)	Count	5	0	5
virtel (Rural)	%	100.0	0.0	100
OCNII (Tatal)	Count	95	24	119
SNL (Total)	%	79.8	20.2	100
	Count	91	24	115
SSNL (Urban)	%	79.1	20.9	100
	Count	4	0	4
SSNL (Rural)	%	100.0	0.0	100
	Count	21	6	27
dea (Total)	%	77.8	22.2	100
	Count	16	5	21
dea (Urban)	%	76.2	23.8	100
	Count	5	1	6
dea (Rural)	%	83.3	16.7	100
	Count	24	7	31
Rel. Tel. (Total)	%	77.4	22.6	100
	Count	23	5	28
Rel. Tel. (Urban)	%	82.1		100
				3
Rel. Tel. (Rural)	Count %	1	2	
		33.3	66.7	100
Tel (Total)	Count	8	0	8
, ,	%	100.0	0.0	100
Tel (Urban)	Count	8	0	8
	%	100.0	0.0	100
TSL (Total)	Count	37	4	41
	%	90.2	9.8	100
TSL (Urban)	Count	37	4	41
(01.00)	%	90.2	9.8	100
odafone (total)	Count	36	2	38
caarono (total)	%	94.7	5.3	100
odafone (urban)	Count	34	2	36
caalono (alban)	%	94.4	5.6	100
odafone (rural)	Count	2	0	2
oualone (Iulai)	%	100.0	0.0	100
Overall	Count	257	46	303
Velali	%	84.8	15.2	100
Second (Links and	Count	240	42	282
Overall (Urban)	%	85.1	14.9	100
	Count	17	4	21
Overall (Rural)	%	81.0	 19.0	100





44. 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
A: (T-+-1)	Count	21	4	17	1	0	22
Aircel (Total)	%	95.5	18.2	77.3	4.5	0.0	100
A:	Count	21	4	17	0	0	21
Aircel (Urban)	%	100.0	19.0	81.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	1	0	1
Alicei (Ruiai)	%	0.0	0.0	0.0	100.0	0.0	100
Airtel (Total)	Count	16	12	4	0	1	17
Airtei (Total)	%	94.1	70.6	23.5	0.0	5.9	100
Airtel (Urban)	Count	11	9	2	0	1	12
7 litter (Orbari)	%	91.7	75.0	16.7	0.0	8.3	100
Airtel (Rural)	Count	5	3	2	0	0	5
7 ii toi (i taiai)	%	100.0	60.0	40.0	0.0	0.0	100
BSNL (Total)	Count	106	75	31	13	0	119
	%	89.1	63.0	26.1	10.9	0.0	100
BSNL (Urban)	Count	103	72	31	12	0	115
	%	89.6	62.6	27.0	10.4	0.0	100
BSNL (Rural)	Count	3	3	0	1	0	4
	%	75.0	75.0	0.0	25.0	0.0	100
Idea (Total)	Count	25	18	7	2	0	27
	%	92.6	66.7	25.9	7.4	0.0	100
Idea (Urban)	Count	20	13	7	1	0	21
	%	95.2	61.9	33.3	4.8	0.0	100
Idea (Rural)	Count %	5 83.3	5 83.3	0.0	1 16.7	0.0	6
	Count	27	21	6	3	1	100 31
Rel. Tel. (Total)	%	87.1	67.7	19.4	9.7	3.2	100
Rel. Tel.	Count	25	20	5	2	1	28
(Urban)	%	89.3	71.4	17.9	7.1	3.6	100
,	Count	2	1	17.5	1	0	3
Rel. Tel. (Rural)	%	66.6	33.3	33.3	33.3	0.0	100
	Count	8	5	3	0	0	8
S Tel (Total)	%	100.0	62.5	37.5	0.0	0.0	100
O.T. I. (1111)	Count	8	5	3	0	0	8
S Tel (Urban)	%	100.0	62.5	37.5	0.0	0.0	100
TTCL (Tatal)	Count	36	34	2	2	3	41
TTSL (Total)	%	87.8	82.9	4.9	4.9	7.3	100
TTQL (Lirban)	Count	36	34	2	2	3	41
TTSL (Urban)	%	87.8	82.9	4.9	4.9	7.3	100
Vodafone (total)	Count	35	20	15	3	0	38
vouaione (ioial)	%	92.1	52.6	39.5	7.9	0.0	100
Vodafone	Count	33	18	15	3	0	36
(urban)	%	91.7	50.0	41.7	8.3	0.0	100
Vodafone (rural)	Count	2	2	0	0	0	2
. Jaarono (rarar)	%	100.0	100.0	0.0	0.0	0.0	100
Overall	Count	274	189	85	24	5	303
	%	90.5	62.4	28.1	7.9	1.7	100
Overall (Urban)	Count	257	175	82	20	5	282
(%	91.2	62.1	29.1	7.1	1.8	100
Overall (Rural)	Count	17	14	3	4	0	21
, , , ,	%	81.0	66.7	14.3	19.0	0.0	100





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

Service Providers		Difficult to connect to Nodal Officer	Nodal officer not polite/courte ous	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 (Total)	Count	1	0	0	0	0	1
7 lifoci (Total)	%	100.0	0.0	0.0	0.0	0.0	100
Aircel (Urban)	Count	0	0	0	0	0	0
Alicei (Olbali)	%	0.0	0.0	0.0	0.0	0.0	0.0
Aircel (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Airtel (Total)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Airtel (Urban)	Count	1	0	0	0	0	1 100
	%	100.0	0.0	0.0	0.0	0.0	100
Airtel (Rural)	Count %	0.0	0.0	0.0	0	0	0
	% Count	6	0.0	0.0	0.0 7	0.0	0.0 13
BSNL (Total)	%	46.2	0.0		53.8		
· · · · ·	Count	46.2 6		0.0	6	0.0	100 12
BSNL (Urban)	%	50.0	0.0	0.0	50.0	0.0	100
BSNL (Rural)	Count	0	0.0	0.0	1	0.0	1
	%	0.0	0.0	0.0	100.0	0.0	100
	Count	2	0.0	0.0	0	0.0	2
	%	100.0	0.0	0.0	0.0	0.0	100
Idea (Urban)	Count	1	0.0	0.0	0.0	0.0	1
	%	100.0	0.0	0.0	0.0	0.0	100
	Count	1	0.0	0.0	0.0	0.0	1
Idea (Rural)	%	100.0	0.0	0.0	0.0	0.0	100
	Count	3	0	0	1	0	4
Rel. Tel. (Total)	%	75.0	0.0	0.0	25.0	0.0	100
	Count	2	0	0	1	0	3
Rel. Tel. (Urban)	%	66.7	0.0	0.0	33.3	0.0	100
D T (D 1)	Count	1	0	0	0	0	1
Rel. Tel. (Rural)	%	100.0	0.0	0.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
S Tel (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
o rei (Olbali)	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	2	0	0	3	0	5
TTOL (Total)	%	40.0	0.0	0.0	60.0	0.0	100
TTSL (Urban)	Count	2	0	0	3	0	5
02 (0.001)	%	40.0	0.0	0.0	60.0	0.0	100
Vodafone (total)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
Vodafone (urban)	Count	2	0	0	1	0	3
, ,	%	66.7	0.0	0.0	33.3	0.0	100
Vodafone (rural)	Count %	0	0	0	0	0	0
. ,	% Count	0.0 17	0.0	0.0	0.0 12	0.0	0.0 29
Overall	%	58.6	0.0	0.0	41.4	0.0	100
	Count	14	0.0	0.0	11	0.0	25
Overall (Urban)	%	56.0	0.0	0.0	44.0	0.0	100
Overall (Olball)	/0	30.0	0.0	0.0	77.0	0.0	100
Overall (Rural)	Count	3	0	0	1	0	4

North East Survey Report (Quarter 1)



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 (Total)	Count	23	363	386
Allcel (Total)	%	6.0	94.0	100
A: (Count	22	346	368
Aircel (Urban)	%	6.0	94.0	100
Aire - L (D1)	Count	1	17	18
Aircel (Rural)	%	5.6	94.4	100
A:t-1 /T-t-1\	Count	17	428	445
Airtel (Total)	%	3.8	96.2	100
A :t - 1 / 1 \	Count	12	342	354
Airtel (Urban)	%	3.4	96.6	100
A: (D)	Count	5	86	91
Airtel (Rural)	%	5.5	94.5	100
DON!! (T : !)	Count	140	655	795
BSNL (Total)	%	17.6	82.4	100
	Count	136	621	757
BSNL (Urban)	%	18.0	82.0	100
	Count	4	34	38
BSNL (Rural)	%	10.5	89.5	100
	Count	27	395	422
dea (Total)	%	6.4	93.6	100
	Count	21	297	318
dea (Urban)	%	6.6	93.4	100
	Count	6	98	104
ldea (Rural)	%	5.8	94.2	100
	Count	34	303	337
Rel. Tel. (Total)	%	10.1	89.9	100
	Count	31	283	314
Rel. Tel. (Urban)	%	9.9	90.1	100
	Count	3	20	23
Rel. Tel. (Rural)	%	13.0	87.0	100
	Count	8	203	211
S Tel (Total)	%	3.8	96.2	100
	Count	8	203	211
S Tel (Urban)	%	3.8	96.2	100
TTSL (Total)	Count	41	412	453
i i oL (Total)	%	9.1	90.9	100
	Count	41	412	453
TTSL (Urban)	%	9.1	90.9	100
	Count	37	389	426
Vodafone (total)	%	8.7	91.3	100
	Count	35	366	401
Vodafone (urban)	%	8.7	91.3	100
	Count	2	23	25
Vodafone (rural)	%	8.0	92.0	100
	Count	327	92.0 3148	3475
Overall	%	9.4	90.6	100
		306	2870	3176
Overall (Urban)	Count			
	%	9.6	90.4	100
Overall (Rural)	Count	21	278	299
,	%	7.0	93.0	100





