
Quality of Service Assessment

Report of survey for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services for Orissa Circle

Assessment of:

- I. Customer Perception of service
- II. Implementation & Effectiveness of Telecom Consumer Protection & Redressal of Grievance Regulations, 2007

July - September 2009



Prepared for: **Telecom Regulatory Authority of India**
By: **eTech Group@IMRB,**
A specialist unit of IMRB International

Preface

TRAI, the regulatory watch dog for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications. The study, from the execution perspective, has been divided into two modules – Survey module and Audit module.

The Survey module has been commissioned with the objective of gauging the subscriber feedback on Quality of Services by way of primary survey and comparing them with quality of service benchmarks stipulated by TRAI. In addition, Survey module would also measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

The Audit module would assess the Quality of Service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and Broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI.

For the ease of execution both the modules have been commissioned as two separate exercises. However, the findings of each module would feed into the justification of the other module.

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey in Orissa, Tamilnadu and Chennai circles and Audit module was conducted across Orissa, Tamilnadu, Chennai, Haryana and Delhi circles in the period of July – September 2009. The present report details the **Quality of Services** survey module findings for the **Orissa Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

Table of contents

	<u>Page no.</u>
1.0 Background.....	5
2.0 Objectives.....	6
3.0 Study methodology.....	7
3.1 Subjective survey methodology.....	7
3.2 Data analysis methodology.....	10
3.3 Sampling Plan.....	11
3.4 Definition of key terms.....	14
3.5 Color Codes Used in the Report.....	14
4.0 Executive Summary.....	15
4.1 Summary of the Survey module for Basic (Wireline) Operators in the Orissa circle.....	15
4.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey.....	19
4.3 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Orissa circle.....	20
4.4 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey.....	25
4.5 Summary of the Survey module for Broadband Operators in the Orissa circle.....	27
4.6 Consumer Protection and Grievance Scores for the Broadband survey.....	31
5.1 Detailed Findings – Basic Wireline.....	33
5.1.1 Service Provision sub-aspects.....	33
5.1.2 Billing Related sub-aspects.....	35
5.1.3 Help Services Related sub-aspects.....	37
5.1.4 Network performance, reliability and availability related sub-aspects.....	38
5.1.5 Maintainability related sub-aspects.....	38
5.1.6 Supplementary services.....	40
5.1.7 Overall Customer Satisfaction.....	41
5.1.8 Redressal Mechanism.....	42
5.2 Detailed Findings – Cellular Mobile Services.....	43
5.2.1 Service Provision.....	43
5.2.2 Billing Aspects.....	45
5.2.3 Help Services.....	49
5.2.4 Network Performance, Reliability & Availability:.....	50
5.2.5 Maintainability:.....	51
5.2.6 Supplementary services:.....	51
5.2.7 Overall percentage of subscribers satisfied:.....	52
5.2.8 Three stage redressal mechanism:.....	53
5.3 Detailed Findings – Broadband Services.....	56
5.3.1 Service Provision:.....	56
5.3.2 Billing Performance:.....	57
5.3.3 Help Services:.....	58

5.3.4 Network performance, reliability and availability:	60
5.3.5 Maintainability:	61
5.3.6 Supplementary Services:	62
5.3.7 Percentage subscribers satisfied:	62
5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007:	63
6.1 Key Take Outs and Recommendations – Basic (Wireline)	64
6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)	64
6.3 Key Takeouts & Recommendations – Broadband	66
7.0 Annexure (Question wise Responses).....	67
7.1 Basic (Wireline).....	67
7.2 Cellular Mobile (Wireless)	82
7.3 Broadband Services.....	99
<i>SURVEY OF Basic Service (WIRELINE) Year 2009-2010</i>	<i>113</i>
<i>SURVEY OF Cellular Mobile Telephone Service Year 2009-2010</i>	<i>120</i>
<i>SURVEY OF Broadband Service Year 2009-2010</i>	<i>128</i>

1.0 Background

The Telecom Regulatory Authority of India (TRAI) has a critical mandate to protect the interest of telecom consumers in addition to various other functions bestowed upon it. As part of the license conditions to telecom operators, it has the power and authority to measure the Quality of Service provided by various govt. (BSNL & MTNL) and private telecom operators. The parameters that need to be measured for Basic (Wireline) and Cellular Mobile (Wireless) services have been specified in the TRAI notification on Quality of Services of Basic (Wireline) and Cellular Mobile (Wireless) services dated 1st July, 2005. The parameters for Broadband Service has been specified in the TRAI notification for Quality of Services of Broadband Service Regulation, 2006 (11 of 2006) dated 6th Oct. 2006.

In addition, during this round of Survey module assessment, TRAI would also like to measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007' dated 4th May, 2007. These regulations are applicable to all Basic (Wireline) and Cellular Mobile (Wireless) service providers and to those Broadband service providers whose turnover in any preceding financial year exceed rupees five crores or whose total number of Broadband subscribers in any preceding financial year exceed ten thousand numbers, as the case may be.

IMRB has been engaged by TRAI for a period of 12 months starting July 2009 to assess the quality of services being provided by Basic (Wireline), Cellular Mobile (Wireless) and Broadband service providers.

The study is being conducted broadly in two modules. They are:

Survey module: To obtain subscriber feedback on quality of services by way of primary survey and to check the 'Implementation and effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'

Audit module: To assess the quality of service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI

The present report highlights the findings for the Survey module for Orissa circle that was covered in the Quarter 3 (July – September 2009). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of July– September 2009.



The study is being conducted broadly in two modules:

- (i) Survey module and***
- (ii) Audit module***



This report highlights the Survey Module findings for Orissa circle for Cellular Mobile (Wireless), Basic (Wireline) and Broadband services

2.0 Objectives

The objectives of the “Survey Module” of this study are to undertake a survey among the subscribers to:-

1. Assess the satisfaction with Quality of Services (QoS) provided by Basic (Wireline), Cellular Mobile (Wireless) and broadband service providers on the ‘Quality of Service’ parameters laid down by TRAI*.
2. Assess the compliance of the service providers and the satisfaction of the subscribers of Basic (Wireline), Cellular Mobile (Wireless) and broadband services with ‘Telecom Consumer Protection and Redressal of Grievances Regulations – 2007’.
3. To compare the findings against the Quality of Service benchmarks notified by TRAI and **identify the critical areas for improvement for the telecom service providers.**



The study aims to identify the critical areas for improvement by telecom service providers for Quality of Service parameters and Grievance Redressal Mechanism

3.0 Study methodology

As outlined earlier, the study was conducted in two modules. The first module (subjective survey) was undertaken to gauge the subscriber feedback on quality of service by way of a large sample based field survey. The second module (objective assessment) involved auditing of the QoS monitoring records of telecom operators.



The satisfaction level of subscribers was collected on a four-point Likert scale.

3.1 Subjective survey methodology

To gauge the level of satisfaction of subscribers with the quality of service provided by the service providers, interviews across a large sample of subscribers for Basic (Wireline), Cellular Mobile (Wireless) and broadband services were conducted. The sample survey was conducted to ensure spread across operators on the basis of their subscriber size and the type of circle in which we are conducting the interviews.

The sample for basic (wireline) services was evenly spread over 5% of the exchanges in 10% of the total SDCAs in that particular circle. The sample for cellular mobile (wireless) service was evenly spread over 10% of the district headquarters of a service area. The sample for broadband subscribers that was covered in the survey was distributed across 10% of PoPs (Points of Presence) of the service providers. Also, the sample reflected the urban-rural split of the population of subscribers. Also, a spread of postpaid and prepaid subscribers was ensured especially for wireless services.

The sample size was primarily covered using the face to face personal interviewing method. All of these interviews were conducted by IMRB International trained executives. All interviews that were conducted face to face, the signatures of the respondents were also obtained.

The satisfaction level of subscribers was collected on a four-point scale of “Very satisfied”, “satisfied”, “dissatisfied” and “very dissatisfied”.

The questionnaire is divided into two broad segments viz.

- a. The first part dealt with all the aspects of customer perception of service which was detailed out by asking 33 questions each for basic (wireline) and cellular mobile (wireless) segments and 23 questions for the broadband segment
- b. The second part of the questionnaire was about checking the awareness, implementation and effectiveness of ‘telecom consumer’s protection and redressal of grievances regulations, 2007’. This module entailed 22 questions which probed the consumers exhaustively on the three stage redressal mechanism.

The responses for the first part have been summarized into the seven subjective parameters as specified in the QoS regulation in the following manner:

Subjective QoS parameter	Satisfaction with basic wireline on:	Satisfaction with cellular services on:	Satisfaction with Broadband services on:
Service provision	- Time taken to get a new phone connection	- Time taken for activation of connection	- Time taken to get a broadband connection
Network performance, reliability & availability	- Phone working & always available - Make & receive calls easily - Getting clear voice quality on phone	- Availability of signals - Make & receive calls easily - Getting clear voice quality of phone	- Speed of broadband connection - Service uptime
Maintainability	- Quality of fault repair service	- Availability of network - Restoration of network problems	- Time taken for restoration of connection
Help services	- Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint - Redressal mechanism	- Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint - Redressal mechanism	- Ease of access to helpline numbers - Response time of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint (prepaid) - Redressal mechanism
Billing	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid)	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid)	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid)
Supplementary services	- Quality of supplementary services provided	- Quality of supplementary services provided	- Quality of supplementary services provided
Overall satisfaction	- Overall rating of quality	- Overall rating of quality	- Overall rating of performance

The responses to the second part of the questionnaire can be broadly summarized as follows:

- a. Awareness of the stages of the redressal mechanism
- b. Ease of access to the various stages
- c. Satisfaction with quality of each of the three stages

3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

Weighted satisfaction scores

Overall weighted satisfaction score was ascertained using the following formula(s):

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

Where:

A=(No of subscribers who have given a rating of very satisfied X 4 + No of subscribers who have given a rating of somewhat satisfied X 3+ No of subscribers who have given a rating of somewhat dissatisfied X 2+ No of subscribers who have given a rating of very dissatisfied X 1)

N=Total sample size achieved

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

Thus, if all customers are very satisfied, the operator can get a score of 100%. On the other hand, if all the customers are very dissatisfied, the operator gets a score of 0%. Thus, the scale has been calibrated to range between 0% and 100%. The satisfaction benchmarks have been compared against weighted satisfaction scores.

Top – 2 gradations on the Satisfaction score scale i.e. scores of 'Very Satisfied' and 'Somewhat Satisfied'

The percentage scores of 'Very Satisfied' and 'Somewhat Satisfied' are represented for various parameters and sub-parameters to gauge the percentage of satisfied subscribers. This type of data presentation assumes equal weightage to both the gradations i.e. 'Very Satisfied' and 'Somewhat Satisfied' and doesn't provide any weightage to 'Dissatisfied' gradations.

3.3 Sampling Plan

Sample breakup for all the three services in Orissa circle is as below:

Wireline:

Name of the Operator	Sample Size
BSNL	388

Wireless:

Name of the Operator	Sample Size
Airtel	385
Vodafone	386
Idea	385
BSNL	382
Rel Comm	385
Aircel	380
TATA	384
RTL	384

Broadband:

Name of the Operator	Sample Size
BSNL	384
Ortel	382

Also gender and age distribution of the sample for the 3 services was as under:-

Wireline:

Name of the Operator	Total	Male	Female
BSNL	388	68%	32%

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
BSNL	388	12%	80%	8%

Wireless:

Name of the Operator	Total	Male	Female
Airtel	385	89%	12%
Vodafone	386	90%	11%
Idea	385	96%	4%
BSNL	382	86%	16%
Rel Comm	385	89%	13%
Aircel	380	92%	9%
TATA	384	87%	15%
RTL	384	88%	14%

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
Airtel	385	22%	77%	1%
Vodafone	386	31%	69%	0%
Idea	385	35%	65%	0%
BSNL	382	13%	85%	3%
Rel Comm	385	21%	78%	1%
Aircel	380	30%	70%	0%
TATA	384	21%	78%	0%
RTL	384	24%	75%	1%

Broadband:

Name of the Operator	Total	Male	Female
BSNL	384	90%	10%
Ortel	382	85%	15%

Name of the Operator	Total	< 25 years	25-60 years	> 60 years
BSNL	384	15%	84%	1%
Ortel	382	20%	79%	1%

The respondents for the Basic (Wireline) survey module were contacted in the following BSNL exchanges in the Orissa circle. The list includes only 20 exchanges. However, respondents lying under many more exchanges were part of the survey (5% of total exchanges spread across 10% of Short Distance Charging Areas (SDCA)).

Name of the Exchange	Name of the Exchange
NAYAPALLI (U)	NIMAPARA MAIN (U)
IRC VILLAGE (U)	PIPILI (U)
JAGAMARA (U)	KAKATPUR (R)
JAYDEV VIHAR (U)	MOHATAB ROAD (U)
BALIPATNA (R)	NIMCHOUDI (U)
BALASORE (U)	SATICHOURA (U)
BAMPADA (U)	BIDANASI (U)
HEMKAPADA (U)	BAHUGRAM (R)
RAJNILAGIRI (U)	PARADEEP (U)
SHERGARH (R)	PPL (U)
KONARK (U)	KUJANGA (R)
NIMAPARA (U)	ICHHAPUR (U)
ICHHAPUR (U)	DTO BLDG (U)
KENDRAPARA (DTO) (U)	RENGALI (R)
KENDRAPARA (TB) (U)	BARIPADA (U)
INDUPUR (R)	LAXMIPOSI (U)
BHADRAK (U)	MURGABADI (U)
BHADRAK MAIN (U)	PRAFULLANAGAR (U)
BHADRAK(P.Bazar) (U)	KUCHEI (R)
CHARAMPA (U)	ASKA ROAD (U)
TIHIDI (R)	BERHAMPUR (U)
CHHEND (U)	GADIVARI STREET (U)
DOOR SANCHAR BHAWAN (U)	BAIDYANATHPUR (U)
FERTILIZER (U)	KONISI (R)
JAGDA (U)	CHHATRAPUR (U)
LATHIKATA (R)	GANJAM (U)
AINTHAPALLI (U)	HINJILIKUT (U)
BAREIPALLI (U)	PURUSOTAMPUR (U)
DHANUPALLI (U)	NARENDRAPUR (R)

3.4 Definition of key terms

Wireline service – These are the telephone services that are provided by various service providers for home / office installations. These telephone connections are connected by a copper wire.

Wireless service – This service encompasses the services based on both GSM and CDMA network technologies. These are typically known as mobile services.

Broadband service – Broadband' is defined in the Broadband Policy 2004 as "An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP. The 2 interactive services will exclude any services for which a separate license is specifically required, for example, real-time voice transmission, except to the extent that it is presently permitted under ISP license with Internet Telephony".

Consumer perception of service score – It is defined as the process of attaining awareness or understanding of the service aspects from the users. These service aspects are identified by various parameters in the delivery of telecommunication services e.g. Basic Wireline, Cellular Mobile (wireless) and Broadband services. The various parameters defining the service quality for Basic Wireline, Mobile Cellular and Broadband services have been identified in section 3.1.

The perception score for this report is the 'calculated' satisfaction score as per the formula mentioned in 3.2 for various parameters. This score for various parameters for all the service providers has been compared with the benchmark score in the study findings section.

Percentage satisfied score – The satisfaction score have been indicated for the top two gradations i.e. 'Very Satisfied' and 'Satisfied' boxes. This score has been calculated to gauge the percentage 'Very Satisfied' and 'Satisfied' subscribers for various parameters in the study findings section.

3.5 Color Codes Used in the Report

Legend for Benchmark	
Score Range (For level of satisfaction)	Cell color
Parameter meeting the benchmark	
Parameter not meeting the benchmark	

Legend for Tables other than those for Benchmark	
Score Range (For level of satisfaction)	Cell color
Maximum value in a row	
Minimum value in a row	

Note: For Wireline service, color codes have not been used since there is only one operator. Similarly in Broadband color codes are given only for maximum value since there are only 2 operators.

4.0 Executive Summary

The scores here represent the level of satisfaction of consumers. The cells within the tables in the summary section have been color coded to show the gradation within the satisfaction scores. The color codes used have already been

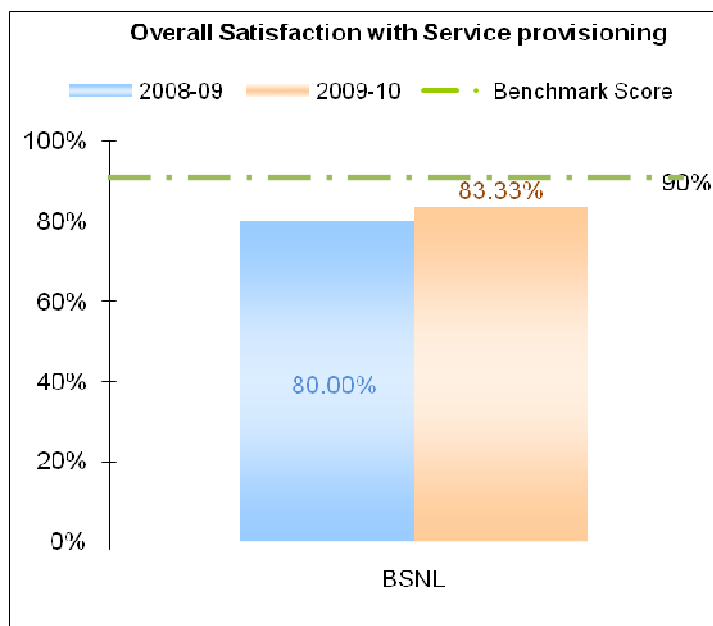
4.1 Summary of the Survey module for Basic (Wireline) Operators in the Orissa circle

Satisfaction level of subscribers with various parameters of Basic (Wireline) service:

Overall Performance	B'mark	BSNL
Customers satisfied with provisioning of service	≥ 90%	83.33%
Customers satisfied with billing performance - Prepaid	≥ 95%	NA
Customers satisfied with billing performance - Postpaid	≥ 95%	67.00%
Customers satisfied with network performance, reliability and availability	≥ 95%	66.00%
Customers satisfied with maintainability	≥ 95%	74.14%
Customers satisfied with supplementary and value added services	≥ 90%	90.91%
Customers satisfied with help services including grievance redressal	≥ 90%	58.00%
Customers satisfied with overall service quality	≥ 90%	87.93%

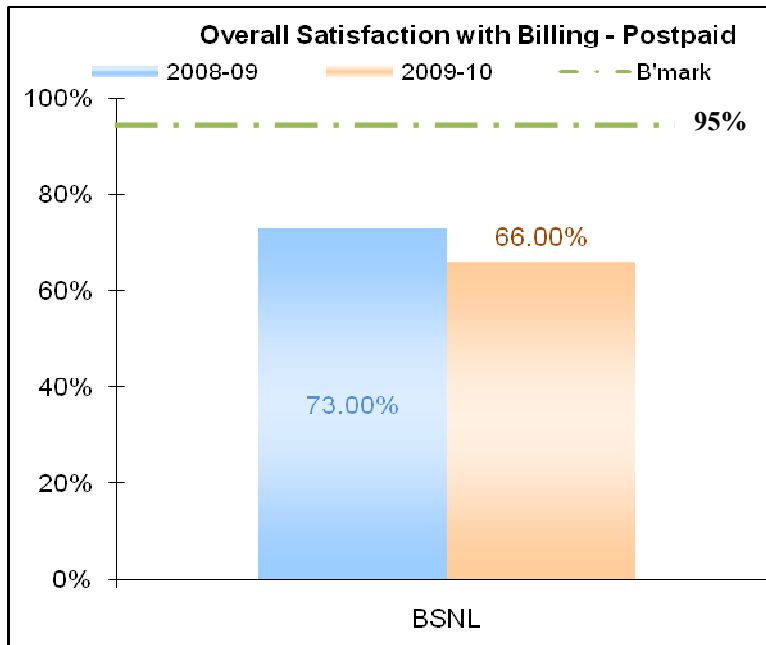
■ Not meeting the benchmark

1. Service Provision (>=90%)



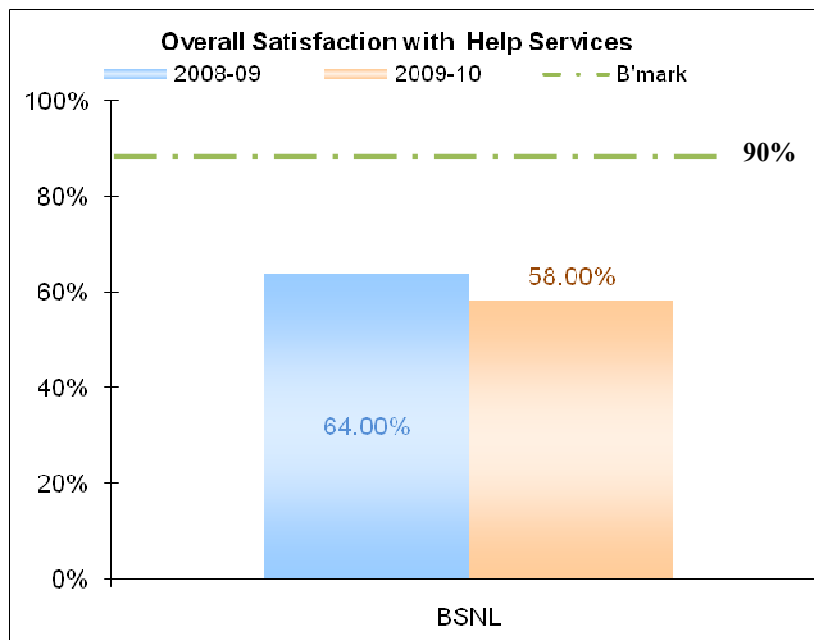
BSNL falls short of the TRAI specified benchmark score for satisfaction with service provisioning in both 2008-09 and 2009-10.

2. Billing Parameter – Postpaid subscribers (>=95%)



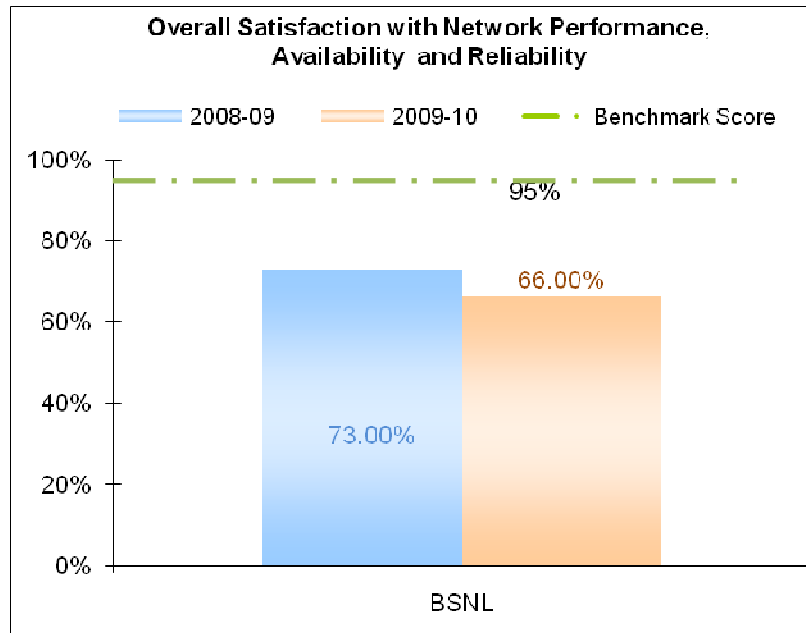
BSNL falls short of the TRAI specified benchmark score for satisfaction with billing performance in both 2008-09 and 2009-10.

3. Help Services (>=90%)



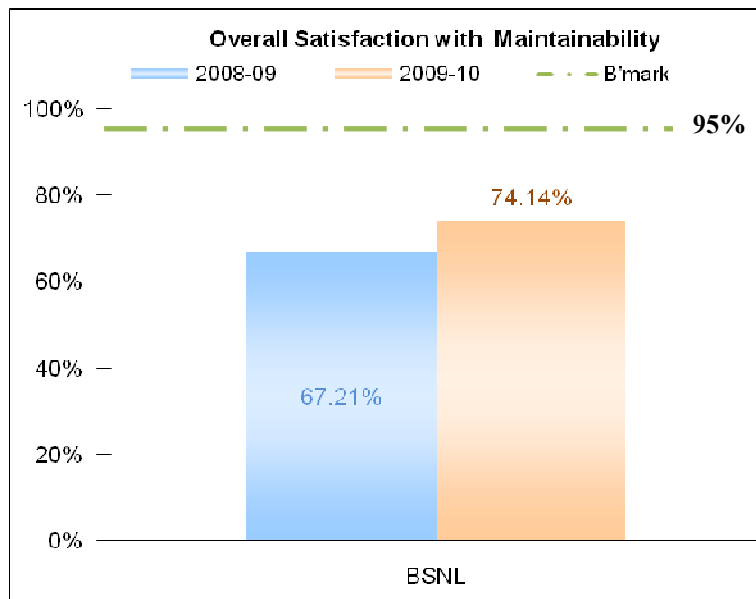
BSNL falls short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10 with a score of 64% and 58% respectively.

4. Network Performance, Reliability and Availability (>=95%)



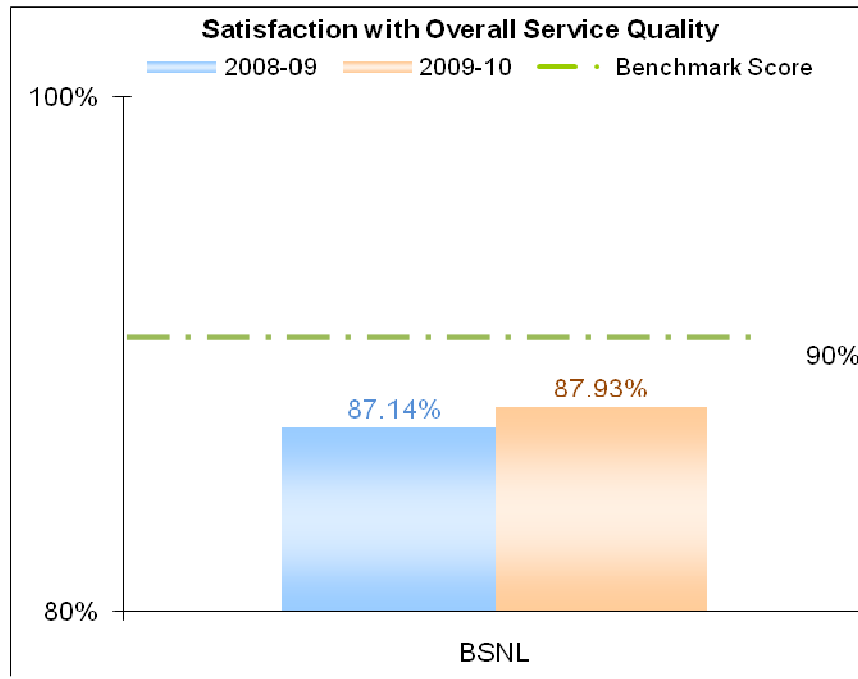
In the current round of survey, BSNL falls short of the benchmark for overall satisfaction with network performance, availability and reliability (95%) with 66%.

5. Maintainability (>=95%)



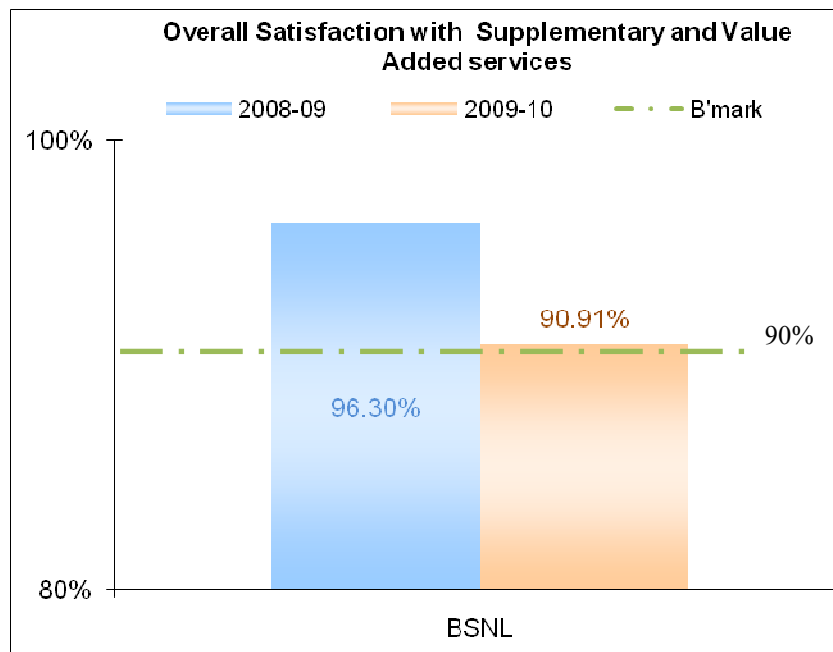
For overall satisfaction with maintainability as well, BSNL falls short of the TRAI specified benchmark in both 2008-09 and 2009-10.

6. Overall Customer Satisfaction (>=90%)



BSNL falls short of the TRAI specified benchmark score for satisfaction with overall service quality in both 2008-09 and 2009-10 with a score of 87.14% and 87.93% respectively.

7. Supplementary Services (>=90%)



In the current round of survey, for supplementary services, BSNL meets the benchmark level of satisfaction (i.e. 90%).

4.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey

1. Redressal Mechanism - Stage 1: Call Center

Awareness about call centre telephone number		BSNL
Yes		53.61%
No		46.39%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) is 53.61% among wireline subscribers of BSNL.

For satisfaction level with complaint resolution by call center 79.59% of BSNL subscribers are either 'satisfied' or 'very satisfied'.

2. Redressal Mechanism - Stage 2 and 3: Nodal Officer & Appellate Authority


	BSNL
Awareness about contact details of Nodal officer	2.84%
Awareness about the contact details of the appellate authority	1.29%

The awareness of Nodal officer and appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) is abysmally low.

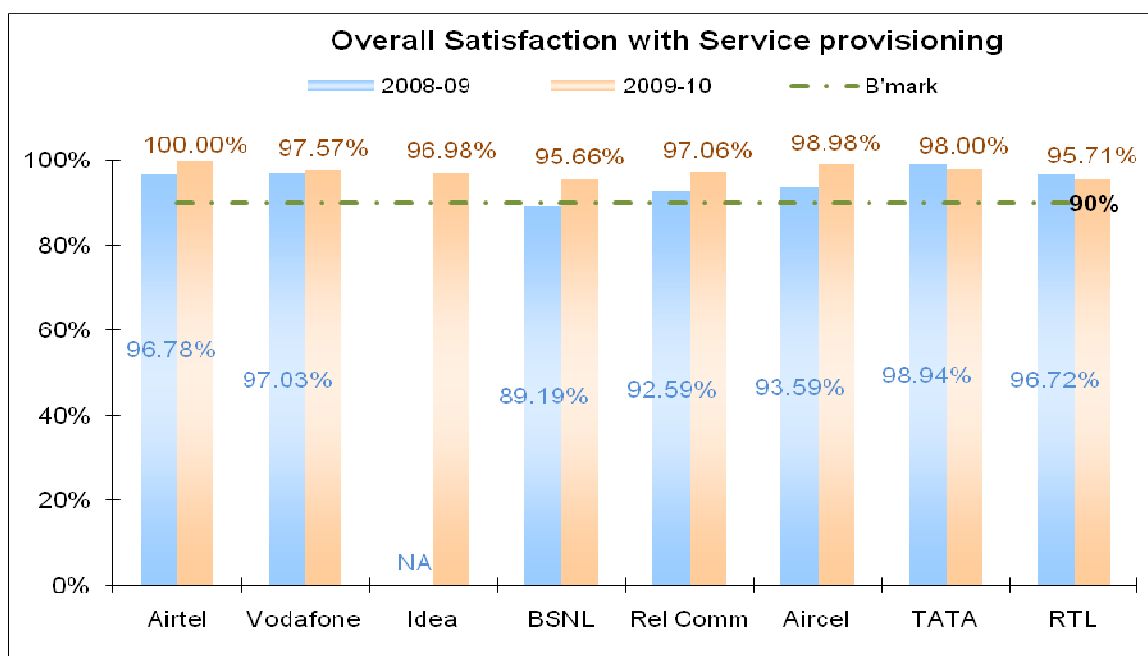
4.3 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Orissa circle

Overall satisfaction level of subscribers with various parameters of Wireless service:

Overall Performance	2009-10								
	B'mark	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Customers satisfied with provisioning of service	≥ 90%	100.00%	97.57%	96.98%	95.66%	97.06%	98.98%	98.00%	95.71%
Customers satisfied with billing performance - Prepaid	≥ 95%	70.00%	69.00%	69.00%	70.00%	67.00%	69.00%	70.00%	67.00%
Customers satisfied with billing performance - Postpaid	≥ 95%	49.00%	58.00%	58.00%	68.00%	64.00%	61.00%	75.00%	78.00%
Customers satisfied with network performance, reliability and availability	≥ 95%	71.00%	68.00%	69.00%	67.00%	69.00%	68.00%	70.00%	62.00%
Customers satisfied with maintainability	≥ 95%	96.35%	91.45%	90.91%	86.88%	89.82%	87.30%	94.52%	78.94%
Customers satisfied with supplementary and value added services	≥ 90%	89.83%	95.92%	83.33%	73.33%	88.37%	85.71%	80.00%	73.53%
Customers satisfied with help services including grievance redressal	≥ 90%	62.00%	62.00%	64.00%	59.00%	60.00%	60.00%	62.00%	58.00%
Customers satisfied with overall service quality	≥ 90%	96.36%	93.25%	95.06%	90.31%	90.86%	90.26%	94.01%	82.76%

 Not meeting the benchmark

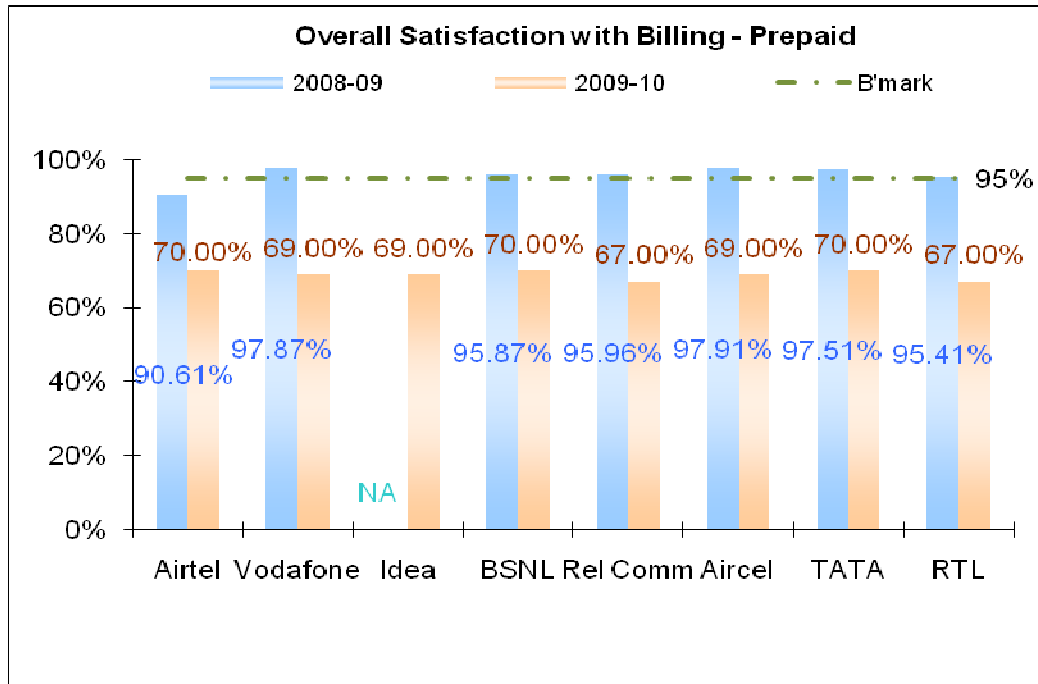
1. Service Provision (Benchmark – 90%)



In the current round of survey, all operators meet the benchmark level of satisfaction with service provisioning (i.e. 90%).

2. Billing performance (Benchmark – 95%)

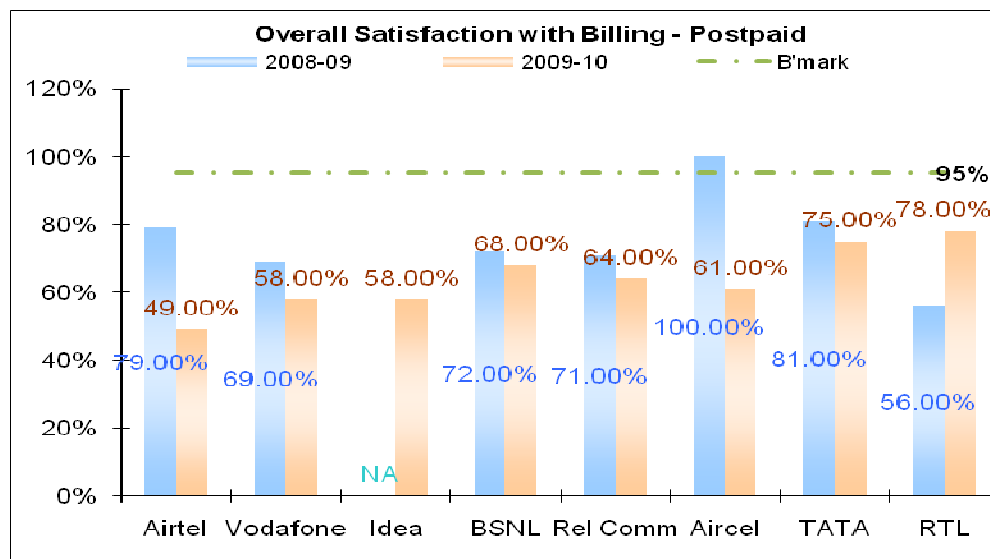
a. Pre-paid Subscribers



In the current round of survey, no operator meets the benchmark level of satisfaction with prepaid billing performance (i.e. 95%).

Airtel falls short of the TRAI specified benchmark score for satisfaction with prepaid billing performance in both 2008-09 and 2009-10.

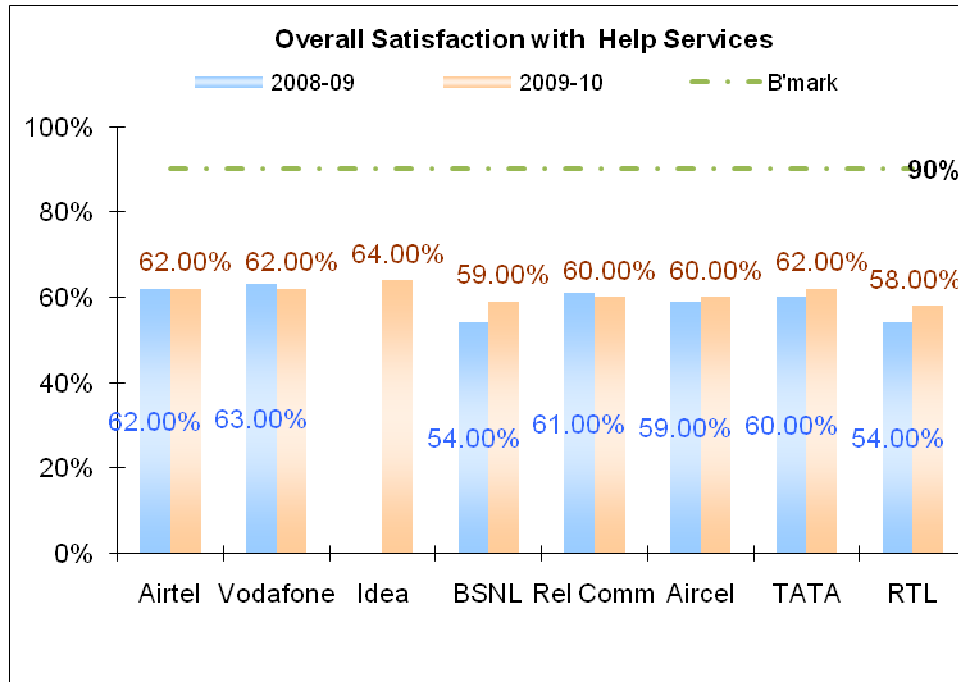
b. Post-paid Subscribers



In the current round of survey, in the case of post-paid subscribers, no operator meets the benchmark level of satisfaction with billing performance (i.e. 95%).

Airtel, Vodafone, BSNL, Rel Comm, TATA and RTL fall short of the TRAI specified benchmark score for satisfaction with postpaid billing performance in both 2008-09 and 2009-10.