47. Have you filed	и ин и и и и и и и и и и и и и и и и и			
Service Providers		Yes	No	Total
Aircel (Total)	Count	2	21	23
Allcel (Total)	%	8.7	91.3	100
A: 1 (1 Into)	Count	1	21	22
Aircel (Urban)	%	4.5	95.5	100
Aireal (Dural)	Count	1	0	1
Aircel (Rural)	%	100.0	0.0	100
Airtal /Tatal)	Count	1	16	17
Airtel (Total)	%	5.9	94.1	100
Airtal / Irban	Count	1	11	12
Airtel (Urban)	%	8.3	91.7	100
A:t1 (D:1)	Count	0	5	5
Airtel (Rural)	%	0.0	100.0	100
DONII (T. (. I)	Count	18	122	140
BSNL (Total)	%	12.9	87.1	100
	Count	17	119	136
BSNL (Urban)	%	12.5	87.5	100
	Count	1	3	4
BSNL (Rural)	%	25.0	75.0	100
	Count	2	25	27
Idea (Total)	%	7.4	92.6	100
	Count	1	20	21
Idea (Urban)	%	4.8	95.2	100
	Count	1	5	6
Idea (Rural)	%	16.7	83.3	100
	Count	6	28	34
Rel. Tel. (Total)	%	17.6	82.4	100
	Count	5	26	31
Rel. Tel. (Urban)	%		83.9	100
	Count	10.1	2	3
Rel. Tel. (Rural)	%	33.3	66.7	100
	Count	0	8	8
S Tel (Total)	%			100
	Count	0.0	100.0 8	8
S Tel (Urban)	%	0.0	100.0	100
TTCL /Total\	Count	5	36	41
TTSL (Total)				
	%	12.2	87.8	100
TTSL (Urban)	Count	5 12.2	36	41
. ,	%		87.8	100
Vodafone (total)	Count	3	35	38
	%	7.9	92.1	100
Vodafone (urban)	Count	3	33	36
/	%	8.3	91.7	100
Vodafone (rural)	Count	0	2	2
- (/	%	0.0	100.0	100
Overall	Count	37	291	328
	%	11.3	88.7	100
Overall (Urban)	Count	33	274	307
O voicin (Orban)	%	10.7	89.3	100
Overall (Rural)	Count	4	17	21
O voidir (ixurai)	%	19.0	81.0	100





48. Did you recei	ve any acknow	ledgement?		
Service Providers		Yes	No	Total
Aireal (Tatal)	Count	0	2	2
Aircel (Total)	%	0.0	100.0	100
A:	Count	0	1	1
Aircel (Urban)	%	0.0	100.0	100
Aireal (Dural)	Count	0	1	1
Aircel (Rural)	%	0.0	100.0	100
Aintal (Tatal)	Count	0	1	1
Airtel (Total)	%	0.0	100.0	100
Λ:	Count	0	1	1
Airtel (Urban)	%	0.0	100.0	100
A:	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0
RSNI (Total)	Count	11	7	18
BSNL (Total)	%	61.1	38.9	100
DOM: ((11)	Count	11	6	17
BSNL (Urban)	%	64.7	35.3	100
DONII (D. II)	Count	0	1	1
BSNL (Rural)	%	0.0	100.0	100
 	Count	1	1	2
Idea (Total)	%	50.0	50.0	100
	Count	0	1	1
Idea (Urban)	%	0.0	100.0	100
(5 ")	Count	1	0	1
Idea (Rural)	%	100.0	0.0	100
5 . 5 . 7	Count	6	0	6
Rel. Tel. (Total)	%	100.0	0.0	100
- · - · / · · · ·	Count	5	0	5
Rel. Tel. (Urban)	%	100.0	0.0	100
	Count	1	0	1
Rel. Tel. (Rural)	%	100.0	0.0	100
	Count	0	0	0
S Tel (Total)	%	0.0	0.0	0.0
a= \	Count	0	0	0
S Tel (Urban)	%	0.0	0.0	0.0
TTSL (Total)	Count	5	0	5
- (,	%	100.0	0.0	100
—	Count	5	0	5
TTSL (Urban)	%	100.0	0.0	100
	Count	1	2	3
Vodafone (total)	%	33.3	66.7	100
	Count	1	2	3
Vodafone (urban)	%	33.3	66.7	100
	Count	0	0	0
Vodafone (rural)	%	0.0	0.0	0.0
	Count	24	13	37
Overall	%	64.9	35.1	100
	Count	22	11	33
Overall (Urban)	%	66.7	33.3	100
	Count	2	2	4
Overall (Rural)	%	50.0	50.0	100





Service		Yes	No	Appeal filed only	Total
Providers			NO	recently	TOtal
Aircel (Total)	Count	2	0	0	2
uroor (Total)	%	100.0	0.0	0.0	100
Aircel (Urban)	Count	1	0	0	1
rancei (Orban)	%	100.0	0.0	0.0	100
Aircel (Rural)	Count	1	0	0	1
licei (Itulai)	%	100.0	0.0	0.0	100
Airtel (Total)	Count	1	0	0	1
ditei (Totai)	%	100.0	0.0	0.0	100
virtel (Urban)	Count	1	0	0	1
ditei (Olban)	%	100.0	0.0	0.0	100
irtal (Bural)	Count	0	0	0	0
irtel (Rural)	%	0.0	0.0	0.0	0.0
PONI (Total)	Count	16	2	0	18
SSNL (Total)	%	88.9	11.1	0.0	100
ONII /I Irrb o.m.)	Count	16	1	0	17
SSNL (Urban)	%	94.1	5.9	0.0	100
CNII (D. mal)	Count	0	1	0	1
BSNL (Rural)	%	0.0	100.0	0.0	100
-l (T -+-1)	Count	1	1	0	2
ldea (Total)	%	50.0	50.0	0.0	100
. (1.1.	Count	0	1	0	1
Idea (Urban)	%	0.0	100.0	0.0	100
Idea (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
	Count	6	0	0	6
Rel. Tel. (Total)	%	100.0	0.0	0.0	100
	Count	5	0	0	5
Rel. Tel. (Urban)	%	100.0	0.0	0.0	100
	Count	1	0	0	1
Rel. Tel. (Rural)	%	100.0	0.0	0.0	100
	Count	0	0	0	0
S Tel (Total)	%	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0
STel (Urban)	%	0.0	0.0	0.0	0.0
TSL (Total)	Count	5	0.0	0.0	5
. 52 (15.01)	%	100.0	0.0	0.0	100
	Count	5	0	0	5
TSL (Urban)	%	100.0	0.0	0.0	100
	Count	3	0.0	0	3
odafone (total)	%	100.0	0.0	0.0	100
	Count	3	0.0	0.0	3
odafone (urban)	%	100.0	0.0	0.0	100
	Count	0	0.0	0.0	0
odafone (rural)	%	0.0	0.0	0.0	0.0
	Count	34	3	0.0	37
Overall	%	91.9	8.1	0.0	100
	Count	31	2	0.0	33
Overall (Urban)	%	93.9	6.1	0.0	100
	Count		1	0.0	
Overall (Rural)	Courit	3	25.0	0.0	4





ervice oviders		Yes	No	Total
	Count	67	313	380
rcel (Total)	%	17.6	82.4	100
	Count	66	296	362
rcel (Urban)	%	18.2	81.8	100
	Count	1	17	18
rcel (Rural)	%	5.6	94.4	100
	Count	53	376	429
rtel (Total)	%	12.4	87.6	100
	Count	41	297	338
rtel (Urban)	%	12.1	87.9	100
	Count	12	79	91
rtel (Rural)	%	13.2	86.8	100
	Count	199	480	679
SNL (Total)	%	29.3	70.7	100
	Count	194	447	641
SNL (Urban)	%	30.3	69.7	100
	Count	5	33	38
NL (Rural)	%	13.2	86.8	100
	Count	46	375	421
a (Total)	%	10.9	89.1	100
	Count	32	285	317
a (Urban)	%	10.1	89.9	100
	Count	14	90	104
a (Rural)	%	13.5	86.5	100
	Count	41	267	308
. Tel. (Total)	%	13.3	86.7	100
	Count	37	248	285
I. Tel. (Urban)	%	13.0	87.0	100
	Count	4	19	23
l. Tel. (Rural)	%	17.4	82.6	100
	Count	9	202	211
el (Total)	%	4.3	95.7	100
	Count	9	202	211
el (Urban)	%	4.3	95.7	100
SL (Total)	Count	100	287	387
)_ (i otal)	%	25.8	74.2	100
	Count	100	287	387
SL (Urban)	%	25.8	74.2	100
	Count	52	357	409
lafone (total)	%	12.7	87.3	100
	Count	48	336	384
lafone (urban)	%	12.5	87.5	100
	Count	4	21	25
dafone (rural)	%	16.0	84.0	100
	Count	567	2657	3224
erall	%	17.6	82.4	100
	Count	527	2398	2925
erall (Urban)	%	18.0	82.0	100
	Count	40	259	299
erall (Rural)	COULL	4 0	233	233





Service		Yes	No	Total
Providers	Count	20		
Aircel (Total)		29	38	67
	%	43.3	56.7	100
Aircel (Urban)	Count	28	38	66
Allicel (Olbali)	%	42.4	57.6	100
vircel (Rural)	Count	1	0	1
	%	100.0	0.0	100
irtel (Total)	Count	17	36	53
Airtei (Totai)	%	32.1	67.9	100
irtel (Urban)	Count	11	30	41
inter (Orban)	%	26.8	73.2	100
irtel (Rural)	Count	6	6	12
intoi (ittuiai)	%	50.0	50.0	100
SNI (Total)	Count	105	94	199
SNL (Total)	%	52.8	47.2	100
CNII (Lirban)	Count	101	93	194
SNL (Urban)	%	52.1	47.9	100
ONII (Desc-1)	Count	4	1	5
SSNL (Rural)	%	80.0	20.0	100
(T , 1)	Count	29	17	46
ea (Total)	%	63.0	37.0	100
	Count	23	9	32
ea (Urban)	%	71.9	28.1	100
	Count	6	8	14
ea (Rural)	%	42.9	57.1	100
	Count	29	12	41
el. Tel. (Total)	%	70.7	29.3	100
	Count	26	11	37
el. Tel. (Urban)	%	70.3	29.7	100
	Count	3	1	4
el. Tel. (Rural)	%	75.0	25.0	100
	Count	9	0	9
Tel (Total)		·		
	%	100.0	0.0	100
Tel (Urban)	Count	9	0	9
	%	100.0	0.0	100
SL (Total)	Count	36	64	100
	%	36.0	64.0	100
ΓSL (Urban)	Count	36	64	100
. ,	%	36.0	64.0	100
odafone (total)	Count	32	20	52
	%	61.5	38.5	100
odafone (urban)	Count	30	18	48
aciono (diban)	%	62.5	37.5	100
odafone (rural)	Count	2	2	4
dalone (lulai)	%	50.0	50.0	100
verall	Count	286	281	567
erall	%	50.4	49.6	100
romall (Light are)	Count	264	263	527
verall (Urban)	%	50.1	49.9	100
	Count	22	18	40
erall (Rural)	0/.	55.0	45.0	100