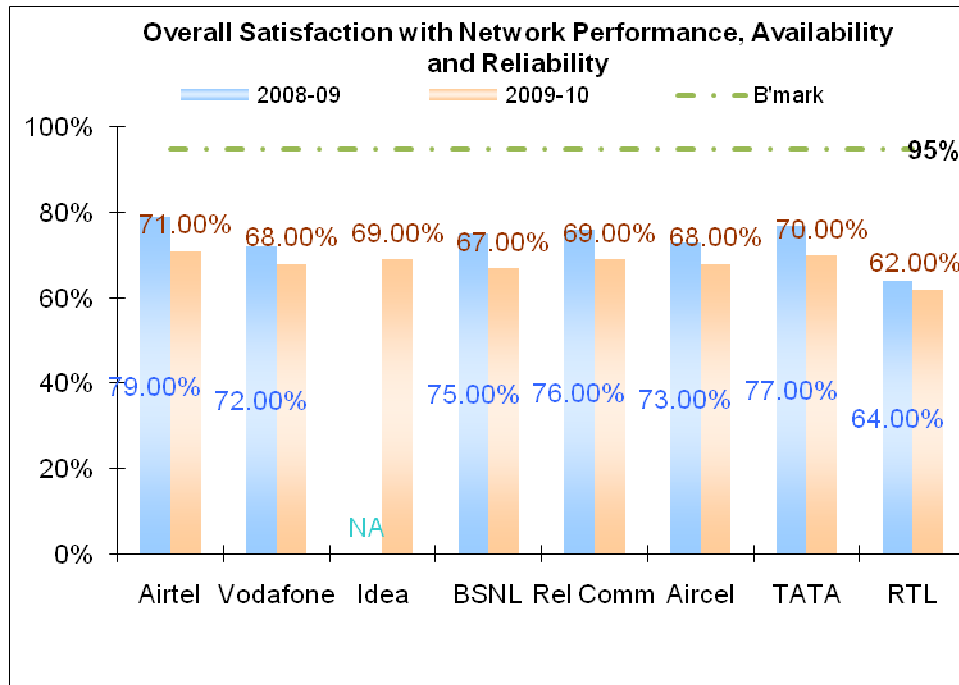
3. Help Services (Benchmark – 90%)



For overall satisfaction with help services, no operator meets the benchmark level specified by TRAI (i.e. 90%).

Airtel, Vodafone, BSNL, Rel Comm, Aircel, TATA and RTL falls short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10.

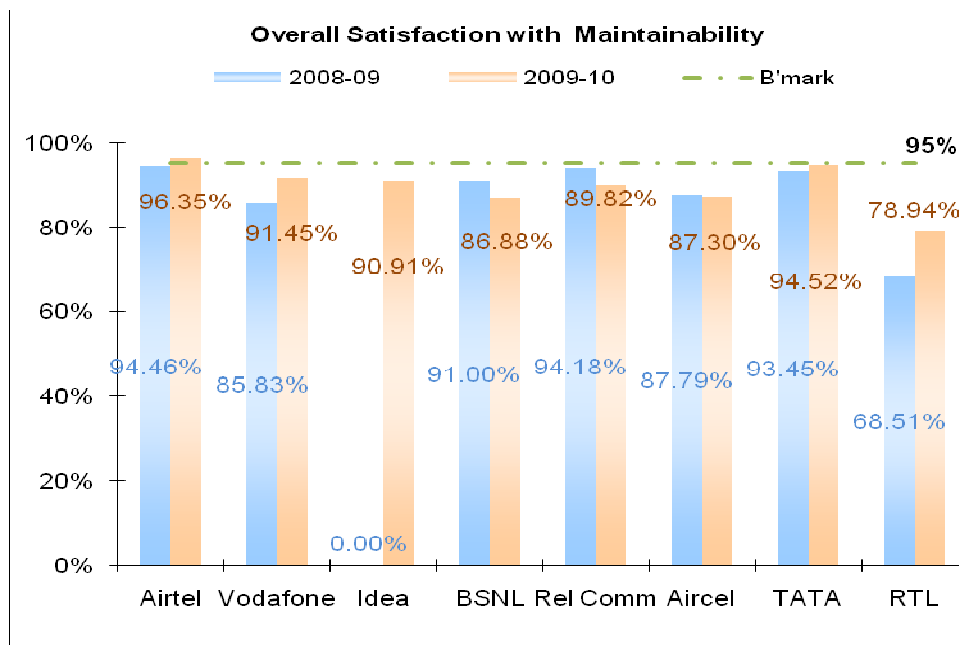
4. Network performance, reliability & availability (Benchmark – 95%)



In the current round of survey, no operator meets the benchmark level of satisfaction with network performance, reliability and availability (i.e. 95%).

Airtel, Vodafone, BSNL, Rel Comm, Aircel, TATA and RTL falls short of the TRAI specified benchmark score for satisfaction with network performance, reliability and availability in both 2008-09 and 2009-10.

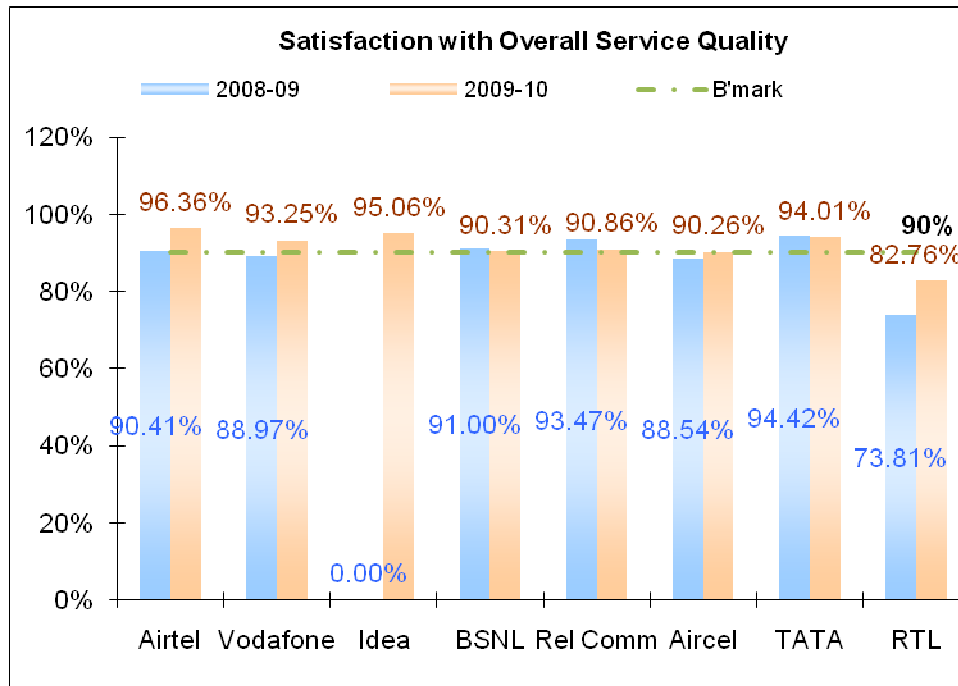
5. Maintainability (Benchmark – 95%)



In the current round of survey, for satisfaction with maintainability, only Airtel meets the benchmark level of satisfaction

Vodafone, BSNL, Rel Comm, Aircel, TATA and RTL fall short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

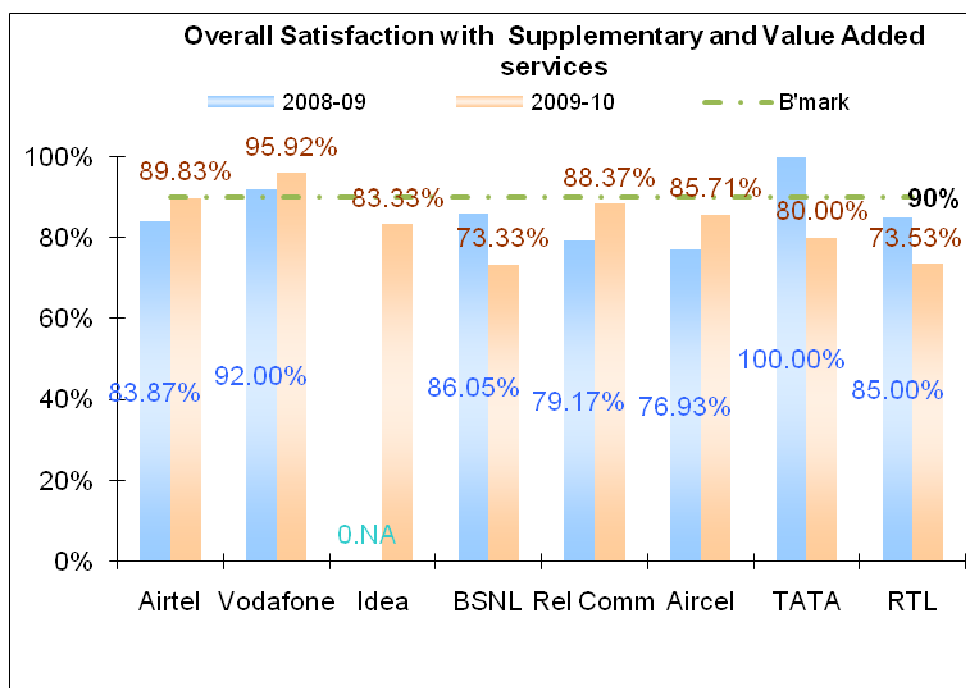
6. Overall level of satisfaction (Benchmark – 90%)



In the current round of survey, Airtel, Vodafone, Idea, BSNL, Rel Comm, Aircel and TATA meet the benchmark for overall level of satisfaction (i.e. 90%). RTL does not meet the benchmark score with 82.76% score.

RTL falls short of the TRAI specified benchmark score for satisfaction with overall service quality in both 2008-09 and 2009-10.

7. Supplementary services (Benchmark – 90%)



In the current round of survey, Vodafone meets the benchmark level of satisfaction with supplementary services (i.e. 90%). Airtel, Idea, BSNL, Rel Comm, Aircel, TATA, RTL do not meet the benchmark score with 89.83%, 83.33%, 73.33%, 88.37%, 85.71%, 80%, 73.53% scores respectively.

Airtel, BSNL, Rel Comm, Aircel, RTL fall short of the TRAI specified benchmark score for satisfaction with supplementary services in both 2008-09 and 2009-10.

4.4 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey

Redressal Mechanism - Stage 1: Call Center

Maximum Minimum

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Awareness about call centre telephone number	78.18%	81.61%	79.22%	77.49%	80.00%	85.53%	82.55%	83.59%
Made any complaint to the customer care in last 12 months	40.00%	36.27%	31.69%	34.29%	38.70%	45.00%	36.98%	46.35%
Informed by call centre about the action taken on the complaint	83.12%	82.14%	82.79%	75.57%	83.89%	84.80%	91.55%	80.90%

Satisfaction with the system of complaint resolution by call centre	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Very satisfied	3.29%	1.48%	4.42%	0.79%	2.05%	1.20%	0.71%	0.58%
Satisfied	76.32%	73.33%	76.99%	66.67%	75.34%	81.44%	89.36%	72.51%
Dissatisfied	19.08%	25.19%	15.93%	28.57%	21.23%	16.17%	9.93%	23.39%
Very dissatisfied	1.32%	0.00%	2.65%	3.97%	1.37%	1.20%	0.00%	3.51%
Top-2	79.61%	74.81%	81.41%	67.46%	77.39%	82.64%	90.07%	73.09%
Bot-2	20.40%	25.19%	18.58%	32.54%	22.60%	17.37%	9.93%	26.90%

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 77.49% for BSNL to 85.53% for Aircel

The percentage of consumers making any complaints to the toll free number within last 12 months is highest for RTL with 46.35%

The percentage of customers informed by call centre about the action taken on the complaint is lowest for BSNL. Also, satisfaction level with complaint resolution by call center varies from 67.46% for BSNL to 90.07% for TATA

Redressal Mechanism – Nodal officer and Appellate Authority

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Awareness about contact details of Nodal officer	2.60%	5.18%	4.68%	3.93%	2.34%	3.68%	2.60%	2.08%
Awareness about the contact details of the appellate authority	1.56%	1.04%	1.04%	0.79%	2.08%	2.11%	0.26%	1.04%


Maximum Minimum

Of all the subscribers contacted across all the service providers, negligible percent of subscribers are even aware of the contact details of Nodal officer and Appellate Authority for redressal of grievances.

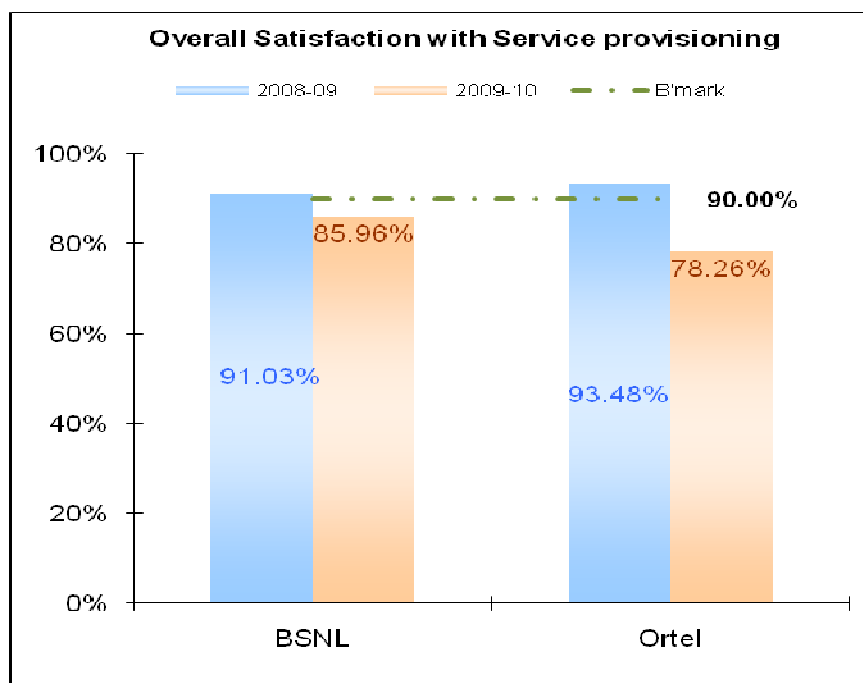
4.5 Summary of the Survey module for Broadband Operators in the Orissa circle

Overall satisfaction level of subscribers with various parameters of Broadband service:

Overall Performance	2009-10		
	B'mark	BSNL	Ortel
Customers satisfied with provisioning of service	> 90%	85.96%	78.26%
Customers satisfied with billing performance - Postpaid	> 90%	66.00%	66.00%
Customers satisfied with network performance, reliability and availability	> 85%	64.00%	61.00%
Customers satisfied with maintainability	> 85%	83.88%	74.53%
Customers satisfied with supplementary and value added services	> 85%	92.00%	77.59%
Customers satisfied with help services including grievance redressal	> 90%	58.00%	55.00%
Customers satisfied with overall service quality	> 85%	84.63%	79.15%

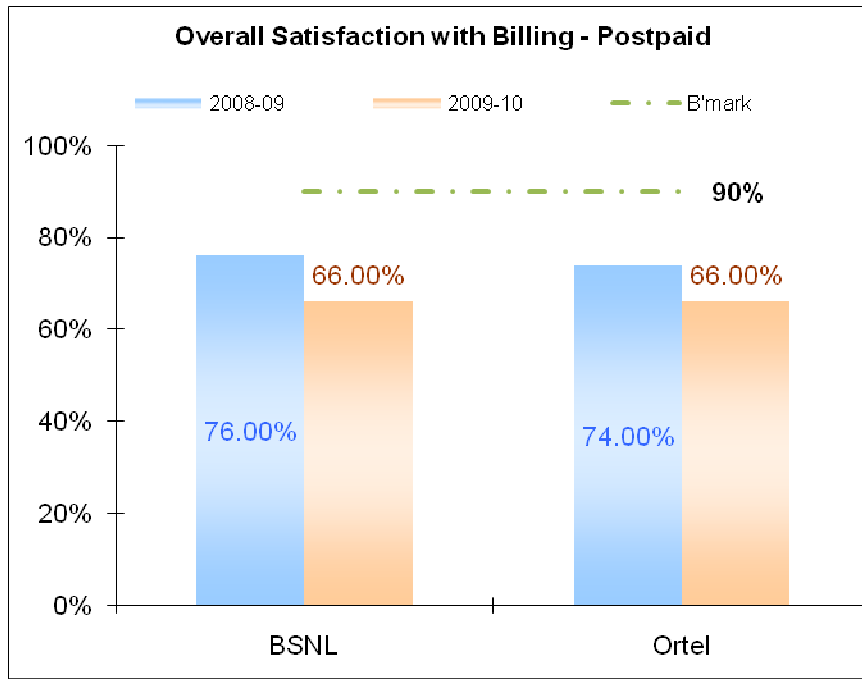
 Not meeting the benchmark

1. Service Provision (Benchmark – 90%)



In the current round of survey, no operator meets the benchmark level for satisfaction with service provisioning (i.e. 90%).

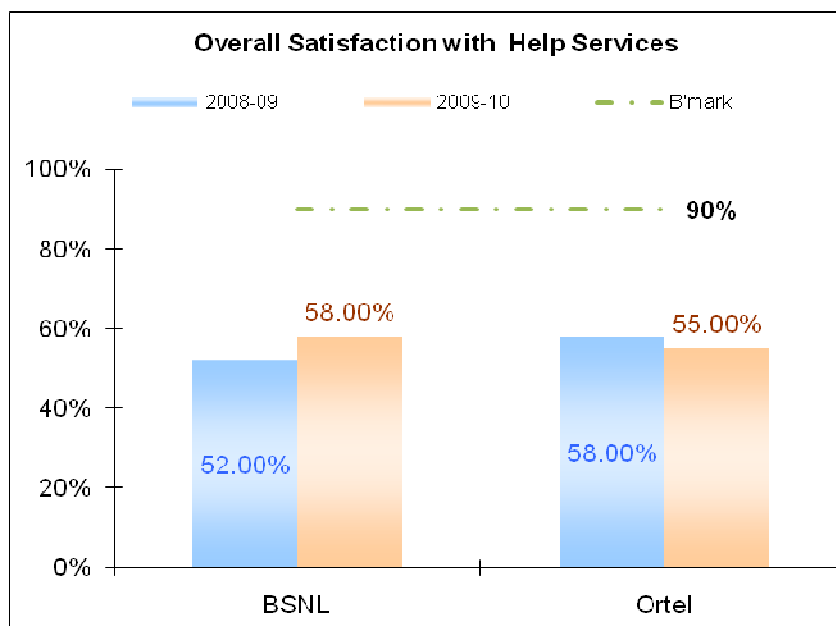
2. Billing performance (Benchmark – 90%)



In the current round of survey, for postpaid connection, no operator meets the benchmark level for satisfaction with billing performance (i.e. 90%).

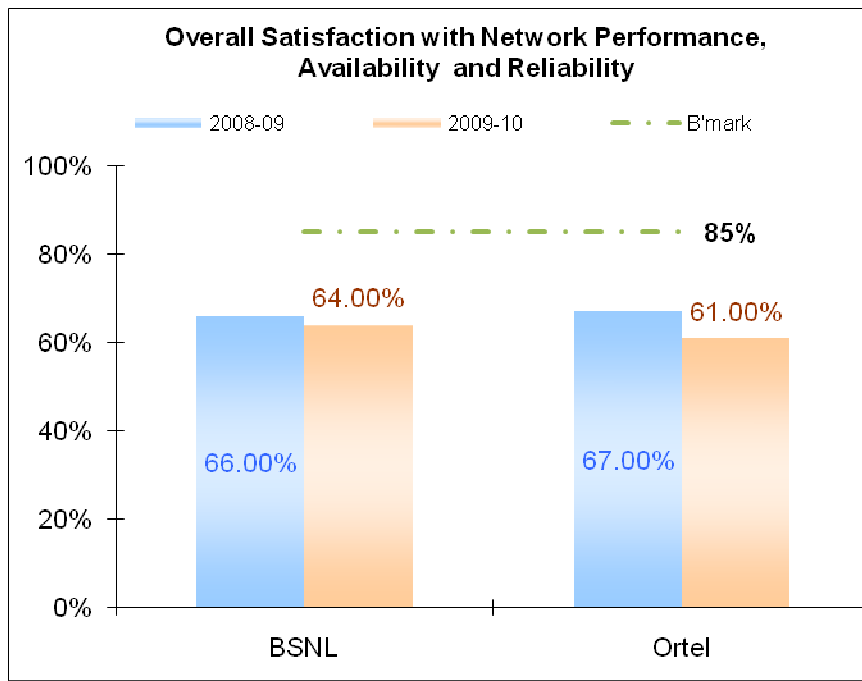
BSNL and Ortel fall short of the TRAI specified benchmark score for satisfaction with postpaid billing in both 2008-09 and 2009-10.

3. Help Services (Benchmark – 90%)



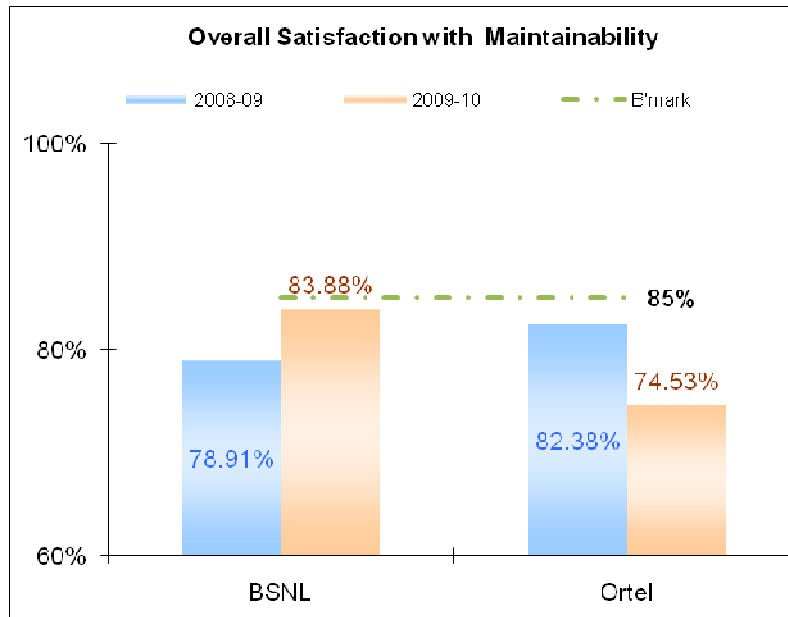
In the current round of survey, no operator meets the benchmark level for satisfaction with help services (i.e. 90%). BSNL and Ortel fall short of the TRAI specified benchmark score for satisfaction with help services in both 2008-09 and 2009-10.

4. Network performance, reliability and availability (Benchmark – 85%)



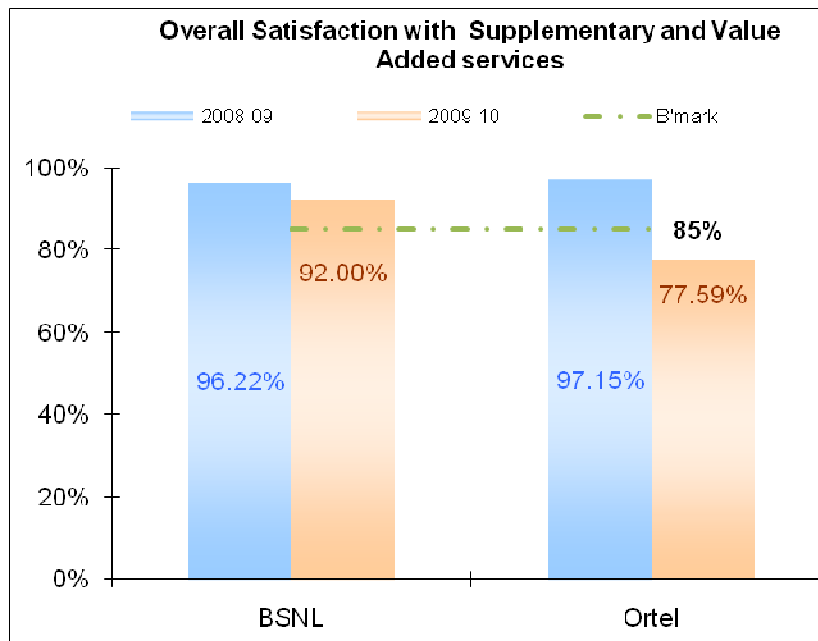
BSNL and Ortel fall short of the TRAI specified benchmark score for satisfaction with network performance, reliability and availability in both 2008-09 and 2009-10.

5. Maintainability (Benchmark - 85%)



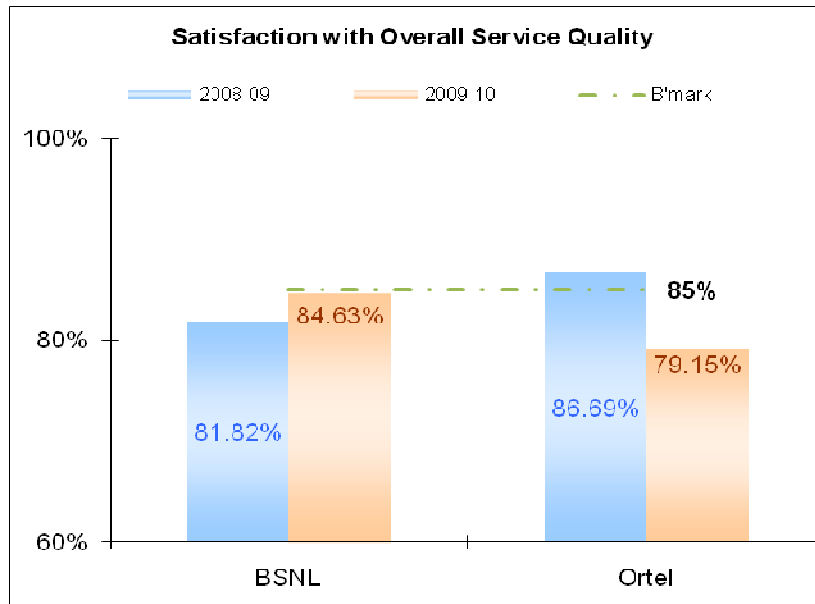
In the current round of survey, no operator meets the benchmark level for satisfaction with maintainability (i.e. 85%). BSNL, Ortel fall short of the TRAI specified benchmark score for satisfaction with maintainability in both 2008-09 and 2009-10.

6. Supplementary Services (Benchmark - 85%)



In the current round of survey, BSNL meets the benchmark level for satisfaction with supplementary services (i.e. 85%). Ortel falls short of the benchmark with a score of 77.59%.

7. Overall level of customer satisfaction (Benchmark - 85%)



In the current round of survey, no operator meets the benchmark for overall level of customer satisfaction (i.e. 85%). BSNL falls short of the TRAI specified benchmark score for overall level of customer satisfaction in both 2008-09 and 2009-10.

4.6 Consumer Protection and Grievance Scores for the Broadband survey

Redressal Mechanism

	BSNL	Ortel
Awareness about facility for measuring connection speed	66.93%	55.76%
Manual of practice provided while subscribing for new broadband connection	37.71%	27.78%

Maximum Minimum

Awareness about provision for measuring connection speed varies from 55.76% for Ortel to 66.93% for BSNL.

Similarly provisioning of manual of practice with new connection is 27.78% for Ortel and 37.71% for BSNL.

Redressal Mechanism: Call Center

	BSNL	Ortel
Awareness about call centre telephone number	72.66%	79.32%
Made any complaint to the customer care in last 12 months	38.80%	49.48%
Informed by call centre about the action taken on the complaint	71.14%	60.85%
Satisfaction with the system of complaint resolution by call centre	72.92%	71.59%

Maximum Minimum

The awareness of Call center number for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 72.66% for BSNL to 79.32% for Ortel%

The Percentage of consumers making any complaints to the toll free number within last 12 months is highest for Ortel with 49.48%.

The percentage of customers informed by call centre about the action taken on the complaint is lowest for Ortel

Also, satisfaction level with complaint resolution by call center varies from Ortel with 71.59% to BSNL with 72.92%.

Redressal Mechanism – Nodal officer and Appellate Authority

	BSNL	Ortel
Awareness about contact details of Nodal officer	12.24%	12.04%
Awareness about the contact details of the appellate authority	3.13%	4.45%

Maximum Minimum

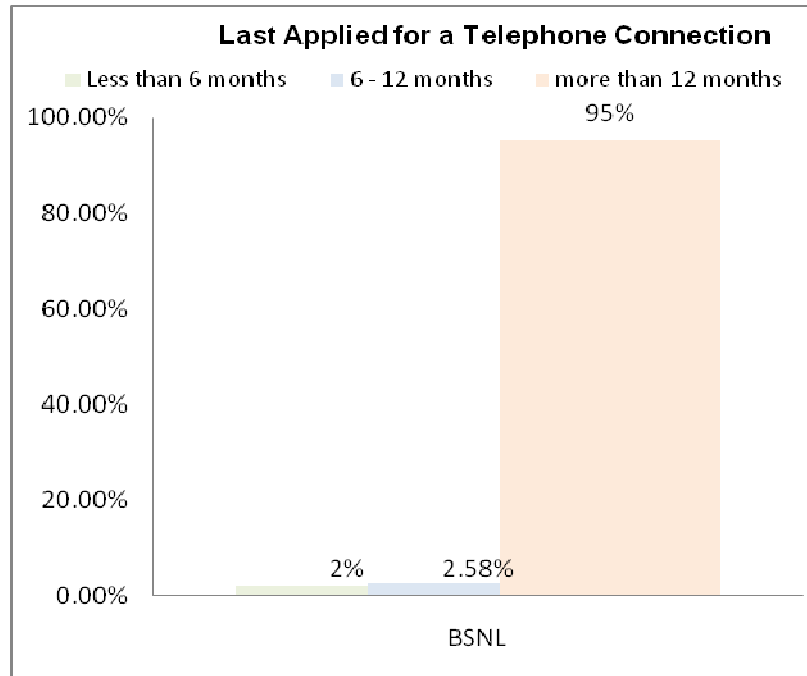
Of all the subscribers contacted across all the service providers, awareness about contact details of nodal officer and the appellate authority is quite low for both the operators.

5.1 Detailed Findings – Basic Wireline

This section of the report details with the performance of service providers on all the sub-aspects of various 'Quality of Service' parameters.

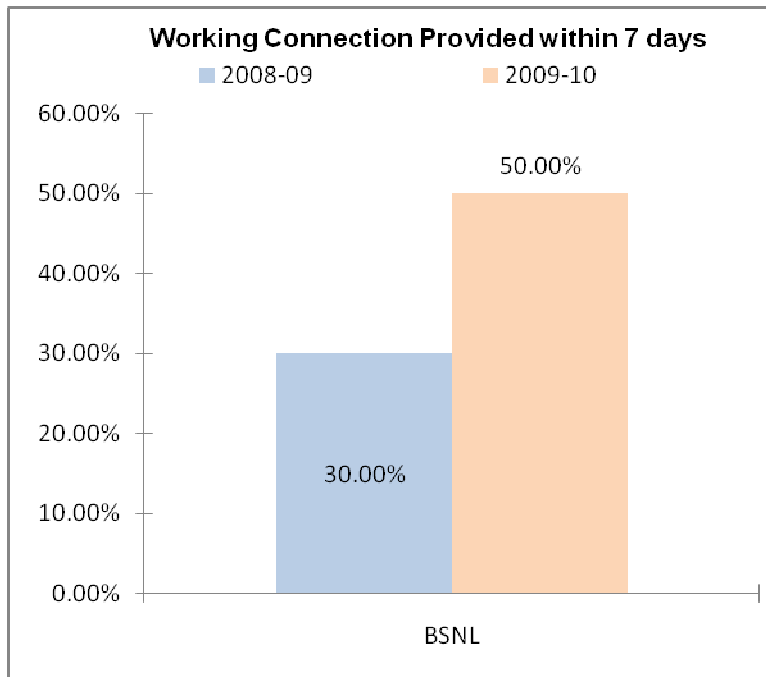
5.1.1 Service Provision sub-aspects

a. Last application for a phone connection: This aspect seeks to find out the time elapsed since applying for a new wireline phone connection of subscribers for various service providers.



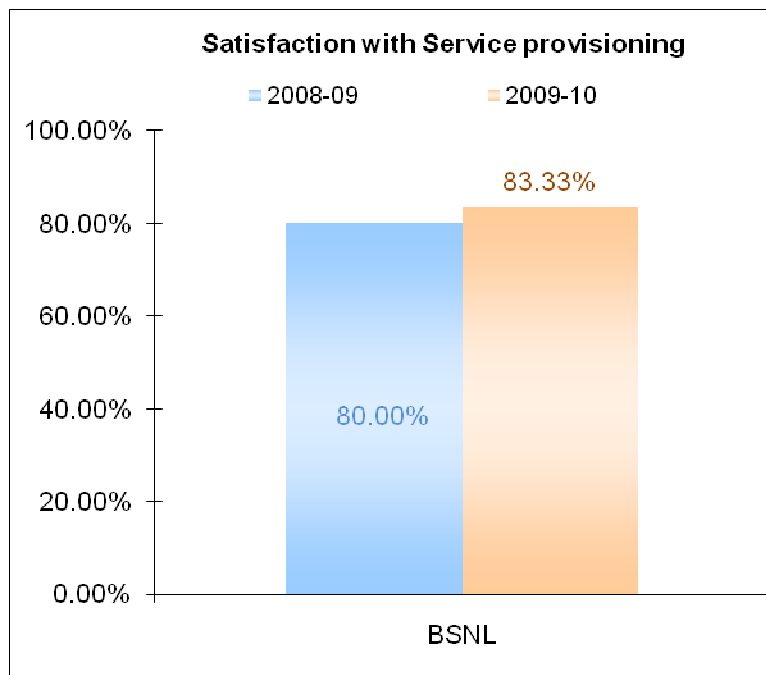
Majority of BSNL subscribers contacted last applied for a wireline connection more than 12 months ago.

b. Time taken to provide a working connection



For number of working connections provided within 7 days, BSNL scored 50% in 2009-10 as compared to 30% in 2008-09.

Satisfaction with service provision:



For satisfaction with service provisioning, BSNL scored 83.33% in 2009-10 as compared to 80.00% in 2008-09 (Top-2 box score).

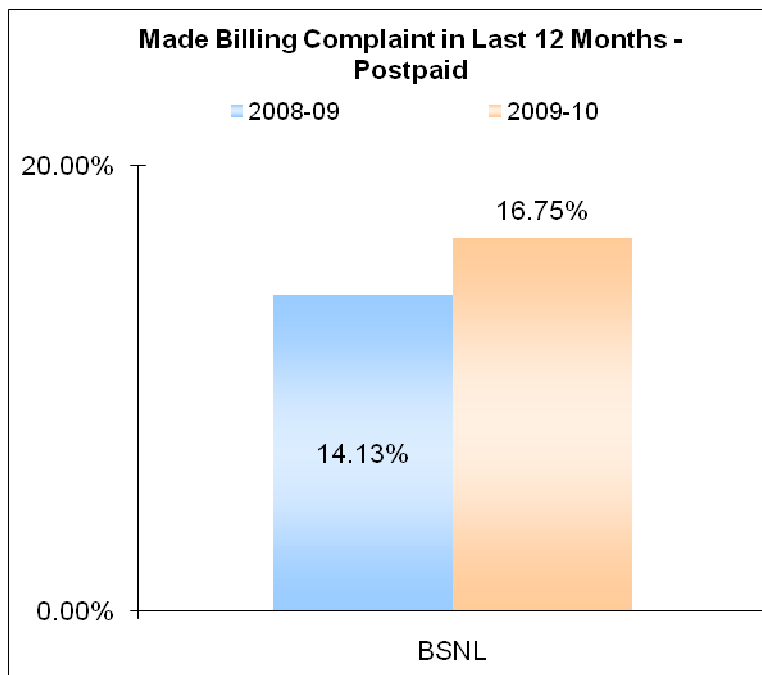
		BSNL
Satisfaction with time taken for activation		2009-10
	Very satisfied	22.22%
	Satisfied	61.11%
	Dissatisfied	16.67%
	Very dissatisfied	0.00%
	Top-2	83.33%
	Bot-2	16.67%

5.1.2 Billing Related sub-aspects

This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

Post-paid Subscribers

a. Percentage of Billing Complaints



16.75% subscribers of BSNL made billing related complaints in 2009-10. For 2008-09, same figure was 14.13%.

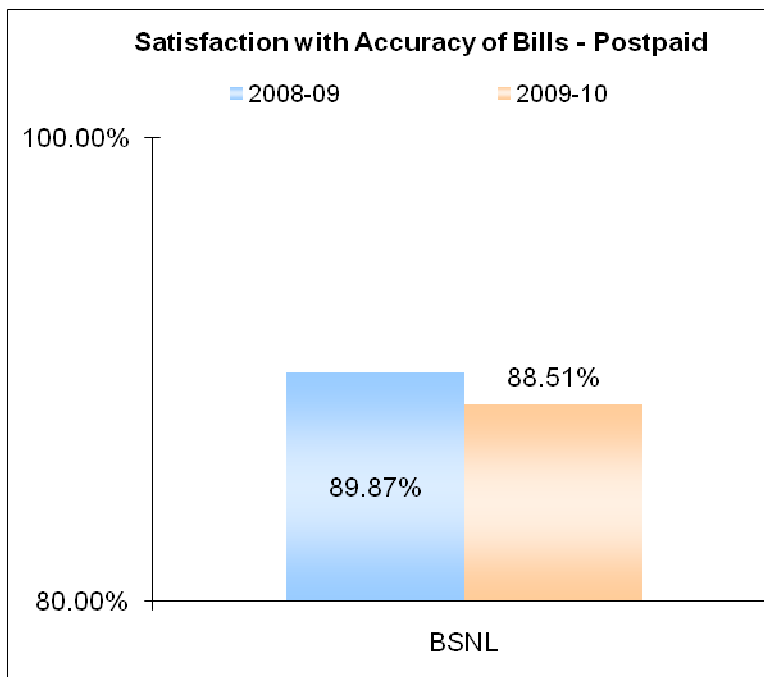
b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters : For Postpaid customers	BSNL
Timely delivery of bills	92.95%
Accuracy of bills	88.51%
Process of resolution of billing complaints	51.56%
Clarity i.e. transparency and understandability of bills	90.65%

Satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for BSNL with 92.95%.

For satisfaction with accuracy of bills and clarity of bills, BSNL scored 88.51% and 90.65% respectively.

For satisfaction with resolution of billing complaints, only 51.56% of BSNL subscribers are either satisfied or very satisfied.

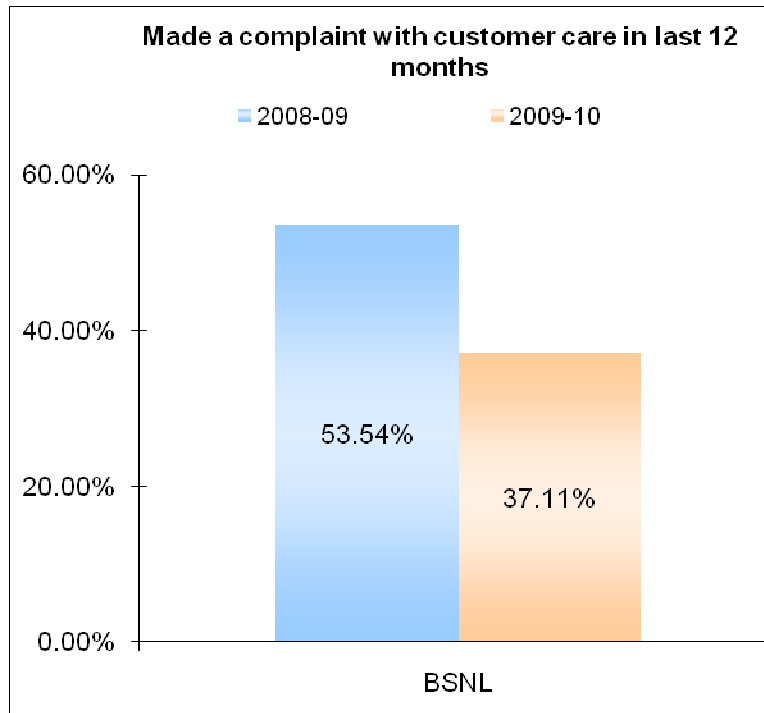
Level of satisfaction with Accuracy of Billing – Post paid subscribers:

Very Satisfied & Satisfied scores	BSNL
Very Satisfied	17.49%
Satisfied	71.02%
Total	88.51%

For level of satisfaction with accuracy of billing, 88.51% of BSNL subscribers are either satisfied or very satisfied.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



During last 12 months, maximum queries/complaints to the customer care have been made by BSNL subscribers and minimum calls were made by the BSNL subscribers.

b. Satisfaction with Help Services / Customer Care

Satisfaction with help services	BSNL
Ease of access of call center toll free number	72.22%
Response time to answer call by customer care executive	72.92%
Problem solving ability of customer care executive	73.61%
Time taken by customer care executive in resolving complaints	75.00%

For ease of accessing customer care, BSNL scored 72.22% and for satisfaction with problem solving ability of the customer care executive, BSNL scored 73.61%.