Service Providers		No reasons given	Technical problem	Others	Total
A: L /T - t - l)	Count	15	11	3	29
Aircel (Total)	%	51.7	37.9	10.3	100
A: 1/111 \	Count	14	11	3	28
Aircel (Urban)	%	50.0	39.3	10.7	100
A: (D)	Count	1	0	0	1
Aircel (Rural)	%	100.0	0.0	0.0	100
Λ:t - I / T - t - I\	Count	10	7	0	17
Airtel (Total)	%	58.8	41.2	0.0	100
N:t1 /1	Count	8	3	0	11
Airtel (Urban)	%	72.7	27.3	0.0	100
\:\tal\(\D\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Count	2	4	0	6
Airtel (Rural)	%	33.3	66.7	0.0	100
OONII /Tatal\	Count	57	41	7	105
BSNL (Total)	%	54.3	39.0	6.7	100
2011 (111)	Count	55	39	7	101
BSNL (Urban)	%	54.5	38.6	6.9	100
20NII. (DI)	Count	2	2	0	4
BSNL (Rural)	%	50.0	50.0	0.0	100
-l (T-+-I)	Count	11	18	0	29
dea (Total)	%	37.9	62.1	0.0	100
-l /l l-l)	Count	6	17	0	23
dea (Urban)	%	26.1	73.9	0.0	100
(5. 1)	Count	5	1	0	6
dea (Rural)	%	83.3	16.7	0.0	100
Dal Tal (Tatal)	Count	11	17	1	29
Rel. Tel. (Total)	%	37.9	58.6	3.4	100
Dal Tal (Linhan)	Count	10	15	1	26
Rel. Tel. (Urban)	%	38.5	57.7	3.8	100
Dal Tal (Dural)	Count	1	2	0	3
Rel. Tel. (Rural)	%	33.3	66.7	0.0	100
) Tal /Tatal\	Count	9	0	0	9
S Tel (Total)	%	100	0.0	0.0	100
Tal (Urban)	Count	9	0	0	9
STel (Urban)	%	100.0	0.0	0.0	100
TTSL (Total)	Count	19	15	2	36
<u> </u>	%	52.8	41.7	5.6	100
TSL (Urban)	Count	19	15	2	36
I SE (UIDAII)	%	52.8	41.7	5.6	100
/odafone (total)	Count	16	15	1	32
oualulie (lulai)	%	50.0	46.9	3.1	100
/odafone (urban)	Count	16	13	1	30
oualone (ulbail)	%	53.3	43.3	3.3	100
/odafone (rural)	Count	0	2	0	2
oualone (Iulai)	%	0.0	100	0.0	100
Overall	Count	148	124	14	286
/veran	%	51.7	43.4	4.9	100
Overall (Urban)	Count	137	113	14	264
verali (Urbali)	%	51.9	42.8	5.3	100
Overall (Rural)	Count	11	11	0	22
Sverali (Rurai)	%	50 0	50 0	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
A: 1/ T (1)	Count	116	129	141	386
Aircel (Total)	%	30.1	33.4	36.5	100
	Count	110	125	133	368
Aircel (Urban)	%	29.9	34.0	36.1	100
	Count	6	4	8	18
Aircel (Rural)	%	33.3	22.2	44.4	100
	Count	170	105	170	445
Airtel (Total)	%	38.2	23.6	38.2	100
	Count	146	79	129	354
Airtel (Urban)	%	41.2	22.3	36.4	100
	Count	24	26	41	91
Airtel (Rural)	%	26.4	28.6	45.1	100
	Count	225	345	225	795
BSNL (Total)	%	28.3	43.4	28.3	100
	Count	213	342	202	757
BSNL (Urban)	%	28.1	45.2	26.7	100
	Count	12	3	23	38
BSNL (Rural)	%	31.6	<u>3</u> 7.9	60.5	100
	Count	85	119	218	422
ldea (Total)	%	20.1	28.2	51.7	100
	Count	72	78	168	318
dea (Urban)	%	22.6	24.5	52.8	100
	Count	13	41	50	104
ldea (Rural)	%	12.5	39.4	48.1	100
	Count	12.5	107	105	337
Rel. Tel. (Total)	%	37.1	31.8	31.2	100
				1	314
Rel. Tel. (Urban)	Count	120	95	99	
	%	38.2	30.3	31.5	100
Rel. Tel. (Rural)	Count	5	12	6	23
. ,	%	21.7	52.2	26.1	100
S Tel (Total)	Count	79	32	100	211
. , ,	%	37.4	15.2	47.4	100
S Tel (Urban)	Count	79	32	100	211
	%	37.4	15.2	47.4	100
TTSL (Total)	Count	210	173	70	453
	%	46.4	38.2	15.5	100
TTSL (Urban)	Count	210	173	70	453
(%	46.4	38.2	15.5	100
Vodafone (total)	Count	67	132	227	426
	%	15.7	31.0	53.3	100
Vodafone (urban)	Count	58	131	212	401
	%	14.5	32.7	52.9	100
Vodafone (rural)	Count	9	1	15	25
	%	36.0	4.0	60.0	100
Overall	Count	1077	1142	1256	3475
	%	31.0	32.9	36.1	100
Overall (Urban)	Count	1008	1055	1113	3176
Overall (Olball)	%	31.7	33.2	35.0	100
Overall (Rural)	Count	69	87	143	299
Overall (IXural)	%	23.1	29.1	47.8	100



BSNL (Rural)

BSNL (Rural)

%

%

%

Count



100

100

43

100

ANNEXURE-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			
BSNL (Total)	Count	30	82	662	774			
	%	3.9	10.6	85.5	100.0			
BSNL (Urban)	Count	29	81	621	731			
	%	4.0	11.1	85.0	100.0			
DCNII (Durral)	Count	1	1	41	43			
BSNL (Rural)	%	2.3	2.3	95.3	100.0			

1(b) After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?							
Service Within 7 working days More than 7 working days Total Providers							
BSNL (Total)	Count	372	402	774			
	%	48.1	51.9	100			
BSNL (Urban)	Count	350	381	731			
	%	47.9	52.1	100			
BCNI (Pural)	Count	22	21	43			

51.2

50.6

19

44.2

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? Overall A-Very B-C-**D-Very** Service Total satisfied= Dissatisfied Satisfied Dissatisfied **Satisfied Providers** (A+B) 389 100 289 348 37 774 BSNL (Total) Count 50.2 12.9 37.3 45.0 4.8 100 % 370 98 272 325 36 731 BSNL (Urban) Count

37.2

17

39.5

48.8

44.5

23

53.5

4.9

1

2.3

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?

13.4

2

4.7

Service Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
BSNL (Total)	Count	70	173	40	13	478	774
	%	9.0	22.4	5.2	1.7	61.8	100
BSNL (Urban)	Count	69	168	40	12	442	731
	%	9.4	23.0	5.5	1.6	60.5	100
DCNI (Durol)	Count	1	5	0	1	36	43
BSNL (Rural)	%	2.3	11.6	0.0	2.3	83.7	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	
BSNL (Total)	Count	733	174	559	38	3	774	
	%	94.7	22.5	72.2	4.9	0.4	100	
BSNL (Urban)	Count	695	168	527	33	3	731	
	%	95.1	23.0	72.1	4.5	0.4	100	
BSNL (Rural)	Count	38	6	32	5	0	43	
	%	88.4	14.0	74.4	11.6	0.0	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	
BSNL (Total)	Count	747	134	613	26	1	774	
	%	96.5	17.3	79.2	3.4	0.1	100	
BSNL (Urban)	Count	708	128	580	22	1	731	
	%	96.8	17.5	79.3	3.0	0.1	100	
BSNL (Rural)	Count	39	6	33	4	0	43	
	%	90.7	14.0	76.7	9.3	0.0	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	
BSNL (Total)	Count	7	0	12	7	1	27	
	%	25.9	0.0	44.4	25.9	3.7	100	
BSNL (Urban)	Count	6	0	11	5	0	23	
	%	26.1	0.0	47.8	21.7	0.0	100	
BSNL (Rural)	Count	1	0	1	2	1	4	
	%	25.0	0.0	25.0	50.0	4.3	100	





6(a). How satisfie	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				
BSNL (Total)	Count	748	94	654	25	1	774				
	%	96.6	12.1	84.5	3.2	0.1	100				
BSNL (Urban)	Count	707	92	615	23	1	731				
	%	96.7	12.6	84.1	3.1	0.1	100				
DCNII (Durol)	Count	41	2	39	2	0	43				
BSNL (Rural)	%	95.4	4.7	90.7	4.7	0.0	100				

6(b). Please speci	ify the reaso	n(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
BSNL (Total)	Count	7	1	6	10	2	26
	%	26.9	3.8	23.1	38.5	7.7	100
BSNL (Urban)	Count	7	1	5	9	2	24
	%	29.2	4.2	20.8	37.5	8.3	100
DCNII (Burol)	Count	0	0	1	1	0	2
BSNL (Rural)	%	0.0	0.0	50.0	50.0	0.0	100

7. Have you made	7. Have you made any billing related complaints in the last 6 months?									
Service Providers		Yes	No	Total						
BSNL (Total)	Count	45	729	774						
	%	5.8	94.2	100						
BSNL (Urban)	Count	34	697	731						
	%	4.7	95.3	100						
BSNL (Rural)	Count	11	32	43						
BOINE (Ruidi)	%	25.6	74.4	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
BSNL (Total)	Count	24	1	23	21	0	45
	%	53.3	2.2	51.1	46.7	0.0	100
BSNL (Urban)	Count	20	1	19	14	0	34
	%	58.8	2.9	55.9	41.2	0.0	100
BSNL (Rural)	Count	4	0	4	7	0	11
BSINE (Rulai)	%	36.4	0.0	36.4	63.6	0.0	100





HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 m	onths, have y	you contacted customer care/	helpline/ call centre of your	service provider?
Service Providers		Yes	No	Total
BSNL (Total)	Count	127	647	774
	%	16.4	83.6	100
BSNL (Urban)	Count	117	614	731
	%	16.0	84.0	100
DCNII (Durol)	Count	10	33	43
BSNL (Rural)	%	23.3	76.7	100

11(a). How satisfi	ed are you w	ith the ease o	f access of c	all centre/cus	stomer care or	helpline?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	100	10	90	25	2	127
	%	78.8	7.9	70.9	19.7	1.6	100
BSNL (Urban)	Count	92	10	82	23	2	117
	%	78.6	8.5	70.1	19.7	1.7	100
DCNII (Burol)	Count	8	0	8	2	0	10
BSNL (Rural)	%	80.0	0.0	80.0	20.0	0.0	100

11(b). How satisf	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				
BSNL (Total)	Count	100	7	93	25	2	127				
	%	78.7	5.5	73.2	19.7	1.6	100				
BSNL (Urban)	Count	92	7	85	23	2	117				
	%	78.6	6.0	72.6	19.7	1.7	100				
DCNII (Durol)	Count	8	0	8	2	0	10				
BSNL (Rural)	%	80.0	0.0	80.0	20.0	0.0	100				

12. How satisfied	are you with	the response	time taken t	o answer you	ır call by a cus	tomer care exe	ecutive?
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	95	7	88	29	3	127
	%	74.8	5.5	69.3	22.8	2.4	100
BSNL (Urban)	Count	87	7	80	27	3	117
	%	74.4	6.0	68.4	23.1	2.6	100
DONI (Dural) Count	8	0	8	2	0	10	
BSNL (Rural)	%	80.0	0.0	80.0	20.0	0.0	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		
BSNL (Total)	Count	75	7	68	50	2	127		
	%	59.0	5.5	53.5	39.4	1.6	100		
BSNL (Urban)	Count	67	7	60	48	2	117		
	%	57.3	6.0	51.3	41.0	1.7	100		
DONII (D) Coi	Count	8	0	8	2	0	10		
BSNL (Rural)	%	80.0	0.0	80.0	20.0	0.0	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		
BSNL (Total)	Count	75	6	69	49	3	127		
	%	59.0	4.7	54.3	38.6	2.4	100		
BSNL (Urban)	Count	67	6	61	47	3	117		
	%	57.2	5.1	52.1	40.2	2.6	100		
DCNII (Durol)	Count	8	0	8	2	0	10		
BSNL (Rural)	%	80.0	0.0	80.0	20.0	0.0	100		

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied	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				
BSNL (Total)	Count	532	121	411	226	16	774				
	%	68.7	15.6	53.1	29.2	2.1	100				
BSNL (Urban)	Count	505	121	384	213	13	731				
,	%	69.1	16.6	52.5	29.1	1.8	100				
Co	Count	27	0	27	13	3	43				
BSNL (Rural)	%	62.8	0.0	62.8	30.2	7.0	100				

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total) Count %	Count	534	60	474	225	15	774
	%	69.0	7.8	61.2	29.1	1.9	100
BSNL (Urban)	Count	505	60	445	213	13	731
(= 131)	%	69.1	8.2	60.9	29.1	1.8	100
BSNL (Rural) Count	Count	29	0	29	12	2	43
	67.4	0.0	67.4	27.9	4.7	100	





MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?						
Service Providers		Never	Occasionally	Frequently	Very frequently	Total
BSNL (Total)	Count	264	258	233	19	774
,	%	34.1	33.3	30.1	2.5	100
BSNL (Urban)	Count	264	239	211	17	731
	%	36.1	32.7	28.9	2.3	100
DONII (D. II)	Count	0	19	22	2	43
BSNL (Rural)	%	0.0	44.2	51.2	4.7	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		
BSNL (Total)	Count	72	180	252		
	%	28.6	71.4	100		
BSNL (Urban)	Count	63	165	228		
	%	27.6	72.4	100		
DCNI (Durol)	Count	9	15	24		
BSNL (Rural)	%	37.5	62.5	100		

19. How satisfied	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
BSNL (Total)	Count	84	34	50	123	45	252
	%	33.3	13.5	19.8	48.8	17.9	100
BSNL (Urban)	Count	73	29	44	115	40	228
	%	32.0	12.7	19.3	50.4	17.5	100
DCNII (Durol)	Count	11	5	6	8	5	24
BSNL (Rural)	%	45.8	20.8	25.0	33.3	20.8	100

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		
BSNL (Total)	Count	242	532	774		
	%	31.3	68.7	100		
BSNL (Urban)	Count	222	509	731		
	%	30.4	69.6	100		
PSNI (Pural)	Count	20	23	43		
BSNL (Rural)	%	46.5	53.5	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
BSNL (Total)	Count	220	40	180	22	0	242
	%	90.9	16.5	74.4	9.1	0.0	100
BSNL (Urban)	Count	208	40	168	14	0	222
	%	93.7	18.0	75.7	6.3	0.0	100
DCNII (Durol)	Count	12	0	12	8	0	20
BSNL (Rural)	%	60.0	0.0	60.0	40.0	0.0	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
BSNL (Total)	Count	11	9	2	0	22
	%	50.0	40.9	9.1	0.0	100
BSNL (Urban)	Count	6	6	2	0	14
	%	42.9	42.9	14.3	0.0	100
DCNII (Burol)	Count	5	3	0	0	8
BSNL (Rural)	%	62.5	37.5	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		
BSNL (Total)	Count	25	749	774		
	%	3.2	96.8	100		
BSNL (Urban)	Count	24	707	731		
	%	3.3	96.7	100		
DONII (D)	Count	1	42	43		
BSNL (Rural)	%	2.3	97.7	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		
BSNL (Total)	Count	21	4	25		
	%	84.0	16.0	100		
BSNL (Urban)	Count	20	4	24		
	%	83.3	16.7	100		
DCNII (Durol)	Count	1	0	1		
BSNL (Rural)	%	100.0	0.0	100		





21(c). What diffic	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	Others	Total
BSNL (Total)	Count	6	15	0	0	0	21
	%	28.6	71.4	0.0	0.0	0.0	100
BSNL (Urban)	Count	5	15	0	0	0	20
	%	25.0	75.0	0.0	0.0	0.0	100
DCNII (Dural)	Count	1	0	0	0	0	1
BSNL (Rural)	%	100.0	0.0	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?						charges	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	20	5	15	1	0	21
	%	95.2	23.8	71.4	4.8	0.0	100
BSNL (Urban)	Count	19	5	14	1	0	20
	%	95.0	25.0	70.0	5.0	0.0	100
DONII (D)	Count	1	0	1	0	0	1
BSNL (Rural)	%	100.0	0.0	100.0	0.0	0.0	100

OVERALL CUSTOMER SATISFACTION

Service		Overall satisfied=	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Providers		(A+B)					
BSNL (Total)	Count	524	104	420	225	25	774
, ,	%	67.7	13.4	54.3	29.1	3.2	100
BSNL (Urban)	Count	493	104	389	215	23	731
(%	67.4	14.2	53.2	29.4	3.1	100
BSNL (Rural)	Count	31	0	31	10	2	43
	%	72.1	0.0	72.1	23.3	4.7	100





24. How many persons in your house/ organization are using this Broadband connection?				
Service Providers		No. of persons (Average Numbers)		
BSNL (Total)	Count	774		
	avg. no. of persons	3.1		
BSNL (Urban)	Count	731		
	avg. no. of persons	3.2		
BSNL (Rural)	Count	43		
DOINE (INITIAL)	avg. no. of persons	2.1		

24(a). What kind of other services are you also taking from this service provider?								
Service Providers	Tric-line Mobile Other Hone Total							
BSNL (Total)	Count	530	131	102	11	774		
	%	68.5	16.9	13.2	1.4	100		
BSNL (Urban)	Count	512	115	93	11	731		
	%	70.0	15.7	12.7	1.5	100		
DON!! (D !)	Count	18	16	9	0	43		
BSNL (Rural)	%	41.9	37.2	20.9	0.0	100		

25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	355	419	774			
	%	45.9	54.1	100			
BSNL (Urban)	Count	340	391	731			
	%	46.5	53.5	100			
DCNII (D)	Count	15	28	43			
BSNL (Rural)	%	34.9	65.1	100			

26. On a scale provider?	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
BSNL (Total)	Count	2	3	15	36	65	158	185	213	96	1	774
	%	0.3	0.4	1.9	4.7	8.4	20.4	23.9	27.5	12.4	0.1	100
BSNL (Urban)	Count	1	3	13	36	61	130	178	212	96	1	731
	%	0.1	0.4	1.8	4.9	8.3	17.8	24.4	29.0	13.1	0.1	100
BSNL (Rural)	Count	1	0	2	0	4	28	7	1	0	0	43
DOINE (Ruidi)	%	2.3	0.0	4.7	0.0	9.3	65.1	16.3	2.3	0.0	0.0	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		
BSNL (Total)	Count	622	152	774		
	%	80.4	19.6	100		
BSNL (Urban)	Count	600	131	731		
	%	82.1	17.9	100		
DCNII (Durol)	Count	22	21	43		
BSNL (Rural)	%	51.2	48.8	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			
BSNL (Total)	Count	58	716	774			
	%	7.5	92.5	100			
BSNL (Urban)	Count	47	684	731			
	%	6.4	93.6	100			
DCNII (D. mal)	Count	11	32	43			
BSNL (Rural)	%	25.6	74.4	100			

29. With respect t	-	made by you	to the call cer	ntre, please s	pecify which	of these was	most
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
BSNL (Total)	Count	41	9	2	1	5	58
	%	70.7	15.5	3.4	1.7	8.6	100
BSNL (Urban)	Count	35	7	2	1	2	47
,	%	74.5	14.9	4.3	2.1	4.3	100
DONII (Davies)	Count	6	2	0	0	3	11
BSNL (Rural)	%	54.5	18.2	0.0	0.0	27.3	100



30. Did the Call	30. Did the Call Centre inform you about the action taken on your complaint?						
Service Providers		Yes	No	Total			
BSNL (Total)	Count	43	15	58			
	%	74.1	25.9	100			
BSNL (Urban)	Count	37	10	47			
	%	78.7	21.3	100			
DONII (D)	Count	6	5	11			
BSNL (Rural)	%	54.5	45.5	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
BSNL (Total)	Count	39	6	33	15	4	58
	%	67.2	10.3	56.9	25.9	6.9	100
BSNL (Urban)	Count	32	6	26	12	3	47
	%	68.1	12.8	55.3	25.5	6.4	100
DCNII (Burol)	Count	7	0	7	3	1	11
BSNL (Rural)	%	63.6	0.0	63.6	27.3	9.1	100

32. Please specify	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	Total	
BSNL (Total)	Count	8	1	0	5	5	19	
	%	42.1	5.3	0.0	26.3	26.3	100	
BSNL (Urban)	Count	6	1	0	5	3	15	
	%	40.0	6.7	0.0	33.3	20.0	100	
BSNL (Rural)	Count	2	0	0	0	2	4	
DOINE (INITIAL)	%	50.0	0.0	0.0	0.0	50.0	100	





33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint? Yes No Not applicable Total **Providers** 33 25 58 BSNL (Total) Count 56.9 43.1 0.0 100 % 29 18 0 47 BSNL (Urban) Count 0.0 100 61.7 38.3 % 7 4 0 11 Count BSNL (Rural) 36.4 0.0 100 63.6 %