The satisfaction with response time to answer call by customer care executive was found to be 72.92% for BSNL.

Satisfaction with time taken by customer care executive in resolving complaints was found to be 75.00% for BSNL.

5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

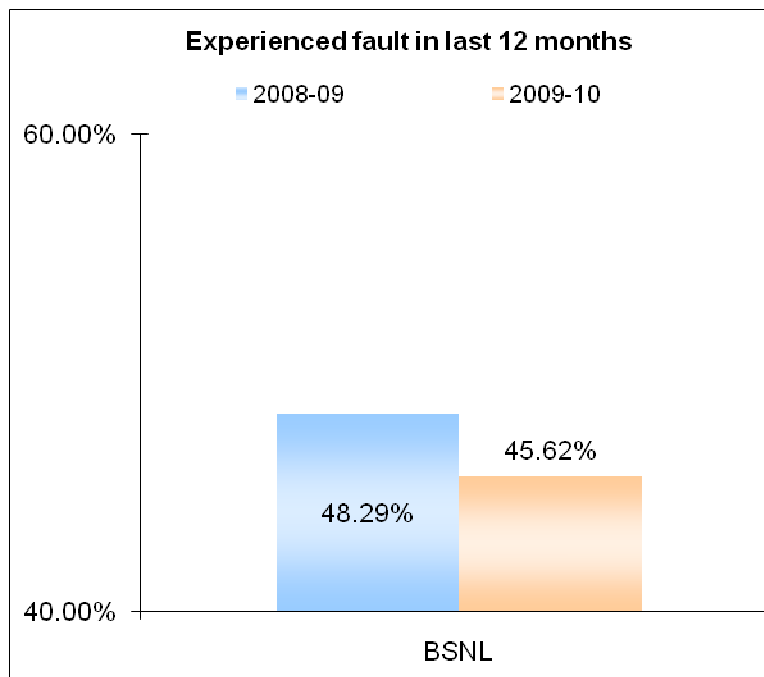
Very Satisfied & Satisfied scores	BSNL
Availability of working telephone (with dial tone)	87.57%
Ability to make or receive calls easily	88.06%
Voice quality	85.67%

Satisfaction with availability of working telephone (with dial tone) was found to be 87.57% for BSNL whereas satisfaction with voice quality was found to be 85.67%.

In the current round of survey, BSNL scored 88.06% for satisfaction with ability to make and receive calls.

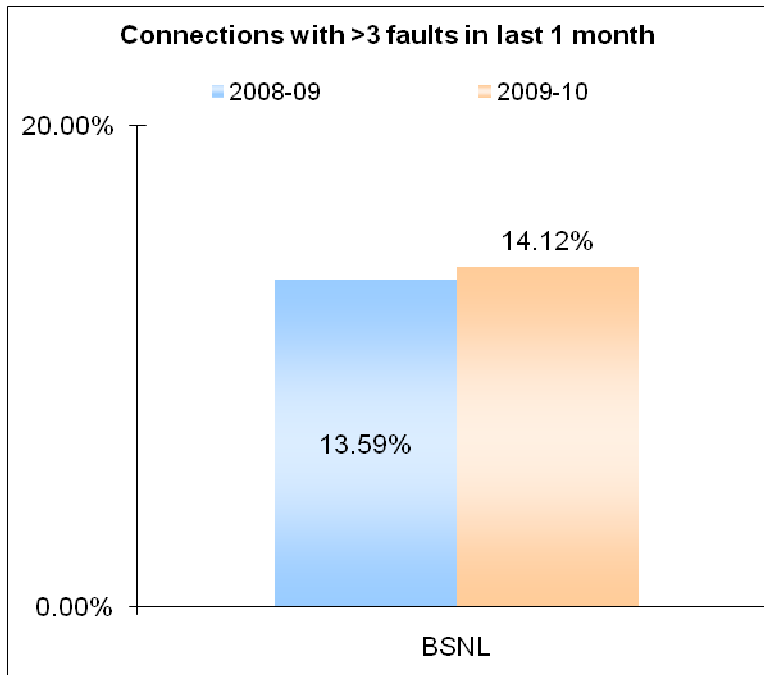
5.1.5 Maintainability related sub-aspects

a. Percentage subscribers experiencing fault in the telephone in last 12 months



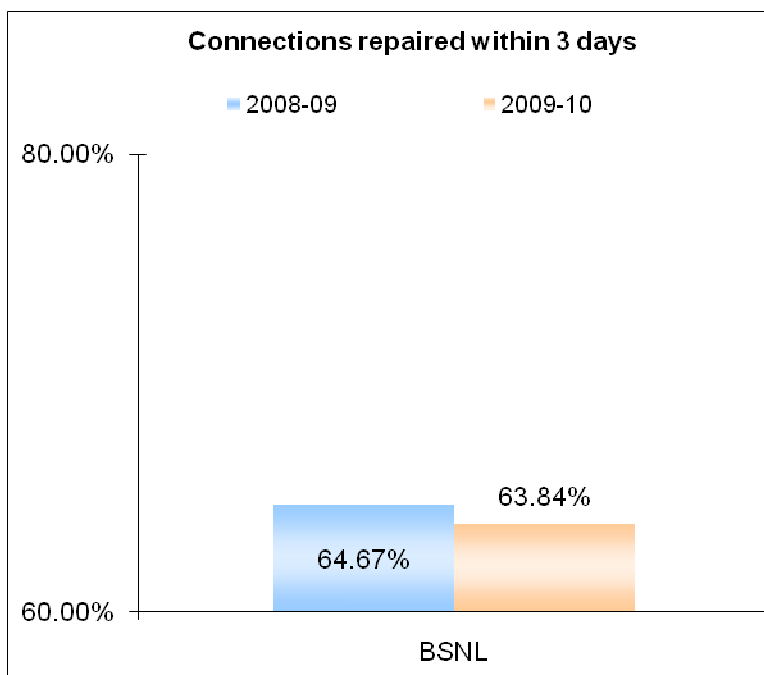
Percentage of customers who have made fault complaints in last 12 months was observed to be 45.62% for BSNL.

b. Number of times telephone became faulty in last 1 month



When it comes to number of times the subscriber’s telephone became faulty out of the base of the subscriber who has faced any problem in their connection in the last 1 month, 14.12% of BSNL subscribers claimed that they have faced problems in their telephone connection more than three times during last 1 month.

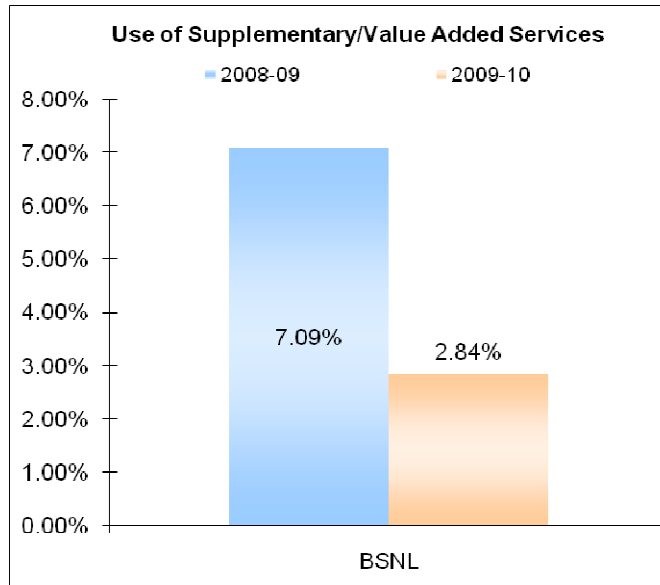
c. Time taken to repair after lodging complaint



Percentage of connections repaired within 3 days was found to be 63.84% for BSNL.

5.1.6 Supplementary services

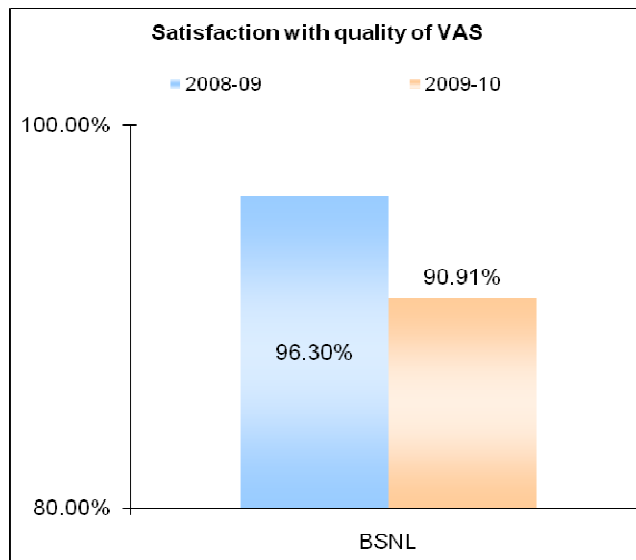
a. Percentage of subscribers opting for Supplementary Services



Usage of supplementary services among BSNL subscribers has come down from 7.09% in 2008-09 to 2.84% in 2009-10.

b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



The scores of level of satisfaction have been explained in the executive summary.

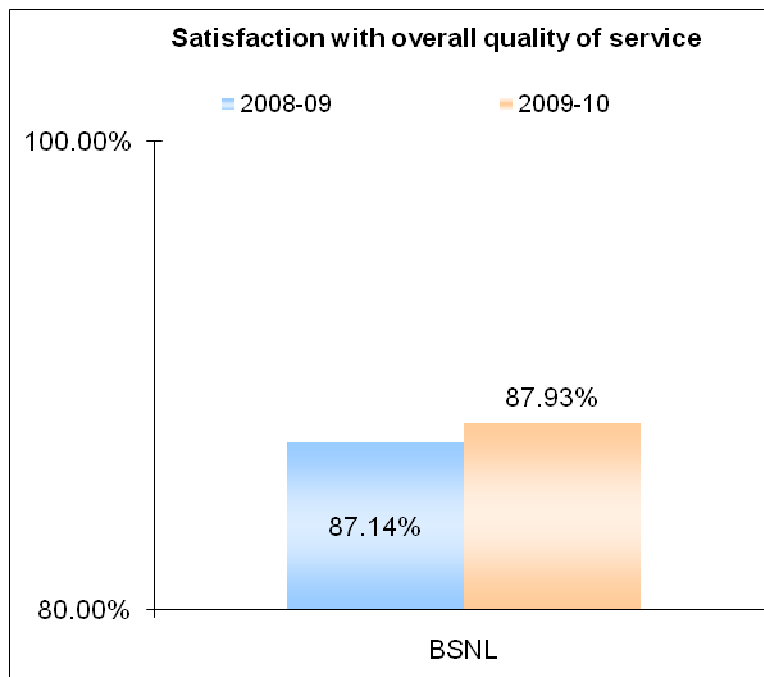
P

Very Satisfied & Satisfied scores	BSNL
Very Satisfied	18.18%
Satisfied	72.73%
Total	90.91%

The total satisfaction percentage for supplementary services among BSNL subscribers is 90.91%.

5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	BSNL
Very Satisfied	11.29%
Satisfied	76.64%
Total	87.93%

In the current round of survey, BSNL scored 87.93% for overall customer satisfaction with quality of service.

5.1.8 Redressal Mechanism

Satisfaction Scores	BSNL
Call Center	79.59%
Nodal Officer	100.00%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	33.33%

Satisfaction with call center and nodal officer for grievance redressal was found to be quite high. This high score can be attributed to low awareness and thus low base for these questions.

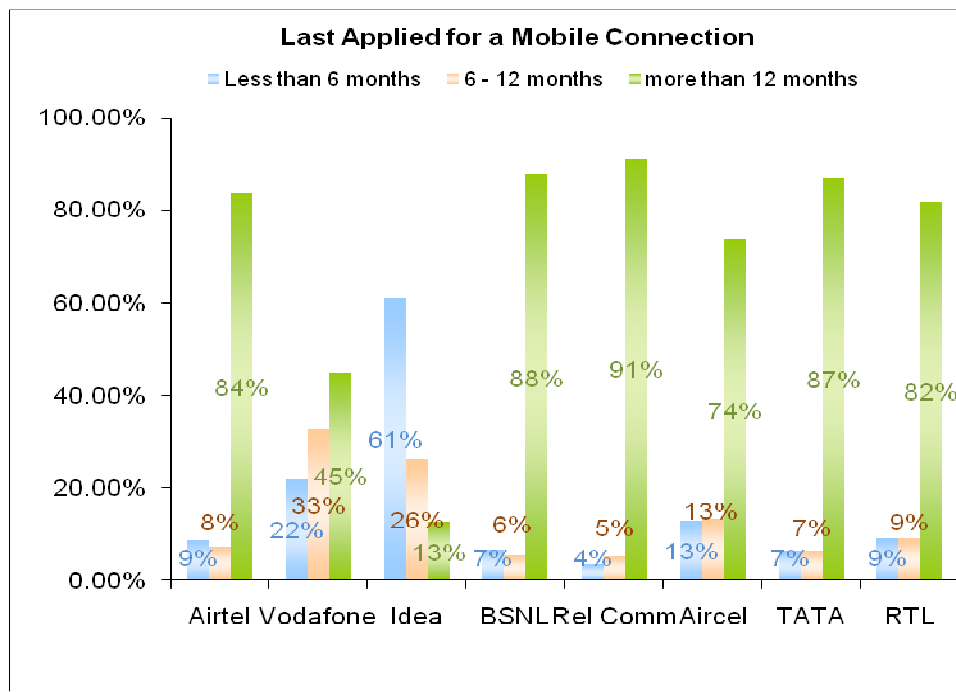
For provisioning of manual of practice while taking the new connection, only 33.33% of the subscribers claimed to have received the same. This can be attributed to high proportion of people last applying for a wireline connection more than 12 months ago.

5.2 Detailed Findings – Cellular Mobile Services

This section details out the performance of service providers on all the sub-aspects of various ‘Quality of Service’ parameters.

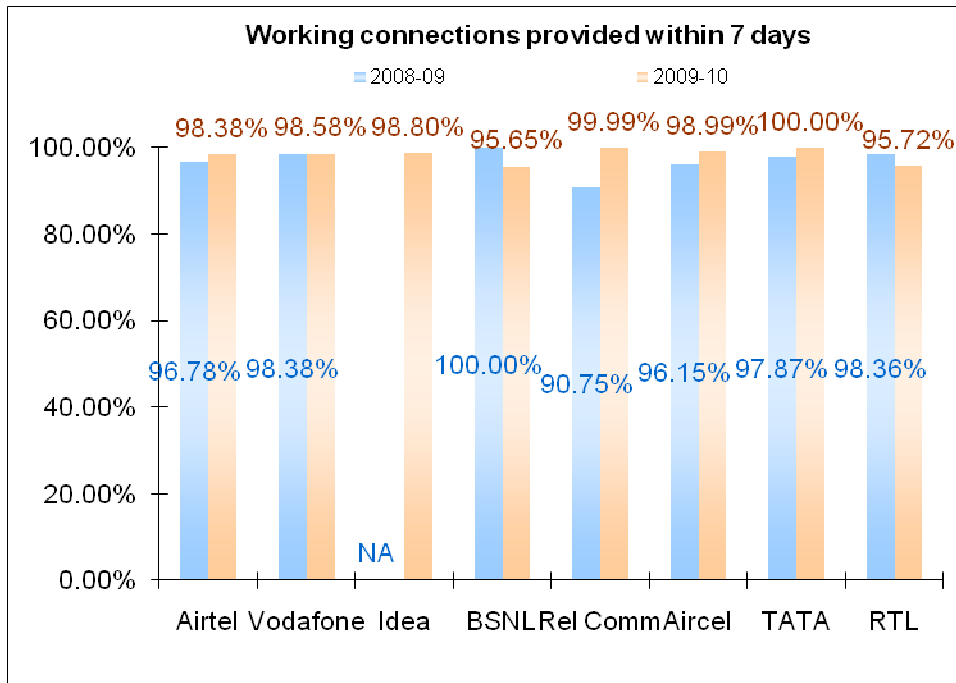
5.2.1 Service Provision

a. Last application for a phone connection: This aspect seeks to find out the recency of applying for a new mobile phone connection of subscribers for various service providers.



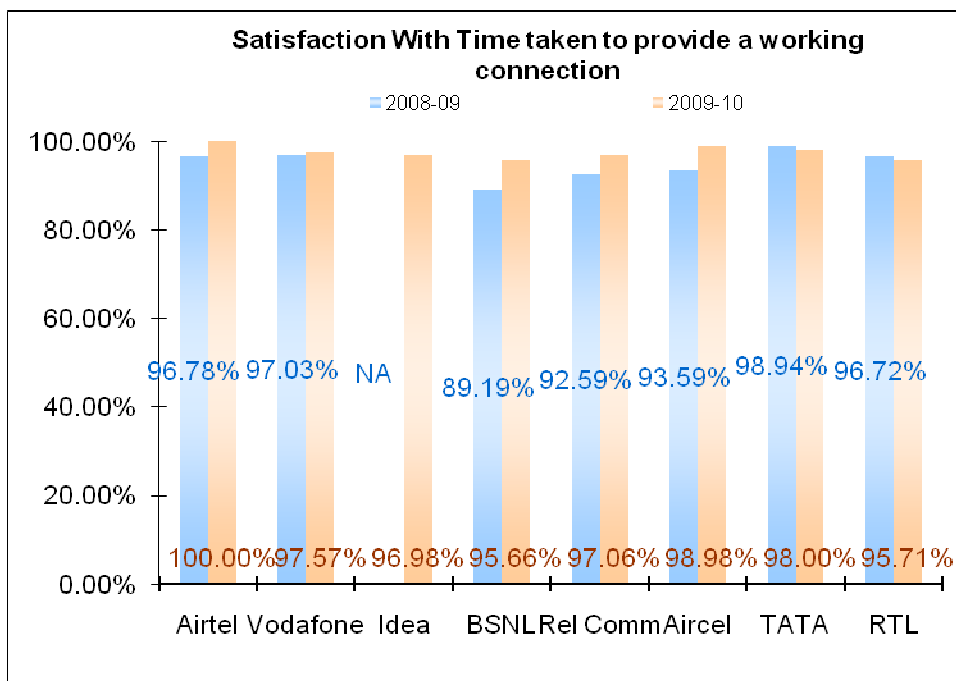
In last 6 months, 61.04% of Idea subscribers opted for it indicating a huge number of recent Idea users forming part of the survey.

b. Time taken for activation of new connection: This aspect seeks to find out the performance of various providers on the time taken to activate a new connection i.e. in how many days after taking a new connection is the person able to make / receive calls.



For proportion of connections activated within 7 days, TATA with 100% connections scored highest whereas BSNL with 95.65% connections scored lowest.

c. Satisfaction with service provision:



The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	15.89%	10.13%	7.79%	12.30%	9.66%	10.00%	11.72%	5.74%
Satisfied	80.47%	83.12%	87.27%	78.01%	81.20%	80.26%	82.29%	77.02%
Total	96.36%	93.25%	95.06%	90.31%	90.86%	90.26%	94.01%	82.76%

Maximum Minimum

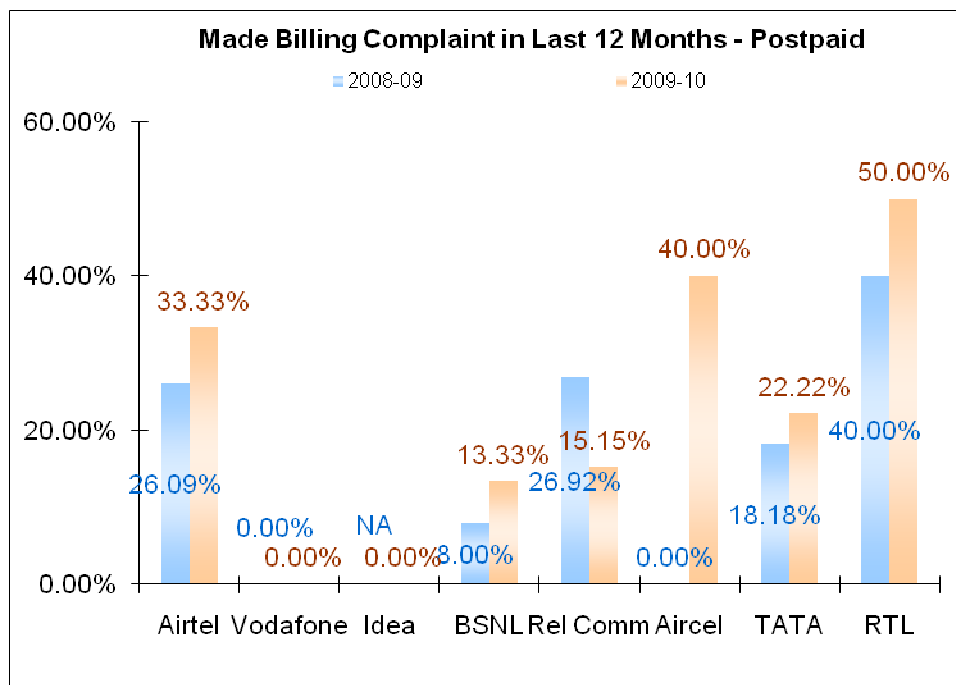
Score for level of satisfaction with service provisioning varies from 82.76% for RTL to 96.36% for Airtel.