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 Yes No Total Providers							
BSNL (Total)	Count	91	683	774			
	%	11.8	88.2	100			
BSNL (Urban)	Count	84	647	731			
	%	11.5	88.5	100			
DCNII (Burol)	Count	7	36	43			
BSNL (Rural)	%	16.3	83.7	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		
BSNL (Total)	Count	6	85	91		
	%	6.6	93.4	100		
BSNL (Urban)	Count	6	78	84		
	%	7.1	92.9	100		
DCML (Durol)	Count	0	7	7		
BSNL (Rural)	%	0.0	100.0	100		

34(c). Were you able to contact to the Nodal officer without difficulty?						
Service Yes No Total Providers						
BSNL (Total)	Count	6	0	6		
	%	100.0	0.0	100		
BSNL (Urban)	Count	6	0	6		
, ,	%	100.0	0.0	100		
BSNL (Rural)	Count	0	0	0		
	%	0.0	0.0	0.0		

North East Survey Report (Quarter 1)



35. Did the Noda	dal Officer intimate you about the decision taken on your complaint?					
Service Providers		Yes	No	Total		
BSNL (Total)	Count	6	0	6		
	%	100.0	0.0	100		
BSNL (Urban)	Count	6	0	6		
, ,	%	100.0	0.0	100		
DCNII (Dural)	Count	0	0	0		
BSNL (Rural)	%	0.0	0.0	0.0		

36(a). How satisf	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
BSNL (Total)	Count	6	4	2	0	0	6
	%	100.0	66.7	33.3	0.0	0.0	100
BSNL (Urban)	Count	6	4	2	0	0	6
, ,	%	100.0	66.7	33.3	0.0	0.0	100
DCNII (Durol)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0

36(b). Please sp	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
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
DCNI (Burol)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0





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
BSNL (Total)	Count	86	688	774
	%	11.1	88.9	100
BSNL (Urban)	Count	79	652	731
	%	10.8	89.2	100
BSNL (Rural)	Count	7	36	43
DOINE (Rulai)	%	16.3	83.7	100

38. Have you file	. Have you filed any appeal in the last 6 months?				
Service Providers		Yes	No	Total	
BSNL (Total)	Count	0	86	86	
	%	0.0	100.0	100.0	
BSNL (Urban)	Count	0	79	79	
, ,	%	0.0	100.0	100.0	
DCNI (Durol)	Count	0	7	7	
BSNL (Rural)	%	0.0	100.0	100.0	

39. Did you receiv	ve any acknow	ledgement?		
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
BOINE (Rulal)	%	0.0	0.0	0.0

40. Did the appell	late authority t	uthority take a decision upon your appeal within 3 months of filing the appeal?					
Service Providers		Yes	No	Appeal file d only recently	Total		
BSNL (Total)	Count	0	0	0	0		
	%	0.0	0.0	0.0	0.0		
BSNL (Urban)	Count	0	0	0	0		
	%	0.0	0.0	0.0	0.0		
DCNII (Durol)	Count	0	0	0	0		
BSNL (Rural)	%	0.0	0.0	0.0	0.0		



North East Survey Report (Quarter 1)



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
BSNL (Total)	Count	494	63	217	774
	%	63.8	8.1	28.0	100
BSNL (Urban)	Count	489	37	205	731
	%	66.9	5.1	28.0	100
BSNL (Rural)	Count	5	26	12	43
BOINE (Ruidi)	%	11.6	60.5	27.9	100



		_																
											S.	No	В	W				
Date of	Intervie	w:	D	D	M	M	Y	Y	Y	Y								
Circle	:	[1] Assan	n				[2]	Rest	of No	rth Ea	ıst	[3]	Bihar	& Jha	ırkhan	ıd		
		[4] Rest of	of We	st Ben	igal		[5]	Oriss	sa			[6]	Kolka	ta				

CUSTOMER SATISFACTION SURVEY - BASIC WIRE-LINE (LANDLINE) QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from MDRA, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of TRAI (Telecom Regulatory Authority of India), a body set up by the Government of India, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S:

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

S1.1.	Which basic wire-line	(Landline) service provider [2] BSNL	r are you usir [3] Reliance	•	? [SINGLE RES [4] Tata	SPONSE]
	[IF ANY OPTION I	S TICKED ABOVE, THEN	CONTINUE	ELSE TER	MINATE THE I	NTERVIEW]
S1.2.	Name:					
S1.3.	Record Gender:	[1] Male	[2] Female			
S1.4.	Age (in years): [1] Less than 25		[2] 25 - 34	[3] 35 -	44	[4] More than 45
S1.5.	Please tell me your occupation: [1] Service [2] Business/Self Employed		[3] Student STD Code			[5] Retired
S1.6.	Telephone Number (W	Tith STD Code):				
S1.7.	Record Usage Type:	[1] Residential	[2] Commer	rcial		
S1.8.	Record Area:	[1] Rural	[2] Urban			
S1.9.	Connection Type:	[1] Postpaid	[2] Prepaid			
S1.10.	Record State/UT/City:	[1] Andaman & Nicobar[5] Jharkhand[9] Mizoram[13] Tripura	[2] Arunach[6] Kolkata[10] Nagala[14] West B	nd	[3] Assam [7] Manipur [11] Orissa	[4] Bihar [8] Meghalaya [12] Sikkim
S1.11.	Record District Name:					
S1.12.	Address:					
S1.13.	Record Name of SDCA	:				
S1.14.	Record Name of Excha	nnge:				

[1] Telephonic

[2] Face-to-face

S1.15. Record Mode of interview:





Α.	SERVICE PROVISION				
1(a)	Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes [2] No [SKIP TO SECTION B]			
	In case you have taken a telephone connection in the last 6	[4] Very satisfied [3] Satisfied			
1 (b)	months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?	[2] Dissatisfied [1] Very Dissatisfied			
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes [2] No			
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied			
В.	BILLING RELATED - ONLY FOR POSTPAID CUSTOM (A))	MERS (FOR PRE-PAID CUSTOMERS GO TO Q 10			
	How satisfied are you with the time taken to deliver your	[4] Very satisfied [3] Satisfied			
4	bills?	[2] Dissatisfied [1] Very Dissatisfied			
	How satisfied are you with the accuracy & completeness of	[4] Very satisfied [3] Satisfied			
5(a)	the bills?	[2] Dissatisfied [1] Very Dissatisfied			
		[1] Charges not as per tariff plan subscribed			
		[2] Tariff plan changed without information			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]	[3] Charged for value added services not subscribed			
5(b)		[4] Charged for calls/services not made/used			
	Please specify the reason(s) for your dissatisfaction.	[5] Details like item-wise charges are not provided			
	[MULTIPLE CODE]	[6] Calculations are not clear			
		[7] Others (please specify)			
6	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q 8]			
	How satisfied are you with the process of resolution of billing	[4] Very satisfied [3] Satisfied			
7	complaints?	[2] Dissatisfied [1] Very Dissatisfied			
	How satisfied are you with the clarity of the bills sent by your	[4] Very satisfied [3] Satisfied			
8	service provider in terms of transparency and understandability?	[2] Dissatisfied [1] Very Dissatisfied			
		[1] Difficult to read the bill			
	(ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN	[2] Difficult to understand the language			
9	Q(8)	[3] Calculations not clear			
9	Please specify the reason(s) for your dissatisfaction.	[4] Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given			
	[MULTIPLE CODE]	[5] Others (please specify)			
ONLY	FOR PREPAID CUSTOMERS				
10 ()	How satisfied are you with the charges deducted for every	[4] Very satisfied [3] Satisfied			
10 (a)	call i.e. amount deducted on every usage?	[2] Dissatisfied [1] Very Dissatisfied			





	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN	[1] Charges not as per tariff plan subscribed				
	Q10(A)]	[2] Tariff plan changed without information				
10 (b)	Please specify the reason(s) for your dissatisfaction.	[3] Charged for value added services not subscribed				
	[MULTIPLE CODE]	[4] Charged for calls/services not made/used				
		[5] Others (please specify)				
	Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q10(E)]				
	How satisfied are you with the resolution of such billing	[4] Very satisfied [3] Satisfied				
	complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	[2] Dissatisfied [1] Very Dissatisfied				
,	How satisfied are you with the ease of recharging process and	[4] Very satisfied [3] Satisfied				
	the transparency of recharge offer?	[2] Dissatisfied [1] Very Dissatisfied				
		[1] Lack of complete information about the offer				
1	[ASK Q 10(F) ONLY IF 1 OR 2 IS CODED IN Q 10 (E)]	[2] Charges/Services not as per the offer				
10.75	Please specify the reason(s) for your dissatisfaction.	[3] Delay in activation of recharge				
10 (f)	[MULTIPLE CODE]	[4] Non availability of all denomination recharge coupons				
		[5] Others (please specify)				
C.	HELP SERVICES/CUSTOMER CARE INCLUDING CU	STOMER GRIEVANCE REDRESSAL				
	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes [2] No [IF NO, GO TO Q16]				
	How satisfied are you with the ease of access of call	[4] Very satisfied [3] Satisfied				
	centre/customer care or helpline?	[2] Dissatisfied [1] Very Dissatisfied				
	How satisfied are you with the ease of getting an option for	[4] Very satisfied [3] Satisfied				
	"talking to a customer care executive"?	[2] Dissatisfied [1] Very Dissatisfied				
1	How satisfied are you with the response time taken to answer	[4] Very satisfied [3] Satisfied				
	your call by a customer care executive?	[2] Dissatisfied [1] Very Dissatisfied				
]	How satisfied are you with the problem solving ability of the	[4] Very satisfied [3] Satisfied				
14	customer care executive(s)?	[2] Dissatisfied [1] Very Dissatisfied				
]	How satisfied are you with the time taken by call	[4] Very satisfied [3] Satisfied				
15	centre/customer care /helpline to resolve your complaint?	[2] Dissatisfied [1] Very Dissatisfied				
	NETWORK PERFORMANCE, RELIABILITY AND AVA	1				
D.		1 1 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
1.	How satisfied are you with the availability of working	[4] Very satisfied [3] Satisfied				
1.	How satisfied are you with the availability of working telephone (dial tone)?	[2] Dissatisfied [1] Very Dissatisfied				
16						
16	telephone (dial tone)?	[2] Dissatisfied [1] Very Dissatisfied				
16	telephone (dial tone)? How satisfied are you with the ability to make or receive	[2] Dissatisfied [1] Very Dissatisfied [4] Very satisfied [3] Satisfied				