5.2.2 Billing Aspects

This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

a. Postpaid subscribers:

i. Percentage of billing complaints



Subscribers of RTL made maximum number of billing related complaints in 2009-10. In 2008-09, maximum billing related complaints were made by Rel Comm subscribers.

ii. Satisfaction with various billing parameters

Satisfaction Level	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Timely delivery of bills	60.00%	100.00%	50.00%	92.31%	90.63%	100.00%	85.72%	100.00%
Accuracy of bills	50.00%	33.33%	100.00%	92.31%	71.88%	100.00%	100.00%	100.00%
Process of resolution of billing complaints	50.00%	NA	NA	0.00%	40.00%	50.00%	100.00%	100.00%
Clarity i.e. transparency and understandability of bills	75.00%	100.00%	100.00%	91.66%	96.00%	80.00%	100.00%	100.00%

Maximum Minimum

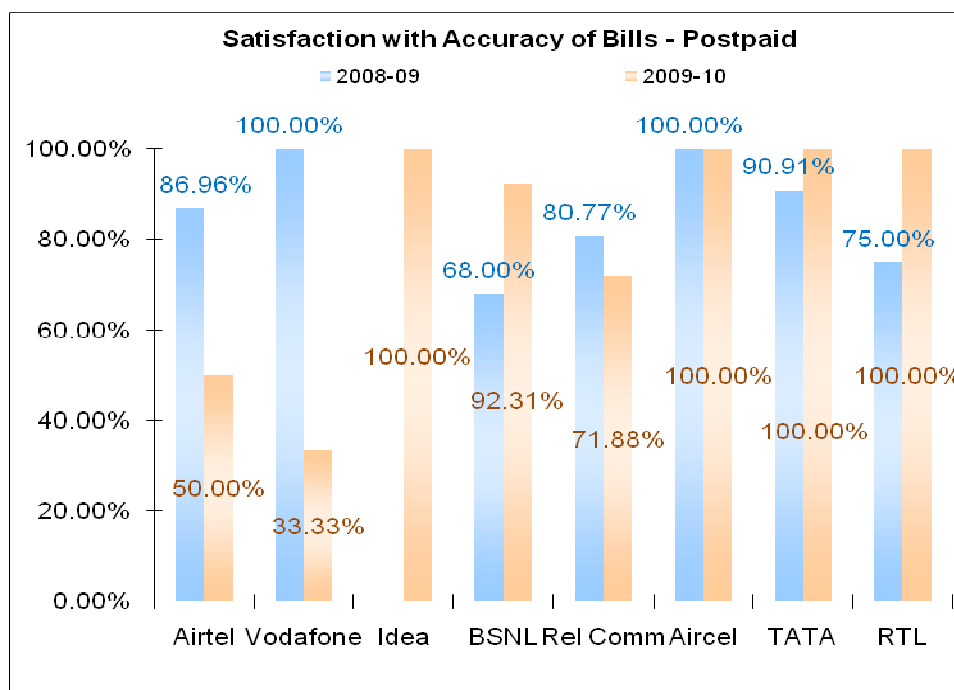
In the current round of survey, satisfaction with timely delivery of bills for postpaid subscribers was found to be lowest for Idea with 50%. The satisfaction with accuracy of bills was found to be lowest for Vodafone.

The satisfaction with clarity of bills was found to be lowest for Airtel.

For satisfaction with resolution of billing complaints, BSNL scored lowest.

iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



The scores of level of satisfaction have been explained in the executive summary.

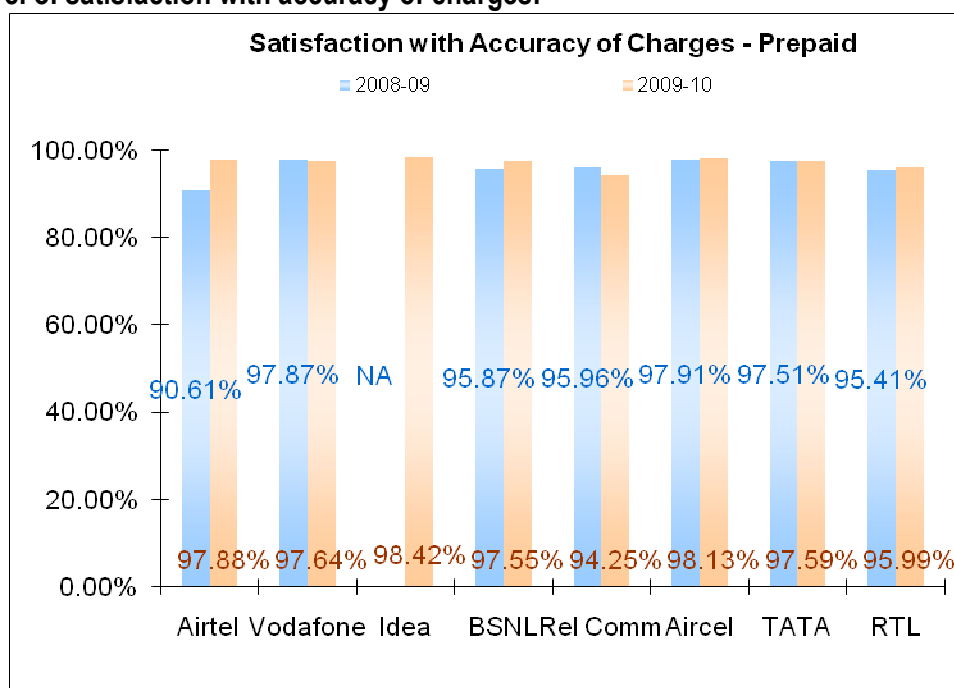
Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	0.00%	0.00%	0.00%	23.08%	12.50%	0.00%	50.00%	62.50%
Satisfied	50.00%	33.33%	100.00%	69.23%	59.38%	100.00%	50.00%	37.50%
Total	50.00%	33.33%	100.00%	92.31%	71.88%	100.00%	100.00%	100.00%

Maximum Minimum

In the current round of survey, highest score was found to be for Idea, Aircel, TATA and RTL with 100% subscribers claiming that they are either very satisfied or satisfied with postpaid billing.

b. Prepaid subscribers:

i. Level of satisfaction with accuracy of charges:

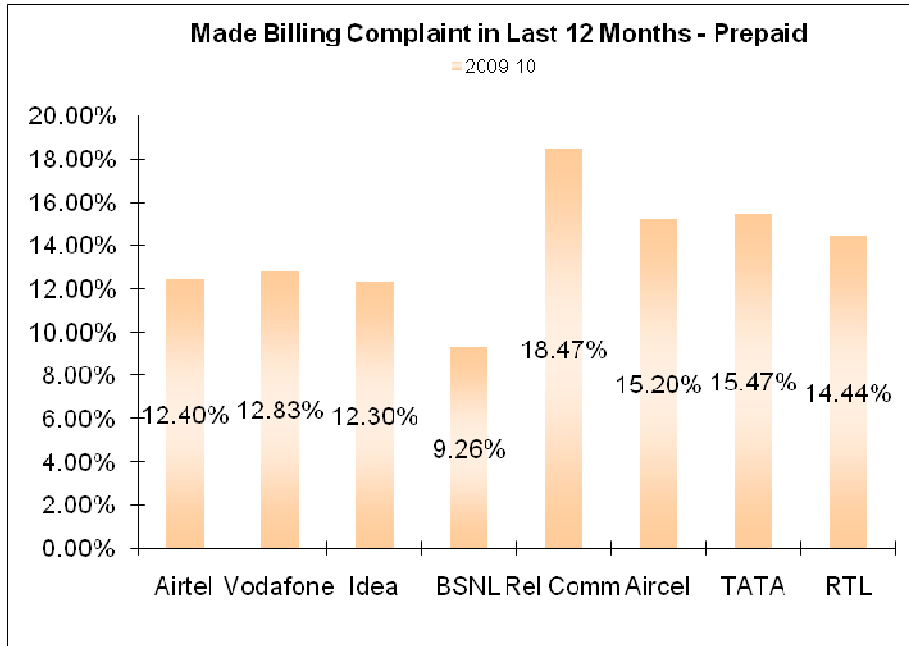


The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	13.00%	12.86%	12.07%	13.35%	11.49%	12.53%	12.87%	9.36%
Satisfied	84.88%	84.78%	86.35%	84.20%	82.76%	85.60%	84.72%	86.63%
Total	97.88%	97.64%	98.42%	97.55%	94.25%	98.13%	97.59%	95.99%

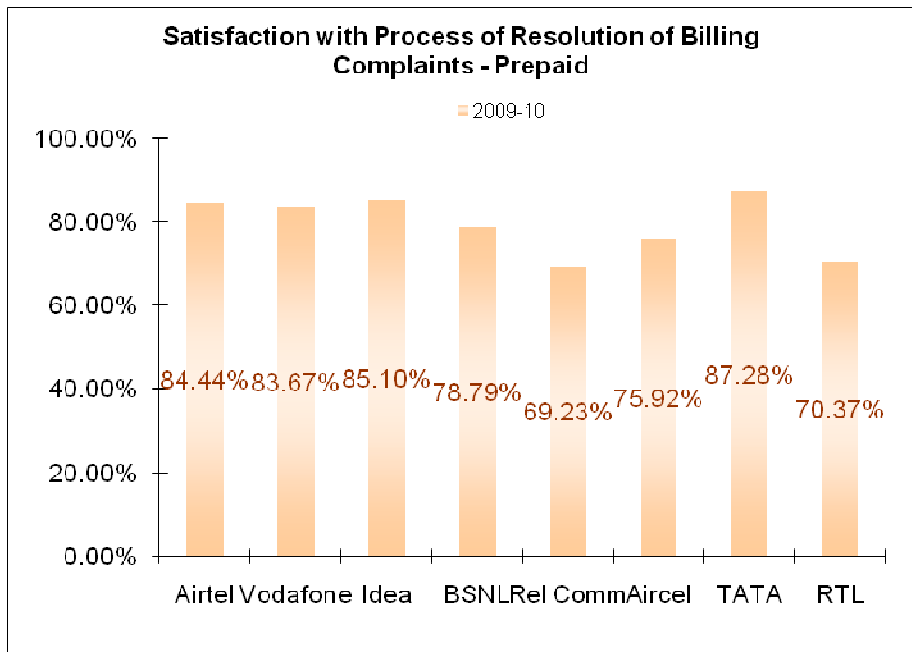
In the current round of survey, highest score was found to be for Idea with 98.42% subscribers claiming that they are either satisfied or very satisfied with prepaid billing.

ii. Percentage of billing complaints



For billing related complaints in 2009-10 maximum score was found to be for Rel Comm with 18.47% of its subscribers claiming to have made a billing complaint in last 12 months.

iii. Satisfaction with process of resolution of billing complaints

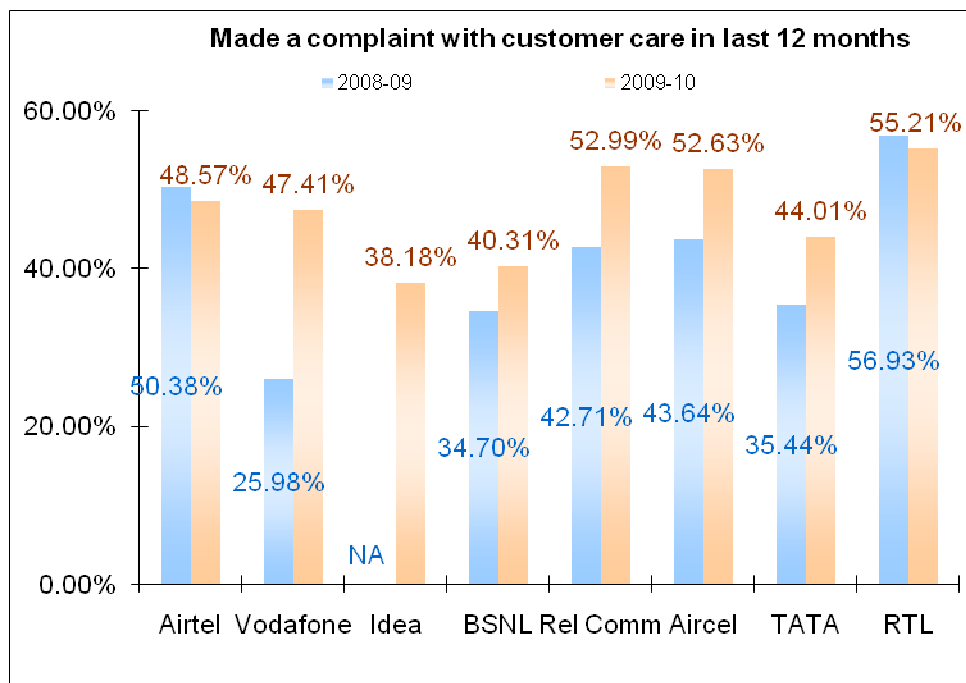


For satisfaction with process of resolution of billing complaints, maximum score was found to be for TATA with 87.28% of its subscribers claiming to be satisfied.

5.2.3 Help Services

This parameter captures the satisfaction of subscribers on various sub-aspects of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

a. Contacted customer care in last 12 months



During last 12 months, maximum queries/complaints to the customer care have been made by RTL subscribers and minimum calls were made by the Idea subscribers.

b. Level of satisfaction on various sub-aspects of help services

Maximum Minimum

Satisfaction with help services	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Ease of access of call center toll free number	80.10%	83.61%	87.07%	73.38%	78.32%	76.50%	81.07%	66.98%
Response time to answer call by customer care executive	79.03%	81.96%	87.07%	70.13%	77.34%	71.00%	78.70%	66.98%
Problem solving ability of customer care executive	84.40%	86.88%	89.11%	76.62%	83.74%	81.50%	82.25%	76.42%
Time taken by customer care executive in resolving complaints	85.48%	86.34%	85.71%	77.27%	81.28%	78.90%	83.44%	75.00%

For ease of accessing customer care, RTL with 66.98% scored lowest.

The satisfaction with response time to answer call by customer care executive was found to be lowest for RTL.

The satisfaction with time taken by customer care executive in resolving complaints was found to be lowest for RTL.

For satisfaction with problem solving ability of the customer care executive, RTL scored lowest whereas Idea scored highest.

5.2.4 Network Performance, Reliability & Availability:

This parameter captures the level of satisfaction of subscribers with various network related parameters which includes aspects like availability of signal at all times, whether the person is easily able to make or receive calls and the voice quality of the connection.

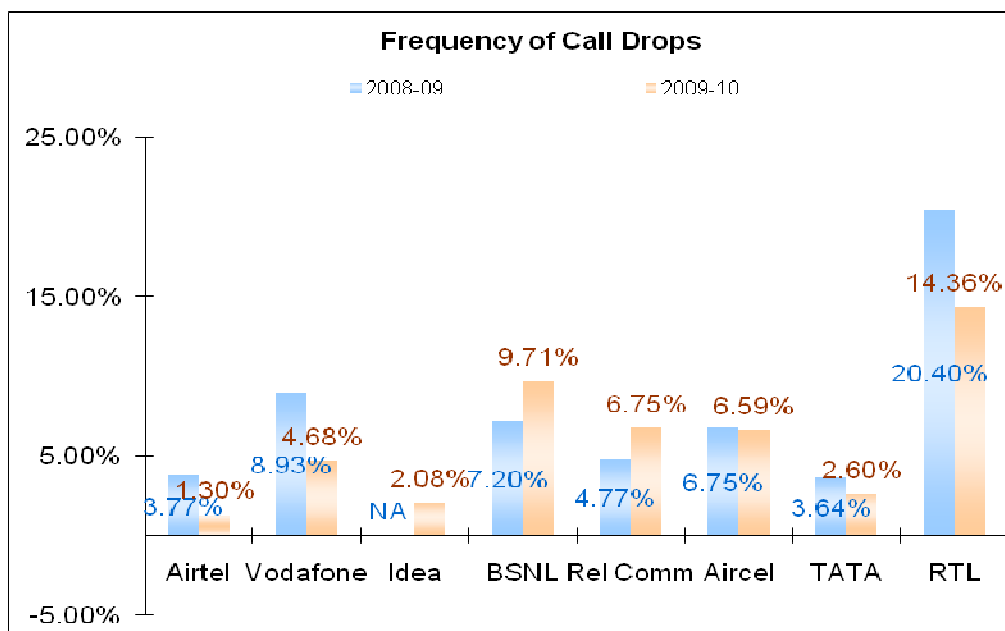
a. Level of satisfaction on various sub-aspects of network related parameters

Satisfaction with network related parameters	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Availability of signal	94.02%	89.35%	91.17%	85.30%	88.57%	86.06%	92.18%	73.18%
Ability to make or receive calls easily	97.40%	90.91%	94.55%	88.97%	91.43%	92.10%	95.58%	79.68%
Voice quality	96.88%	95.85%	97.14%	92.37%	92.47%	92.61%	95.83%	84.03%

Maximum Minimum

The satisfaction with availability of signal, ability to make or receive calls easily and voice quality was found to be lowest for RTL.

b. Call drop rate:



According to survey results call drops are more frequent for RTL with 14.36% of subscribers claiming that they experience frequent or very frequent call drops.

5.2.5 Maintainability:

This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

a. Level of satisfaction on various sub-aspects of maintainability:

Parameter	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Frequency of Signal Problem (Never or Occasional)	98.70%	95.06%	95.85%	90.55%	92.19%	93.39%	97.13%	83.29%
Satisfaction with restoration of signal problems (Vary Satisfied or Satisfied)	96.35%	91.45%	90.91%	86.88%	89.82%	87.30%	94.52%	78.94%

Maximum Minimum

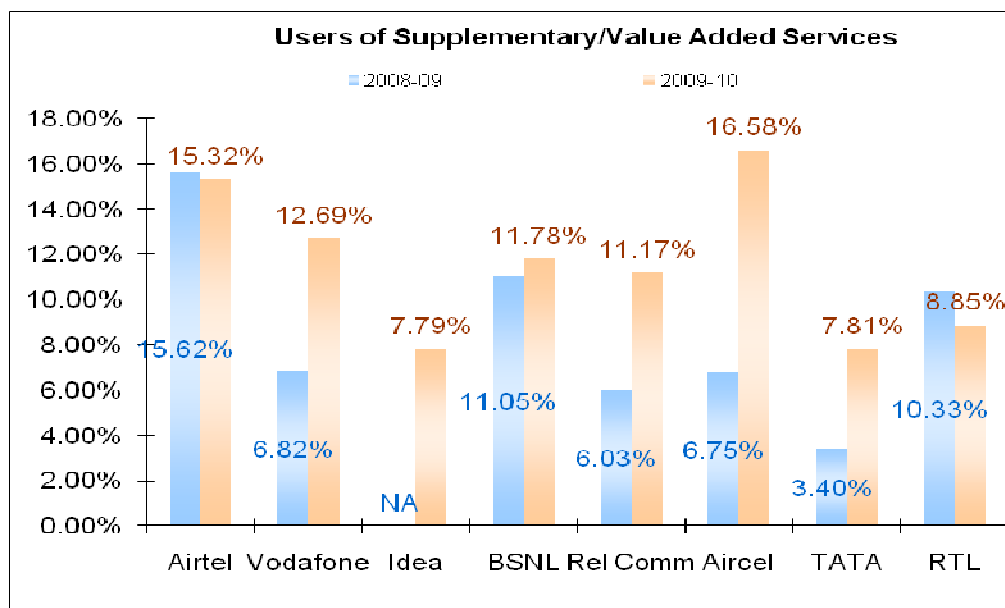
The satisfaction with frequency of signal problem was found to be highest for Airtel.

The satisfaction with restoration of signal problems was found to be highest for Airtel.

5.2.6 Supplementary services:

Supplementary services mean the services that the subscribers have to specifically subscribe for. Some of these services are free of cost and for others the subscribers have to pay either monthly charges or they are charged for these services according to its usage. Some of the common supplementary services are call divert, voice mail, GPRS, etc.

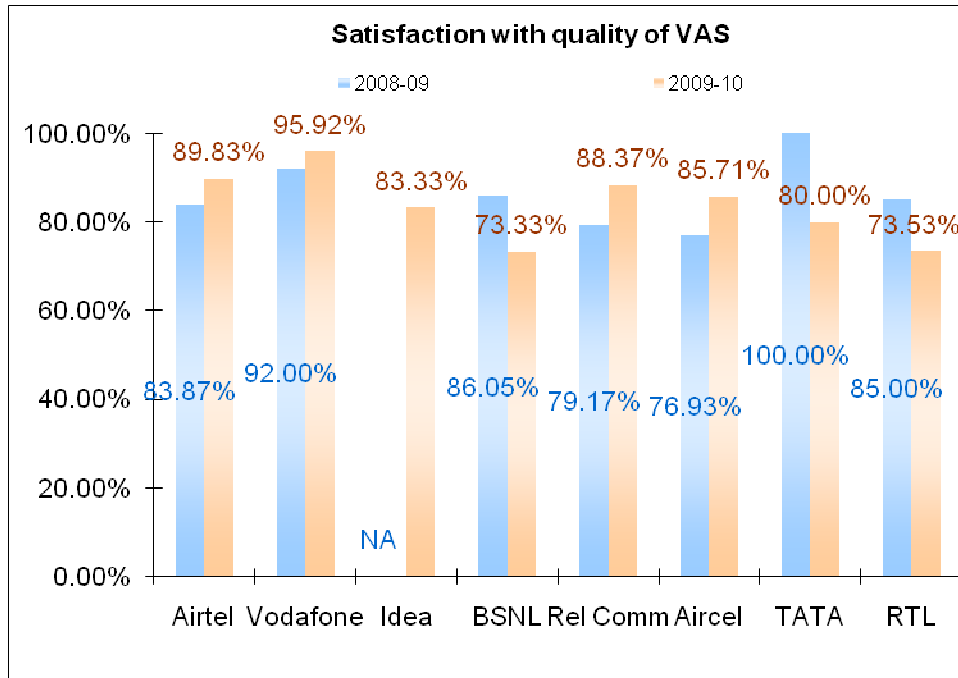
a. Percentage of subscribers opting for supplementary services:



Usage of supplementary services varies from 7.79% for Idea to 16.58% for Aircel.

b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	0.00%	0.00%	3.33%	0.00%	9.30%	3.17%	0.00%	5.88%
Satisfied	89.83%	95.92%	80.00%	73.33%	79.07%	82.54%	80.00%	67.65%
Total	89.83%	95.92%	83.33%	73.33%	88.37%	85.71%	80.00%	73.53%

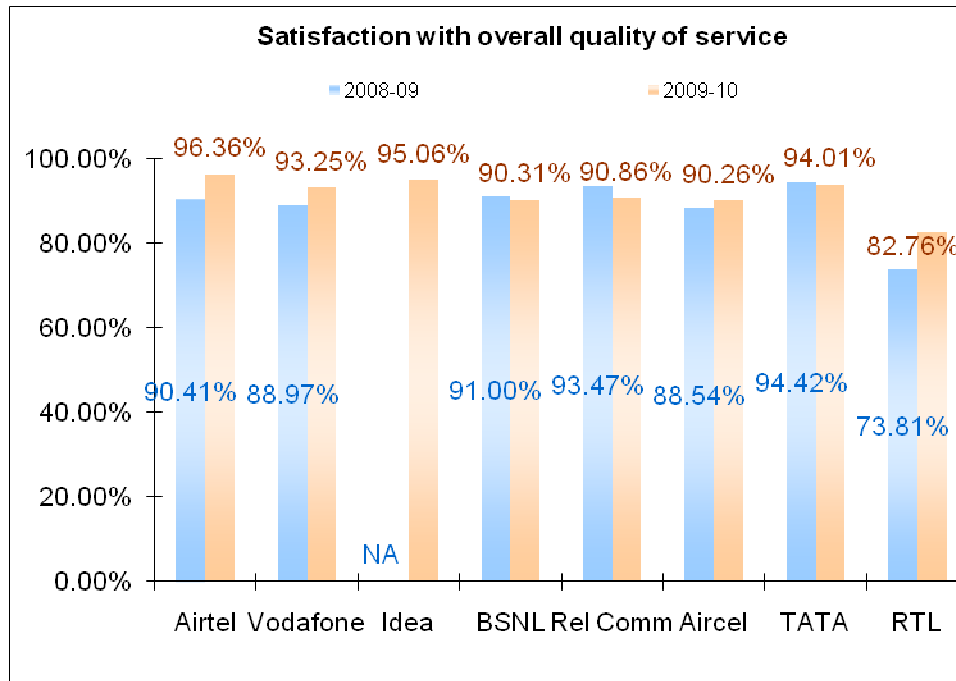
Maximum Minimum

The total satisfaction percentage is highest for Vodafone with 95.92% of subscribers who were using supplementary services claiming that they are either satisfied or very satisfied with supplementary services provided.

5.2.7 Overall percentage of subscribers satisfied:

This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.

Level of satisfaction with Quality of services (Overall):



The scores of level of satisfaction have been explained in the executive summary.

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied & Satisfied scores								
Very Satisfied	15.89%	10.13%	7.79%	12.30%	9.66%	10.00%	11.72%	5.74%
Satisfied	80.47%	83.12%	87.27%	78.01%	81.20%	80.26%	82.29%	77.02%
Total	96.36%	93.25%	95.06%	90.31%	90.86%	90.26%	94.01%	82.76%

Maximum Minimum

In the current round of survey, Airtel with 96.36% scored highest for overall customer satisfaction with quality of service whereas RTL with 82.76% scored lowest.

5.2.8 Three stage redressal mechanism:

TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up regulations are basically a three step mechanism through which a customer can solve his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

Awareness about contact details of:	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Customer Care	78.18%	81.61%	79.22%	77.49%	80.00%	85.53%	82.55%	83.59%
Nodal Officer	2.60%	5.18%	4.68%	3.93%	2.34%	3.68%	2.60%	2.08%
Appellate Authority	1.56%	1.04%	1.04%	0.79%	2.08%	2.11%	0.26%	1.04%

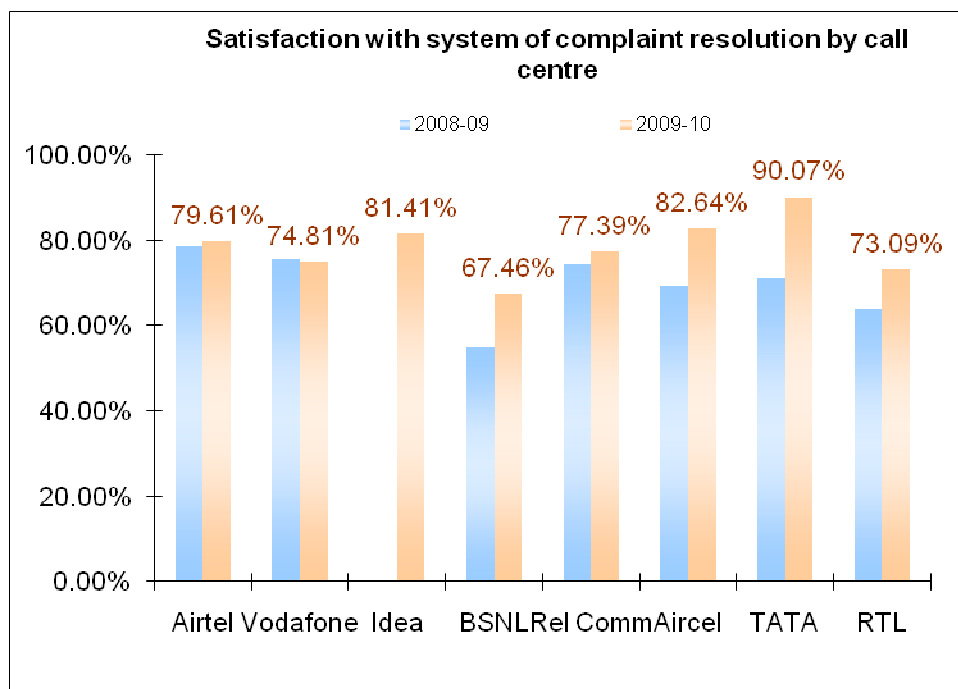
Maximum Minimum

Details of awareness related parameters have already been explained in the executive summary

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	40.00%	36.27%	31.69%	34.29%	38.70%	45.00%	36.98%	46.35%
No	60.00%	63.73%	68.31%	65.71%	61.30%	55.00%	63.02%	53.65%
If complaint made	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Docket number received for most of the complaints	7.14%	8.57%	10.66%	15.27%	9.40%	9.94%	4.93%	11.24%
No docket number received for most of the complaints	44.16%	45.71%	32.79%	31.30%	32.89%	44.44%	41.55%	36.52%
It was received on request	28.57%	32.14%	36.07%	36.64%	37.58%	29.82%	33.10%	33.15%
No docket number received even on request	18.83%	12.14%	17.21%	12.98%	18.79%	15.20%	19.01%	18.54%
Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	83.12%	82.14%	82.79%	75.57%	83.89%	84.80%	91.55%	80.90%
No	16.23%	16.43%	14.75%	16.79%	15.44%	15.20%	7.75%	17.98%

Maximum Minimum

Level of satisfaction with resolution of complaints by call centre



Level of satisfaction with resolution of complaints (for those customers who had made complaint in last 12 months) is observed to be highest for TATA with 90.07% and lowest for BSNL with 67.46%.

Reasons for dissatisfaction with resolution of complaints by call centre

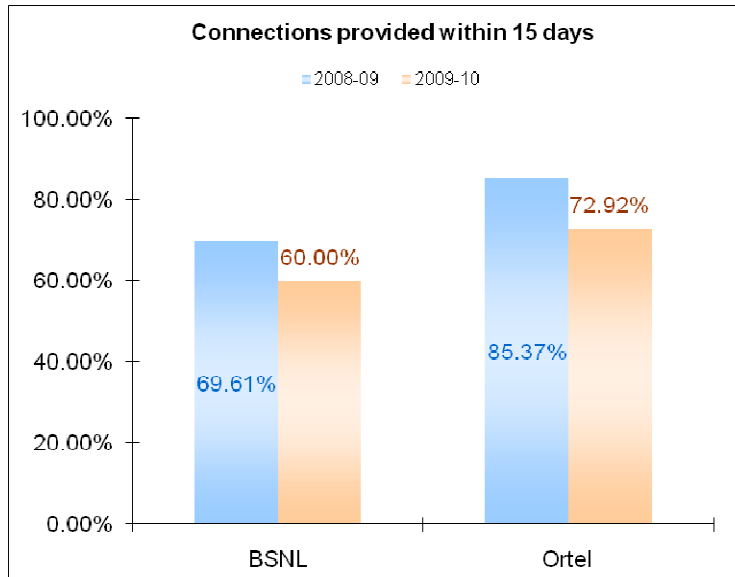
	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Reason for dissatisfaction	2009-10							
Difficult to connect to the call center executive	12.90%	11.76%	23.81%	9.76%	15.15%	6.90%	7.14%	41.30%
Customer care executive not polite/courteous	9.68%	5.88%	4.76%	12.20%	3.03%	10.34%	0.00%	4.35%
Customer care executive not equipped with adequate information	19.35%	20.59%	23.81%	19.51%	18.18%	31.03%	35.71%	13.04%
Time taken by call centre for redressal is too long	29.03%	32.35%	19.05%	29.27%	45.45%	41.38%	35.71%	26.09%
Customer care executive was unable to understand the problem	9.68%	0.00%	14.29%	7.32%	3.03%	6.90%	7.14%	15.22%
Others	3.23%	0.00%	0.00%	0.00%	3.03%	0.00%	0.00%	0.00%

For subscribers who were dissatisfied with call centre Time taken to resolve the complaint emerged out as the most prominent reason for dissatisfaction.

5.3 Detailed Findings – Broadband Services

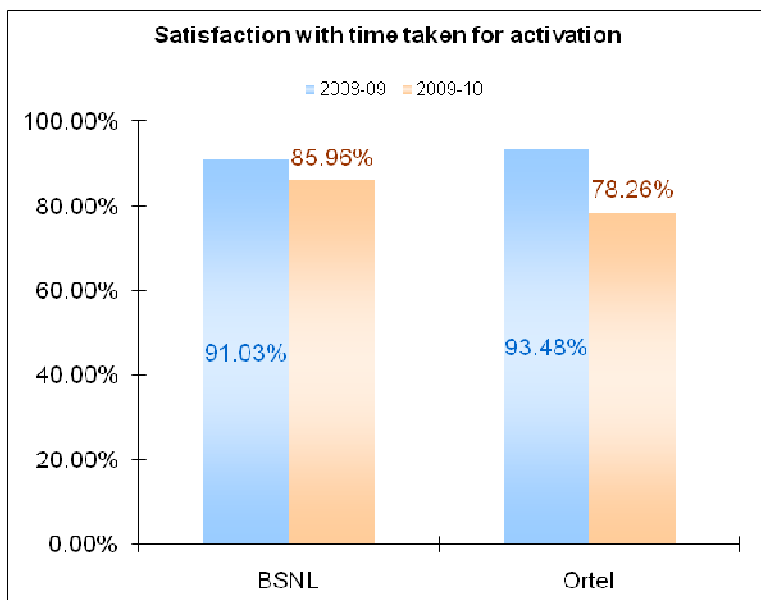
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



For activation of new connection, Ortel scored 72.92% whereas BSNL scored 60%.

Level of satisfaction with service provisioning:



The scores of level of satisfaction have been explained in the executive summary.

Very Satisfied & Satisfied scores:	BSNL	Ortel
Very Satisfied	11.11%	13.04%
Satisfied	74.85%	65.22%
Total	85.96%	78.26%

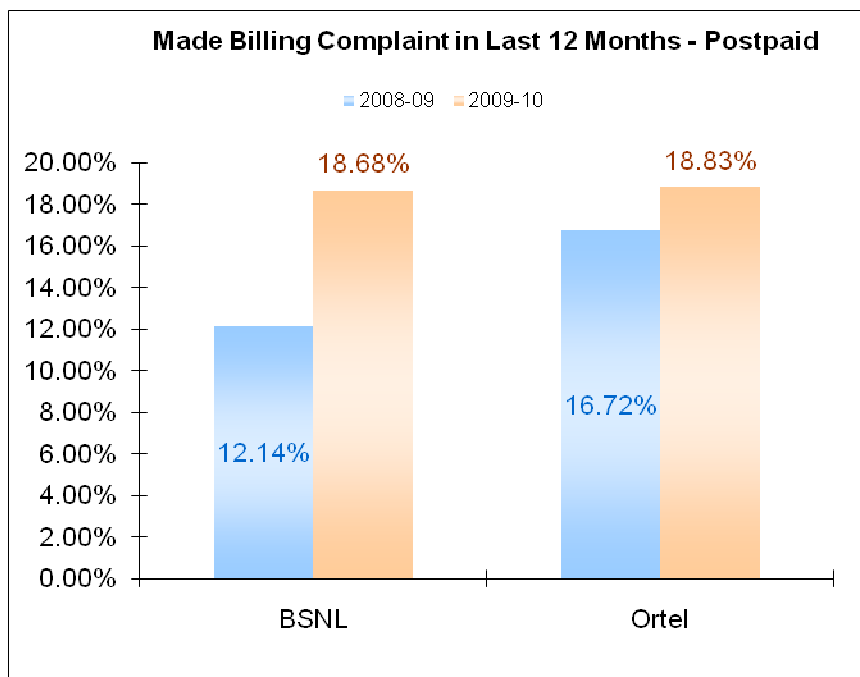
Maximum

For BSNL, 85.96% of the subscribers said that they are either “Very Satisfied” or “Satisfied” with the service provisioning. Whereas for Ortel 78.26% of the subscribers were either “Very Satisfied” or “Satisfied”.

5.3.2 Billing Performance:

Postpaid:

Billing related complaints



In the current round of survey, penetration of post paid subscribers making billing complaints was found to be 18.68% for BSNL and 18.83% for Ortel.

Satisfaction with Billing Parameters:	BSNL	Ortel
Timely delivery of bills	89.89%	90.96%
Accuracy of bills	89.84%	89.33%
Process of resolution of billing complaints	59.70%	54.41%
Clarity i.e. transparency and understandability of bills	91.42%	91.13%

Maximum

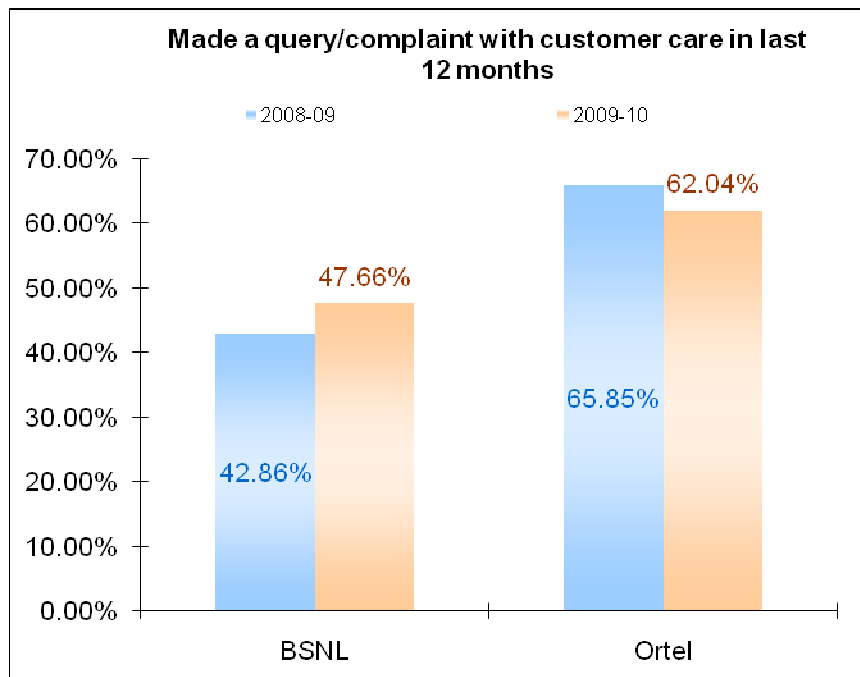
The satisfaction with accuracy of bills was found to be lowest for Ortel.

The satisfaction with clarity of bills was found to be lowest for Ortel.

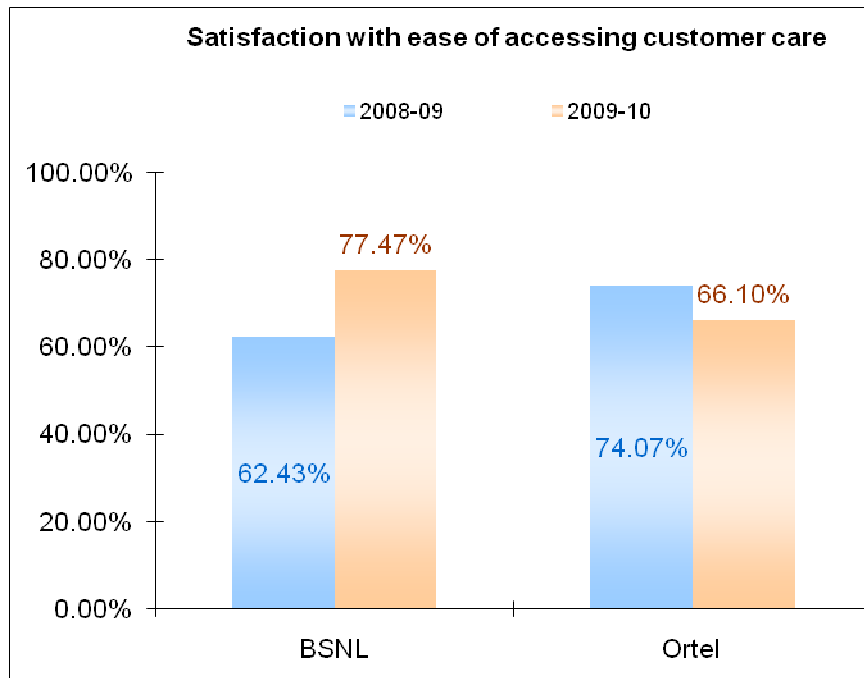
Level of satisfaction with timely delivery of bills is lowest for BSNL with 89.89%.