Е.	MAINTAINADH ITV (EAH T DEDAID)		
L ₀	MAINTAINABILITY (FAULT REPAIR)	[1] Nil [GO TO Q22]	[2] One time
19	How many times has your telephone connection required repair in the last 6 months?	[3] 2-3 times	[4] More than 3 times
		[1] 1 day	[2] 2-3 days
20	How long did it take generally for repairing the fault after lodging a complaint?	[3] 4-7 days	[4] More than 7 days
		[4] Very satisfied	[3] Satisfied
21	How satisfied are you with the fault repair service?	[2] Dissatisfied	[1] Very Dissatisfied
F.	SUPPLEMENTARY SERVICES AND VALUE ADDED S	ERVICES	
22	Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	[1] Yes [2] No	[IF NO, GO TO Q25]
	However first and an arrangement of the signal and	[4] Very satisfied	[3] Satisfied
23	How satisfied are you with the quality of the supplementary services / value added service provided?	[2] Dissatisfied	[1] Very Dissatisfied
	How satisfied are you with the process of activating value	[4] Very satisfied	[3] Satisfied
24(a)	added services or the process of unsubscribing?	[2] Dissatisfied	[1] Very Dissatisfied
24(b)		[1] Not informed of char	ges
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN	[2] Activated without con	nsent
	24(A)]	[3] Not informed about to	oll free number for
	Please tell me the reasons for your dissatisfaction.	unsubscribing	`
		[4] Others, (specify)
25	In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	[1] Yes [2] No	[IF NO, GO TO Q26(A)]
25(a)	How satisfied are you with the resolution of your complaint	[4] Very satisfied	[3] Satisfied
25(u)	for deactivation of VAS?	[2] Dissatisfied	[1] Very Dissatisfied
G.	OVERALL CUSTOMER SATISFACTION	543.77	523.67.4.99.4
26(a)	How satisfied are you with the overall quality of your	[4] Very satisfied	[3] Satisfied
20(a)	telephone service?	[2] Dissatisfied	[1] Very Dissatisfied
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN	1	
26(b)	Q26(A)	2	
	Please specify the reason(s) for your dissatisfaction	3	
H.	GENERAL INFORMATION		
27	What kind of other services are you also taking from this	[1] Broadband	[2] Mobile
	service provider?	[3] Other, Specify	
	[MULTIPLE CODE]	[5] Guier, speerly	
28(a)	Have you terminated a telephone connection that you had in the last 6 month?	[1] Yes [2] No	[IF NO, GO TO Q30]
28(b)	If Yes, Please name your service provider? [1] Airtel [2] BSNL [3] Relia	nce [4] Tat	a
		[1] 1 day	[2] 2-3 days
29	How many days were taken for termination of your telephone connection?	-	
	Connection.	[3] 4-7 days	[4] More than 7 days





30	Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	[1] Yes [2] No				
31	Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q33]				
32(a)	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q33]				
32(b)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	[4] Stopped receiving [3] Considerable decrease [2] Slight decrease [1] No change				
	[ASK Q32(C) ONLY IF 3 OR 2 OR 1 CODED IN Q 32 (B)]					
32(c)	Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	[1] Yes [2] No [IF NO, GO TO Q33]				
32(d)	If Yes, then indicate whether	 [1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint 				
		[4] Difficult to lodge the complaint				
		[4] Difficult to loage the complaint				
33	On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?					
Ç	UESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTA CONSUMERS PROTECTION AND REDRESSAL OI					
34(a)	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	[1] Yes [2] No				
34(b)	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes [2] No [IF NO, GO TO Q38]				
		[1] Complaint was registered and docket number received				
	With respect to complaint made by you to the call centre,	[2] Complaint was registered and docket number not received				
35	please specify which of these was most applicable to you? (SINGLE CODE)	[3] Complaint was registered and docket number provided on request				
		[4] Complaint was registered and docket number not provided even on request				
		[5] Refused to register the complaint				
36	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes [2] No				
37	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable				
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?	[1] Yes [2] No [IF NO, GO TO Q43]				
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?	[1] Yes [2] No [IF NO, GO TO Q43]				







39(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes [2] No
40	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes [2] No
41	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
42	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q41] Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]	[1] Difficult to connect to the Nodal Officer [2] Nodal Officer not polite/courteous [3] Nodal Officer not equipped with adequate information [4] Time taken by Nodal Officer for redressal of complaint is too long [5] Nodal Officer was unable to understand the problem [6] Others (please
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?	[1] Yes [2] No [IF NO, GO TO Q47]
44	Have you filed any appeal in last 6 months?	[1] Yes [2] No [IF NO, GO TO Q47]
45	Did you receive any acknowledgement?	[1] Yes [2] No
46	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes [2] No [3] Appeal filed only recently
[Q47 T	O Q49 ARE FOR PREPAID CUSTOMERS ONLY]	
47	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes [2] No [IF NO, GO TO Q50]
48	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes [2] No [IF NO, GO TO Q50]
49	What were the reason(s) for denying your request? [MULTIPLE CODE]	[1] No reason given [2] Technical problem [3] Others (specify)
50	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"	[1] Yes [2] No [3] Do not remember
Name of	the interviewer :	Date:
Name of	the scrutinizer :	Date:
Back-che	eck done by :	Date of back-check:
Name of	Operation Manager :	

[4] Rest of West Bengal

[5] Orissa



D 4 61 4										S. No	C	M					
Date of Inte	erview:	D	D	M	M	Y	Y	Y	Y						-		
Circle :	[1] Assar	m				[2]	Rest	of No	rth Ea	st [3]	Bihar	& Jha	rkhan	d			

CUSTOMER SATISFACTION SURVEY - CELLULAR MOBILE TELEPHONE QUESTIONNAIRE

[6] Kolkata

Good morning/ afternoon/ evening. I am from MDRA, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of TRAI (Telecom Regulatory Authority of India), a body set up by the Government of India, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

COULD YOU PLEASE SIGN HERE.WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S:

S1.1.	Which mobile phone or [1] Aircel [5] Idea [9] Reliance Telecom [13] Videocon	fixed wireless phone (FW [2] Airtel [6] Loop Mobile [10] S Tel [14] Vodafone	P) service provider are y [3] BSNL [7] MTS [11] Tata	[4] Cheers Mobile [8] Reliance Comm. [12] Uninor					
S1.2.	Name:								
S1.3.	Record Gender:	[1] Male	[2] Female						
S1.4.	Age (in years):	[1] Less than 25	[2] 25-34	[3] 35-44	[4] More than 45				
S1.5.	Please tell me your occu [1] Service [2] Bus	pation: iness/Self Employed	[3] Student [4] Ho	usewife	[5] Retired				
51.6.	Mobile/ Fixed Wireless	Phone (FWP) Number:	0						
S1.7.	Record Usage Type:	[1] Residential	[2] Commercial						
S1.8.	Record Area:	[1] Rural	[2] Urban						
51.9.	Connection Type:	[1] Postpaid	[2] Prepaid						
51.10.	Type:	[1] GSM	[2] CDMA						
51.11.	Record State/UT/City:	[1] Andaman & Nicobar[5] Jharkhand[9] Mizoram[13] Tripura	[2] Arunachal Pradesh[6] Kolkata[10] Nagaland[14] West Bengal	[3] Assam [7] Manipur [11] Orissa	[4] Bihar [8] Meghalaya [12] Sikkim				
S1.12.	Record District Name:								
S1.13.	Address:								





Α.	SERVICE PROVISION					
1	How satisfied are you with the process and time taken	[4] Very Satisfied [3] Satisfied				
	to activate the mobile connection, after you applied and completed all formalities?	[2] Dissatisfied [1] Very Dissatisfied				
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes [2] No				
3	How satisfied are you with the ease of understanding	[4] Very Satisfied [3] Satisfied				
	or with provision of all relevant information related to tariff plans & charges?	[2] Dissatisfied [1] Very Dissatisfied				
В.	BILLING RELATED - PREPAID CUSTOMERS (F					
D.		[4] Very Satisfied [3] Satisfied				
4(a)	How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	[2] Dissatisfied [1] Very Dissatisfied				
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q4(a)]	[1] Charges not as per tariff plan subscribed[2] Tariff plan changed without information				
4(b)	2 (0)	[3] Charged for value added services not subscribed				
4(0)	Please specify the reason(s) for your dissatisfaction.					
		[4] Charged for calls/services not made/used				
	[MULTIPLE CODE]	[5] Others (please specify)				
	Have you made any complaint related to					
5(a)	charging/credit/ waiver/ validity/ adjustments in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q 5(c)]				
5(b)	How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of	[4] Very Satisfied [3] Satisfied				
3(0)	excess charges on account of such resolution of complaints?	[2] Dissatisfied [1] Very Dissatisfied				
	How satisfied are you with the ease of recharging	[4] Very Satisfied [3] Satisfied				
5(c)	process and the transparency of recharge offer?	[2] Dissatisfied [1] Very Dissatisfied				
	LACK THIS OLIECTION ONLY IS 1 OR 2 IS	[1] Lack of complete information about the offer				
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 5(c)]	[2] Charges/Services not as per the offer				
5(d)	Please specify the reason(s) for your dissatisfaction.	[3] Delay in activation of recharge				
	IMULTINI E CONFI	[4] Non availability of all denomination recharge coupon				
	[MULTIPLE CODE]	[5] Others (please specify)				
5(e)	Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	[1] Yes [2] No				
C.	BILLING RELATED - POSTPAID CUSTOMERS					
		[4] Very Satisfied [3] Satisfied				
6	How satisfied are you with the time taken to deliver your bills?	[2] Dissatisfied [1] Very Dissatisfied				
	How satisfied are you with the clarity of the bills	[4] Very Satisfied [3] Satisfied				
7(a)	issued by your service provider in terms of transparency and understandability?	[2] Dissatisfied [1] Very Dissatisfied				
		[1] Difficult to read the bill				
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 7(a)]	[2] Difficult to understand the language				
	1.12	[3] Calculation not clear				
7(b)	Please specify the reason(s) for your dissatisfaction.	[4] Item-wise charges like total minutes of usage of local, STD,				
	[MULTIPLE CODE]	ISD calls and charges thereon not given				
		[5] Others (please specify)				
	1					





		[4] Very Satisfied	[3] Satisfied					
8(a)	How satisfied are you with the accuracy & completeness of the bills?	[2] Dissatisfied	[1] Very Dissatisfied					
		[1] Charges not as per tariff plan subscribed						
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q8(a)]	[2] Tariff plan changed without information						
		[3] Charged for value added services not subscribed						
8(b)	Please specify the reason(s) for your dissatisfaction.	[4] Charged for calls/services not made/used						
	[MULTIPLE CODE]	[5] Calculations are not clear						
		[6] Others (please specify)						
9(a)	Have you made any billing related complaints in the	[1] Yes [2] N	No [IF NO, GO TO Q10]					
) (u)	last 6 months?	[4] Very Satisfied	[3] Satisfied					
9(b)	How satisfied are you with the process of resolution of	•						
)(0)	billing complaints?	[2] Dissatisfied	[1] Very Dissatisfied					
D.	HELP SERVICES/CUSTOMER CARE INCLUDIN	G CUSTOMER GRIE	VANCE REDRESSAL					
10	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes [2] N	No <i>[IF NO, GO TO Q16]</i>					
		[4] Very Satisfied	[3] Satisfied					
11	How satisfied are you with the ease of access of call centre/customer care or helpline?	[2] Dissatisfied	[1] Very Dissatisfied					
		[4] Very Satisfied	[3] Satisfied					
12	How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	[2] Dissatisfied	[1] Very Dissatisfied					
	II actic Gd. account the state of the	[4] Very Satisfied	[3] Satisfied					
13	How satisfied are you with the response time taken to answer your call by a customer care executive?	[2] Dissatisfied	[1] Very Dissatisfied					
		[4] Very Satisfied	[3] Satisfied					
14	How satisfied are you with the problem solving ability of the customer care executive(s)?	[2] Dissatisfied	[1] Very Dissatisfied					
	How satisfied are you with the time taken by call	[4] Very Satisfied	[3] Satisfied					
15	centre/customer care /helpline to resolve your complaint?	[2] Dissatisfied	[1] Very Dissatisfied					
Е.	NETWORK PERFORMANCE, RELIABILITY AND							
1.	How satisfied are you with the availability of signal of	[4] Very Satisfied	[3] Satisfied					
16	your service provider in your locality?	[2] Dissatisfied	[1] Very Dissatisfied					
	How satisfied are you with the ability to make or	[4] Very Satisfied	[3] Satisfied					
17	receive calls easily?	[2] Dissatisfied	[1] Very Dissatisfied					
		[4] Never	[3] Occasionally					
18	How often does your call drop during conversation?	[2] Frequently	[1] Very Frequently					
		[4] Very Satisfied	[3] Satisfied					
19	How satisfied are you with the voice quality?	[2] Dissatisfied	[1] Very Dissatisfied					
19	now saustied are you with the voice quality?	[2] Dissatisfied	[1] Very Dissatisfied					





F.	MAINTAINABILITY (FAULT REPAIR)					
		[4] Never	[3] Occasionally			
20	How often do you face signal problems?	[2] Frequently	[1] Very Frequently			
		[4] Very Satisfied	[3] Satisfied			
21	How satisfied are you with the availability of signal in your area?	[2] Dissatisfied	[1] Very Dissatisfied			
		[4] Very Satisfied	[3] Satisfied			
22	How satisfied are you with the restoration of network (signal) problems?	[2] Dissatisfied	[1] Very Dissatisfied			
G.	SUPPLEMENTARY SERVICES AND VALUE AD	DED 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?	[1] Yes [2] No	[IF NO, GO TO Q26]			
	How satisfied are you with the quality of the	[4] Very Satisfied	[3] Satisfied			
24	supplementary services / value added service provided?	[2] Dissatisfied	[1] Very Dissatisfied			
	How satisfied are you with the process of activating	[4] Very Satisfied	[3] Satisfied			
25(a)	value added services or the process of unsubscribing?	[2] Dissatisfied	[1] Very Dissatisfied			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[1] Not informed of charg	ges			
25/1	CODED IN Q25(a)]	[2] Activated without con	asent			
25(b)	Please tell me the reasons for your dissatisfaction.	[3] Not informed about to	oll free number for unsubscribing			
	[MULTIPLE CODE]	[4] Others (please specify)			
26	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	[1] Yes [2] No	[IF NO, GO TO Q29(a)]			
27	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes [2] No	[IF NO, GO TO Q29(a)]			
		[1] None				
		[2] Delay in deactivation resulting in repeat complaints				
28(a)	What difficulties have you faced while deactivating	[3] Customer care refused	d to register the complaint			
	of such services and refund of charges levied?	[4] Not aware of whom to	contact			
		[5] Others (please specify	r)			
	How satisfied are you with the resolution of your	[4] Very Satisfied	[3] Satisfied			
28(b)	complaint for deactivation of VAS and refund of charges levied?	[2] Dissatisfied	[1] Very Dissatisfied			
H.	OVERALL CUSTOMER SATISFACTION					
2043	How satisfied are you with the overall quality of	[4] Very Satisfied	[3] Satisfied			
29(a)	your mobile service?	[2] Dissatisfied	[1] Very Dissatisfied			
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	1				
29(b)	CODED IN Q29(a)]					
	Please specify the reason(s) for your dissatisfaction					
	<u> </u>	3				





I.	GENERAL INFORMATION	
20	What kind of other services are you also taking from	[1] Broadband [2] Wireline
30	this service provider?	[3] Other, Specify [4] None
31	Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q34(a)]
32	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q34(a)]
33(a)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even	[4] Stopped receiving [3] Considerable decrease
33(b)	after registering? [ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 33 (A)] Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	[2] Slight decrease [1] No change [1] Yes [2] No [IF NO, GO TO Q34(a)]
33(c)	If Yes, then indicate whether	 [1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint
34(a)	Are you aware of facility by which you can change your service provider without changing your mobile number?	[1] Yes [2] No [IF NO, GO TO Q35]
34(b)	Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?	[1] Yes [2] No [IF NO, GO TO Q35]
34(c)	When did you get 'Unique Porting Code' from your existing service provider?	[1] Within 5 min [2] After 5 to 10 min [3] After 10 min [4] Never
34(d)	If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
35	On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?	[-]
Q		MENTATION AND EFFECTIVENESS OF TELECOM SAL OF GRIEVANCES REGULATIONS, 2007
36	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	
37	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes [2] No [IF NO, GO TO Q41]
38	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (SINGLE CODE)	 [1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint





39	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes	[2] No	
40	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes	[2] No	[3] Not Applicable
41	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	[1] Yes	[2] No	[IF NO, GO TO Q46]
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?	[1] Yes	[2] No	[IF NO, GO TO Q46]
42(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes	[2] No	
43	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes	[2] No	
44	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Sa [2] Dissatis	sfied	[3] Satisfied [1] Very Dissatisfied
45	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q44 ELSE GO TO Q46] Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]	[2] Nodal C [3] Nodal C [4] Time ta too long [5] Nodal C	Officer not polite Officer not equip ken by Nodal O	he Nodal Officer e/courteous eped with adequate information fficer for redressal of complaint is ele to understand the problem
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?	[1] Yes	[2] No	[IF NO, GO TO Q50]
47	Have you filed any appeal in last 6 months?	[1] Yes	[2] No	[IF NO, GO TO Q50]
48	Did you receive any acknowledgement?	[1] Yes	[2] No	
49	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes	[2] No	[3] Appeal filed only recently
[O50 T	O Q52 ARE FOR PREPAID CUSTOMERS ONLY			
50	Are you aware that a prepaid customer can get itemwise usage charge details, on request?	[1] Yes	[2] No	[IF NO, GO TO Q53]
51	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No	[IF NO, GO TO Q53]
52	What were the reason(s) for denying your request? [MULTIPLE CODE]		_	Technical problem
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?	[1] Yes	[2] No	
Name of t	the interviewer :		Date	:
Name of t	the scrutinizer :		Date	:
Back-ched	ck done by :		Date of back-	check:
Nome of (Operation Manager			

S1.1.

Which broadband service provider are you using currently?



	_															
D. C.										S. No	В	В				
Date of Intervie	w: -	D	D	M	M	Y	Y	Y	Y							
Circle :	[1] Assam [4] Rest of		st Ben	gal			Rest of Oriss		rth Eas		Bihar Kolka		rkhan	d		

CUSTOMER SATISFACTION SURVEY - BROADBAND QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from MDRA, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of TRAI (Telecom Regulatory Authority of India), a body set up by the Government of India, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

[SINGLE RESPONSE]

	[1] Airtel [6] Reliance	[2] Alliance [7] Sify	[8] Tata Com	[4] Hugnes [9] Tikona	[5] Oi	rtel	
	[IF ANY OPT	TION IS TICKE	ED ABOVE, THEN	CONTINUE E	ELSE TER	RMINATE THE IN	TERVIEW]
1.2.	Name:						
1.3.	Record Gender:	[1] M	ale	[2] Female			
1.4.	Age (in years):	[1] Le	ess than 25	[2] 25 - 34	[3] 35	5 - 44	[4] More than 45
51.5.	Please tell me yo	-	: usiness/Self Employ STD Code		tudent e Number	[4] Housewife	[5] Retired
51.6.	Telephone Num	ber (With STD	Code):				
1.7.	E-mail:						
1.8.	Record Usage T	ype: [1] Re	esidential	[2] Commerci	al		
1.9.	Record Area:	[1] Rı	ıral	[2] Urban			
1.10.	Connection Typ	e: [1] Po	ostpaid	[2] Prepaid			
1.11.	Record State/UT	[5] Jh [9] M	ndaman & Nicobar arkhand izoram Fripura	[2] Arunachal [6] Kolkata [10] Nagaland [14] West Ber	l	[3] Assam [7] Manipur [11] Orissa	
1.12.	Record District	Name:					
1.13.	Address:						
1.14.	Record Name of	f SDCA [IN CA	SE OF BSNLJ:				
1.15.	Record Name of	f Exchange [IN	CASE OF BSNLJ:	•			
1.16	Record Name of	f the POP [IN (CASE OF PRIVATA	E SERVICE PI	ROVIDER	8]:	
S1.17.	Record Mode of	interview:	[1] Face-to-face	e [2] E	mail	[3] Web/ Online	<u>.</u>





A	CEDVICE PROVICION	
A.	SERVICE PROVISION	[1] More than 7 to 15 days ago
1(a)		[2] More than 15 to 30 days ago
	When did you last apply for a broadband connection?	[3] More than 30 days ago
		, ,
1 (b)	After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	[1] Within 7 working days
		[2] More than 7 working days
2	How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	[4] Very Satisfied [3] Satisfied
		[2] Dissatisfied [1] Very Dissatisfied
	In case your connection was temporarily suspended due	[1] Within 24 hrs [2] 2-3 days
3	to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the	[3] 4-7 days [4] more than 7 days
	payment?	[5] Not Applicable
В.	BILLING RELATED - ONLY FOR POSTPAID CUST	OMERS (FOR PREPAID CUSTOMERS GO TO
	Q9(A))	[4] Very Satisfied [3] Satisfied
4	How satisfied are you with the timely delivery of bills?	[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the clarity of the bills issued	[4] Very Satisfied [3] Satisfied
5(a)	by your service provider in terms of transparency and	[2] Dissatisfied [1] Very Dissatisfied
	understandability?	[1] Difficult to read the bills
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]	[2] Difficult to understand the language
		[3] Calculations not clear
5(b)	Please specify the reason(s) for your dissatisfaction.	[4] Item-wise charges like total minutes of usage not
	[MULTIPLE CODE]	given
		[5] Others (please specify)
	How satisfied are you with the accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied
6(a)		[2] Dissatisfied [1] Very Dissatisfied
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[1] Charges not as per tariff plan subscribed
	[ASKTHIS QUESTION ONLT IF TOK 213 CODED $[IN Q6(A)]$	[2] Tariff plan changed without information
6(b)	Please specify the reason(s) for your dissatisfaction.	[3] Charged for value added services not subscribed
	[MULTIPLE CODE]	[4] Charged for services not used
		[5] Others (please specify)
	Have you made any billing related complaints in the last	
7	6 months?	[1] Yes [2] No [IF NO, GO TO Q 10]
_	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of	[4] Very Satisfied [3] Satisfied
8	excess charges on account of such resolution of	[2] Dissatisfied [1] Very Dissatisfied
RILLING	complaints? G RELATED - ONLY FOR PREPAID CUSTOMERS	
	How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	[4] Very Satisfied [3] Satisfied
9 (a)		[2] Dissatisfied [1] Very Dissatisfied
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q9(A)]	[1] Charges not as per tariff plan subscribed
9 (b)		[2] Tariff plan changed without information
		[3] Charged for value added services not subscribed
	Please specify the reason(s) for your dissatisfaction.	[4] Charged for services not used
	[MULTIPLE CODE]	[5] Others (please specify)
		[-] (Premos Speed)





9 (c)	Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q 10]
	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of	[4] Very Satisfied [3] Satisfied
9 (d)	excess charges on account of such resolution of	[2] Dissatisfied [1] Very Dissatisfied
<u> </u>	complaints?	CHICKOMED CDIEVANCE DEDDECCAI
C.	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?	[1] Yes [2] No [IF NO, GO TO Q 15]
11(a)	How satisfied are you with the ease of access of call centre/customer care or helpline?	[4] Very Satisfied [3] Satisfied
		[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	[4] Very Satisfied [3] Satisfied
11(b)		[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the response time taken to answer your call by a customer care executive?	[4] Very Satisfied [3] Satisfied
12		[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the problem solving ability of	[4] Very Satisfied [3] Satisfied
13	the customer care executive(s)?	[2] Dissatisfied [1] Very Dissatisfied
	How satisfied are you with the time taken by call	[4] Very Satisfied [3] Satisfied
14	centre/customer care /helpline to resolve your complaint?	[2] Dissatisfied [1] Very Dissatisfied
D.	NETWORK PERFORMANCE, RELIABILITY AND A	AVAILABILITY
1.5	How satisfied are you with the speed of Broadband	[4] Very Satisfied [3] Satisfied
15	connection?	[2] Dissatisfied [1] Very Dissatisfied
1.0	How satisfied are you with the amount of time for which	[4] Very Satisfied [3] Satisfied
16	service is up and working?	[2] Dissatisfied [1] Very Dissatisfied
E.	MAINTAINABILITY (FAULT REPAIR)	
		[1] Never [2] Occasionally
17	How often do you face a problem with your Broadband connection?	[3] Frequently [4] Very frequently
	Connection:	[IF CODED 1 AND 2 GO TO Q 20(A), SECTION F.]
	[ASK THIS QUESTION ONLY IF 3 OR 4 IS CODED IN Q17]	[1] Problem was related to my computer hardware/ software
18	What was the broadband connection problem faced by you in last 6 months related to, please specify?	[2] Problem was related to the broadband connection& modem provided by service provider
	you in fast o months ferated to, please specify?	[4] Very Satisfied [3] Satisfied
19	How satisfied are you with the time taken for restoration of broadband connection?	[2] Dissatisfied [1] Very Dissatisfied
F.	SUPPLEMENTARY SERVICES AND VALUE ADDE	•
£ •		
20(a)	Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	[1] Yes [2] No [IF NO, GO TO Q21A]
	How satisfied are you with the process of activating value added services or the process of unsubscribing?	[4] Very Satisfied [3] Satisfied
20(b)		[2] Dissatisfied [1] Very Dissatisfied
	[ASK THIS OUESTION ONLY IF 1 OP 2 IS CODED	[1] Not informed of charges
	[ASK THIS OUESTION ONLY IF 1 OR 2 IS CODED	_
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 20(B)]	[2] Activated without consent
20(c)	IN 20(B)]	[2] Activated without consent[3] Not informed about toll free number for unsubscribing
20(c)		

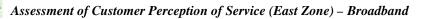


21(a)	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	[1] Yes [2] No [IF NO, GO TO Q23A]
21(b)	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes [2] No [IF NO, GO TO Q23A]
		[1] None
		[2] Delay in deactivation resulting in repeat complaints
21(c)	What difficulties you have faced while deactivating of such services and refund of charges levied?	[3] Customer care refused to register the complaint
		[4] Not aware of whom to contact
		[5] Others (please specify)
22	How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges	[4] Very Satisfied [3] Satisfied
	levied?	[2] Dissatisfied [1] Very Dissatisfied
G.	OVERALL CUSTOMER SATISFACTION	
23(a)	How satisfied are you with the overall quality of your Broadband service?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
		[2] Dissaustied [1] Very Dissaustied
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q23(A)]	1
	Please specify the reason(s) for your dissatisfaction	2
23(b)	rease specify the reason(s) for your dissaustration	
		3
		J
Н.	GENERAL INFORMATION	
H. 24	GENERAL INFORMATION How many persons in your house/ organization are using this Broadband connection?	
24	How many persons in your house/ organization are using	[1] Wireline [2] Mobile
	How many persons in your house/ organization are using this Broadband connection?	
24	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this	[1] Wireline [2] Mobile
24	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the broadband connection speed provided by your service	[1] Wireline [2] Mobile
24 24(a)	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the	[1] Wireline [2] Mobile [3] Other, Specify [4] None
24 24(a) 25	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1"	[1] Wireline [2] Mobile [3] Other, Specify [4] None
24 24(a) 25 26	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?	[1] Wireline [2] Mobile [3] Other, Specify [4] None [1] Yes [2] No
24 24(a) 25 26	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1"	[1] Wireline [2] Mobile [3] Other, Specify [4] None [1] Yes [2] No
24 24(a) 25 26	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider? JESTIONNAIRE FOR ASSESSMENT OF IMPLEMENT	[1] Wireline [2] Mobile [3] Other, Specify [4] None [1] Yes [2] No
24 24(a) 25 26	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider? JESTIONNAIRE FOR ASSESSMENT OF IMPLEMENT CONSUMERS PROTECTION AND REDRESSAL of the your aware of the call centre telephone number of your broadband service provider for making complaints/	[1] Wireline [2] Mobile [3] Other, Specify [4] None [1] Yes [2] No
24 24(a) 25 26 QU	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider? JESTIONNAIRE FOR ASSESSMENT OF IMPLEMENT CONSUMERS PROTECTION AND REDRESSAL of the control of the call centre telephone number of	[1] Wireline [2] Mobile [3] Other, Specify [4] None [1] Yes [2] No FATION AND EFFECTIVENESS OF TELECOM OF GRIEVANCES REGULATIONS, 2007
24 24(a) 25 26 QU	How many persons in your house/ organization are using this Broadband connection? What kind of other services are you also taking from this service provider? Are you aware of the facility for measuring the broadband connection speed provided by your service provider? On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider? JESTIONNAIRE FOR ASSESSMENT OF IMPLEMENT CONSUMERS PROTECTION AND REDRESSAL of the your aware of the call centre telephone number of your broadband service provider for making complaints/	[1] Wireline [2] Mobile [3] Other, Specify [4] None [1] Yes [2] No FATION AND EFFECTIVENESS OF TELECOM OF GRIEVANCES REGULATIONS, 2007





		[1] Complaint was registered and docket number received
		[2] Complaint was registered and docket number not
	With respect to complaint made by you to the call centre,	received
	please specify which of these was most applicable to	[3] Complaint was registered and docket number provided
29	you?	on request
	[SINGLE CODE]	[4] Complaint was registered and docket number not
		provided even on request
		[5] Refused to register the complaint
30	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes [2] No
	How satisfied are you with the system of resolving of	[4] Very satisfied [3] Satisfied
31	your complaints by call centre/customer care/ helpline?	[2] Dissatisfied [1] Very Dissatisfied
		[1] Difficult to connect to call centre executive
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[2] Customer care executive not polite/courteous
	IN Q 31] Please specify the reason(s) for your dissatisfaction.	[3] Customer care executive not equipped with adequate information
32		[4] Time taken by call centre for redressal of complaint is too long
	[MULTIPLE CODE]	[5] Customer care executive was unable to understand the problem
		[6] Others (please specify)
	Was your billing/ charging complaint resolved	
33	satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable
	In case the complaint has not been resolved by the call	
34(a)	centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	[1] Yes [2] No [IF NO, GO TO Q37]
	Have you ever made a complaint to the Nodal Officer	
34(b)	regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	[1] Yes [2] No [IF NO, GO TO Q37]
244	Were you able to contact to the Nodal officer without	
34(c)	difficulty?	[1] Yes [2] No
35	Did the Nodal Officer intimate you about the decision	[1] Yes [2] No
	taken on your complaint? How satisfied are you with the redressal of the complaint	[4] Very Satisfied [3] Satisfied
36(a)	by the Nodal Officer?	[2] Dissatisfied [1] Very Dissatisfied
		[1] Difficult to connect to the Nodal Officer
36(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[2] Nodal Officer not polite/courteous
	[ASK THIS QUESTION ONLY IF TOK 21S CODED IN Q36(A)]	[3] Nodal Officer not equipped with adequate information
	Please specify the reason(s) for your dissatisfaction.	[4] Time taken by Nodal Officer for redressal of complaint is too long
	[MULTIPLE CODE]	[5] Nodal Officer was unable to understand the problem
	[5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	[6] Others (please specify)
	-	[6] Others (please specify)







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?	[1] Yes [2] No [IF NO, GO TO Q41]
38	Have you filed any appeal in last 6 months?	[1] Yes [2] No [IF NO, GO TO Q41]
39	Did you receive any acknowledgement?	[1] Yes [2] No
	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes [2] No
40		[3] Appeal filed only recently
(Q41 TO	Q43 ARE FOR PREPAID CUSTOMERS ONLY)	
41	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes [2] No [IF NO, GO TO Q44]
42	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes [2] No [IF NO, GO TO Q44]
	What were the reason(s) for denying your request?	[1] No reason given [2] Technical problem
43		[3] Others (specify)
44	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new broadband connection?"	[1] Yes [2] No [3] Do not remember
Name of the interviewer :		Date:
Name of the scrutinizer :		Date:
Back-check done by :		Date of back-check:
Name of 0	Operation Manager :	