Ortel scored lowest for resolution of billing complaints.

5.3.3 Help Services:



Number of respondents making a query to the call center in the last 12 months was 47.66% for BSNL and 62.04% for Ortel.



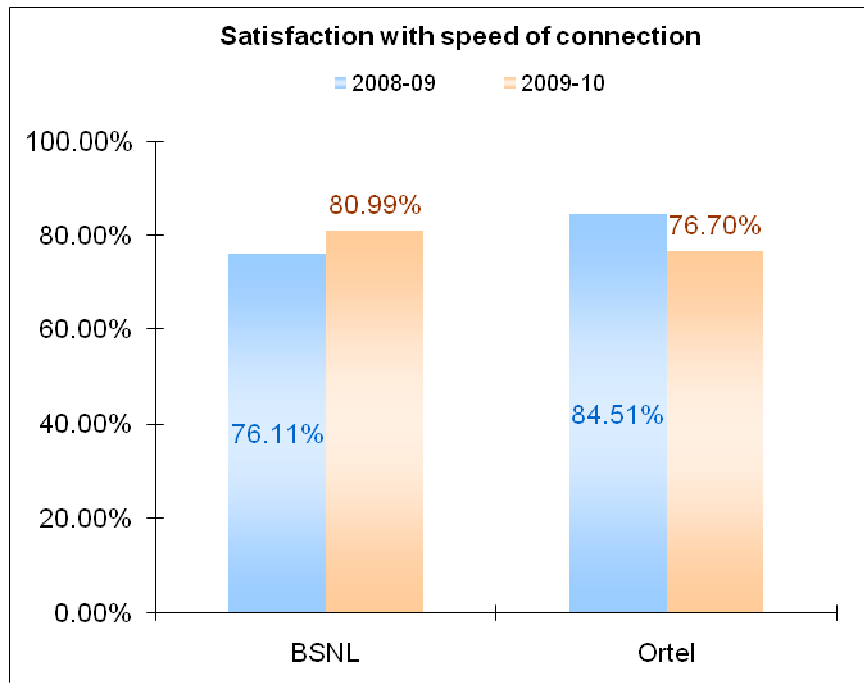
77.47% of BSNL subscribers claimed that it is difficult to access the call center.

	BSNL	Ortel
Satisfaction level with Help Services / Customer Care		
Response time to answer call by customer care executive	71.98%	64.83%
Problem solving ability of customer care executive	76.93%	72.45%
Time taken by customer care executive in resolving complaints	74.73%	70.34%

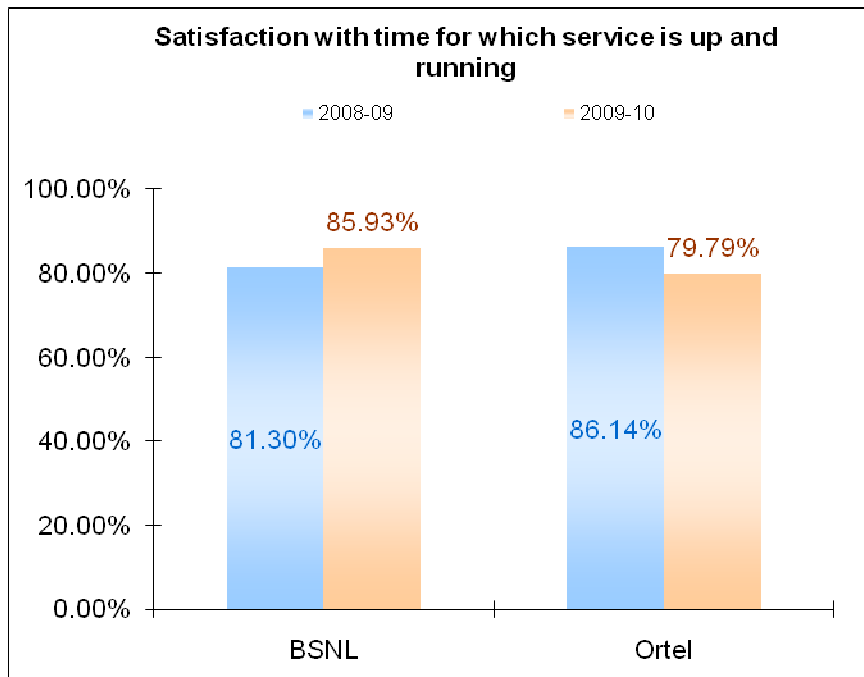
Maximum

The satisfaction with response time to answer call by customer care executive, problem solving ability of customer care executive and time taken by customer care executive in resolving complaints was found to be lower for Ortel as compared to BSNL.

5.3.4 Network performance, reliability and availability:

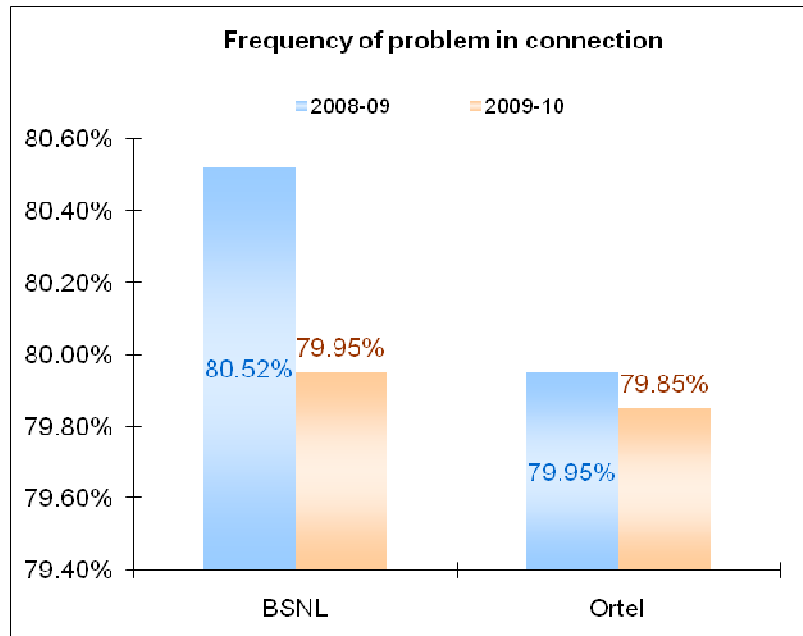


80.99% of BSNL subscribers said that they are either “Very Satisfied” or “Satisfied” with the speed of the broadband connection. Contrastingly, only 76.7% of Ortel subscribers are either “Very Satisfied” or “Satisfied”.

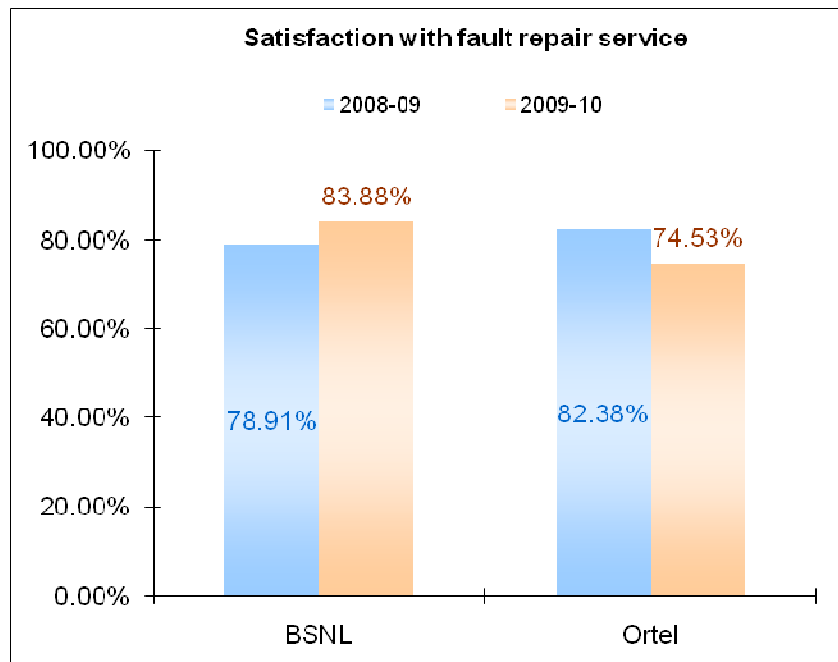


In the current round of survey, BSNL with 85.93% scored higher for satisfaction with time for which service is up and running whereas Ortel with 79.79% scored comparatively low.

5.3.5 Maintainability:

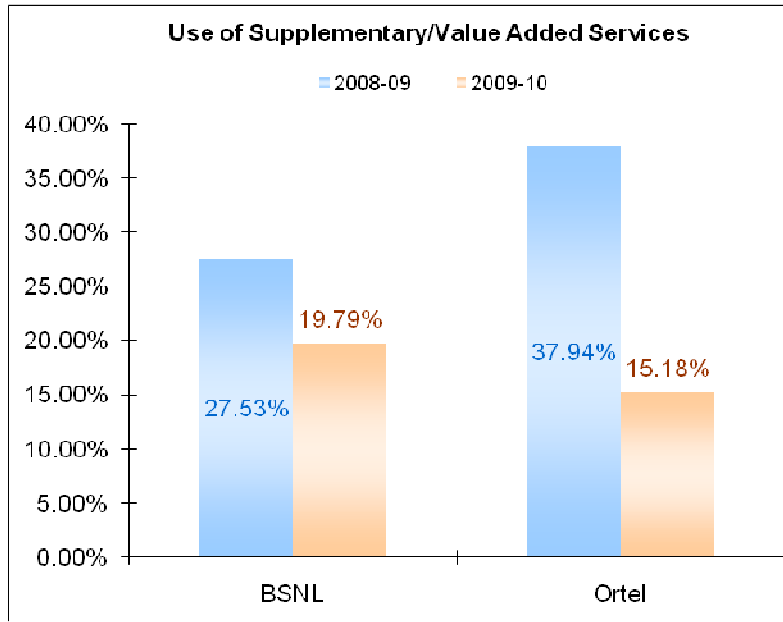


79.95% of BSNL subscribers claimed that they face frequent problems with their broadband connection.



In the current round of survey, BSNL with 83.88% scored higher on satisfaction with time taken to restore the connection as compared to Ortel with 74.53%.

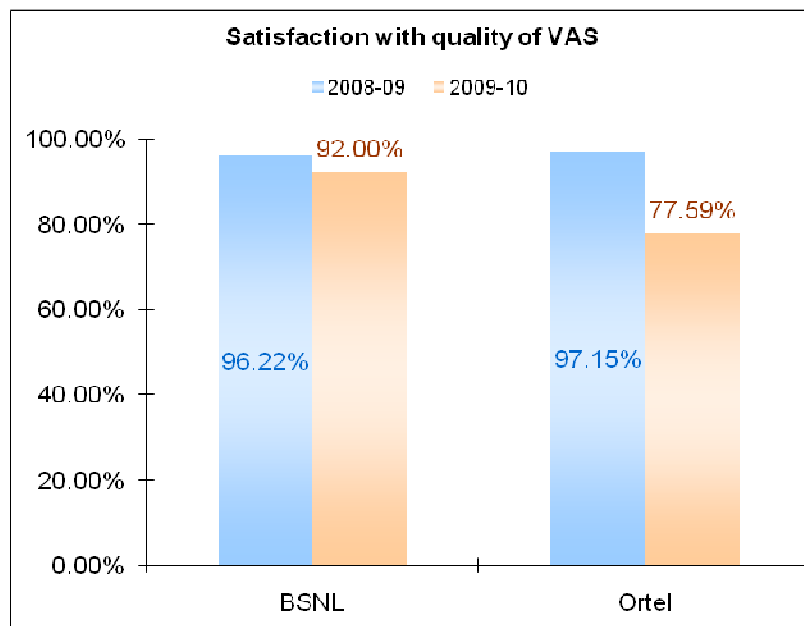
5.3.6 Supplementary Services:



Proportion of subscribers using supplementary/Value Added services is higher for BSNL.

5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



In the current round of survey, for satisfaction with supplementary services BSNL scored 92% whereas Ortel scored 77.59%.

5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007:

Satisfaction level with Help Services / Customer Care	BSNL	Ortel
Penetration - Complains made to customer care within last 6 months	38.80%	49.48%
Customer care informing about the action taken on the complaint	71.14%	60.85%
Resolution of complaint by customer care within 4 weeks of lodging complaint	71.98%	64.83%

 Maximum

The satisfaction with customer care informing about the action taken on the complaint and resolution of complaint by customer care within 4 weeks of lodging complaint was found to be higher for BSNL.

Reason for dissatisfaction with customer care	BSNL	Ortel
Difficult to connect call center executive	17.95%	17.31%
Customer care executive not polite/courteous	2.56%	5.77%
Customer care executive not equipped with adequate information	23.08%	21.15%
Time taken by call center for redressal of complaint is too long	30.77%	26.92%
The customer care executive was unable to understand the problem	10.26%	5.77%

 Maximum

Time taken for redressal of complaint and customer care executives being not equipped with adequate information came out as the most prominent reasons for dissatisfaction with customer care.

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ BSNL is the only wireline operator present in Orissa circle.
- ✓ Out of the 7 parameters, BSNL was able to meet the TRAI specified benchmark for only one parameter (satisfaction with supplementary and value added services)
- ✓ Provisioning of service is the only parameter for which all the operators were found to be meeting the benchmark score.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to 'Help Services', 'Network Performance' and 'billing performance' of BSNL
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be abysmally low. BSNL should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.

6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)

Key Take outs: Overall

- ✓ There are 8 operators primarily active in the Orissa circle.
- ✓ Airtel and BSNL are the top 2 operators in Orissa circle in terms of subscriber base.
- ✓ Out of the 7 parameters, none of the operator was able to meet the TRAI specified benchmark score for as many as 3 parameters.
- ✓ Airtel and Vodafone met the TRAI specified benchmark score for maximum 3 parameters.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to 'Help Services', 'Network Performance' and 'billing performance' for all the operators.
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be quite low. All the operators should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.

Key Take outs: Operator Level

Airtel

- ✓ The service provider performed comparatively better and has met the TRAI specified benchmark for 3 parameters.
- ✓ Also when compared to other operators in the circle Airtel is performing relatively better on network performance by meeting the TRAI specified benchmark level for 3 parameters.
- ✓ However satisfaction with billing performance was found to be quite low. Thus Airtel should look at improving its performance on the billing performance.

BSNL

- ✓ BSNL does not perform well on all the parameters except service provisioning and overall service quality.
- ✓ For billing complaints made by prepaid subscribers BSNL scored lowest as well as for satisfaction with accuracy of postpaid bills BSNL scored lowest
- ✓ For explicit consent before activating chargeable Vas, BSNL scored lowest among all the operators.
- ✓ BSNL also scored lowest for awareness about call center telephone number as well as satisfaction with complaint resolution by call center.

Tata Teleservices

- ✓ Tata Teleservices also managed to meet the TRAI specified benchmark score for only 2 of the 7 parameters
- ✓ Tata scored 98% for satisfaction with service provisioning.
- ✓ As in case of other operators, Tata also needs to improve on help services, network performance and billing performance.
- ✓ Tata scored highest for number of cases where call center informed the subscribers about the action taken on their complaint.
- ✓ Tata also scored highest for satisfaction with complaint resolution by the call center.

Aircel

- ✓ Aircel also managed to meet the TRAI benchmark for only 2 of the 7 parameters
- ✓ Aircel marginally met the benchmark score for overall level of satisfaction.
- ✓ Aircel scored only 60% for satisfaction with help services.
- ✓ Usage of supplementary and Value Added Services is highest among Aircel subscribers.
- ✓ Aircel also scored highest for explicit consent before activation of VAS.
- ✓ However for Satisfaction with quality of VAS Aircel scored lowest among all the operators

Reliance Communications and RTL

- ✓ Rel Comm managed to meet the benchmark score for only 2 parameters whereas RTL managed to meet the benchmark score for only 1 parameter.
- ✓ Both the service providers do not perform well on satisfaction with Help services and Network performance.
- ✓ Also, a significant proportion of the subscribers met for both the service providers claimed that they experience frequent call drops.
- ✓ RTL scored lowest for almost all the parameters related to network performance.

Vodafone

- ✓ Vodafone performed better as compared to other operators
- ✓ Vodafone managed to meet the TRAI benchmark for 3 parameters.
- ✓ It needs to improve on help services, network performance and billing performance.
- ✓ Vodafone scored highest for satisfaction with quality of VAS
- ✓ None of the postpaid subscribers met for the survey made a billing complaint in last 12 months.

Idea

- ✓ Idea managed to meet the TRAI benchmark for only 2 parameters.
- ✓ As found in case of all other operators, Idea also needs to improvise on help services, network performance and billing performance.
- ✓ Least number of Idea subscribers made a complaint to the customer care in last 12 months.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ During the survey it was observed that there are only two service providers operating in the circle i.e. BSNL and Ortel. Across all the 7 parameters, Ortel failed to meet the benchmark level for all the 7 parameters whereas BSNL managed to meet the benchmark score for only 1 parameter.
- ✓ For overall satisfaction with help services, both the operators scored less than 60%.
- ✓ Satisfaction with billing related parameter, network related parameters and help services is way below the benchmark level and needs to be improved.

Key Take outs: Operator Level

BSNL

- ✓ BSNL met TRAI specified benchmark score for only 1 out of the 7 parameters.
- ✓ It scored quite low on satisfaction with time taken by the customer care to resolve complaint.
- ✓ Other than help services, BSNL also needs to improve on Network performance and billing related parameters.
- ✓ Almost 20% of the BSNL broadband subscribers claimed to be using the value added services

Ortel

- ✓ Ortel failed to meet the benchmark level for all the 7 parameters.
- ✓ Ortel also scored low on parameters related to billing, network and help services.
- ✓ Only 56% of the Ortel subscribers were found to be aware of the facility for measuring broadband speed.
- ✓ Also almost half of the subscribers have made a complaint to the customer care in last 12 months.

7.0 Annexure (Question wise Responses)

7.1 Basic (Wireline)

		BSNL
Last applied for a telephone connection		2009-10
	Less than 6 months	2.06%
	6 - 12 months	2.58%
	more than 12 months	95.36%

		BSNL
Last applied for a telephone connection		2008-09
	Less than 6 months	1.57%
	6 - 12 months	1.05%
	more than 12 months	97.38%

		BSNL
Time taken to provide a working connection		2009-10
	< 3 days	16.67%
	3 - 7 days	33.33%
	6 - 15 days	27.78%
	> 15 days	22.22%
	<= 7 days	50.00%

		BSNL
Time taken to provide a working connection		2008-09
	< 3 days	30.00%
	3 - 7 days	0.00%
	6 - 15 days	30.00%
	> 15 days	40.00%
	<= 7 days	30.00%

		BSNL
Satisfaction with time taken for activation		2009-10
	Very satisfied	22.22%
	Satisfied	61.11%
	Dissatisfied	16.67%
	Very dissatisfied	0.00%
	Top-2	83.33%
	Bot-2	16.67%

		BSNL
Satisfaction with time taken for activation		2008-09
	Very satisfied	20.00%
	Satisfied	60.00%
	Dissatisfied	20.00%
	Very dissatisfied	0.00%
	Top-2	80.00%
	Bot-2	20.00%

		BSNL
Satisfaction with timely delivery of bills - Postpaid		2009-10
	Very satisfied	16.45%
	Satisfied	76.50%
	Dissatisfied	4.96%
	Very dissatisfied	2.09%
	Top-2	92.95%
	Bot-2	7.05%

		BSNL
Satisfaction with timely delivery of bills - Postpaid		2008-09
	Very satisfied	49.07%
	Satisfied	37.07%
	Dissatisfied	9.07%
	Very dissatisfied	4.80%
	Top-2	86.14%
	Bot-2	13.87%

		BSNL
Satisfaction with accuracy of bills - Postpaid		2009-10
	Very satisfied	17.49%
	Satisfied	71.02%
	Dissatisfied	9.14%
	Very dissatisfied	2.35%
	Top-2	88.51%
	Bot-2	11.49%

		BSNL
Satisfaction with accuracy of bills - Postpaid		2008-09
	Very satisfied	44.27%
	Satisfied	45.60%
	Dissatisfied	6.67%
	Very dissatisfied	3.47%
	Top-2	89.87%
	Bot-2	10.14%

		BSNL
Billing complaint in last 12 months - Postpaid		2009-10
	Yes	16.75%
	No	83.25%

		BSNL
Billing complaint in last 12 months - Postpaid		2008-09
	Yes	14.13%
	No	85.87%

		BSNL
Satisfaction with process of resolution of billing complaints - Postpaid		2009-10
	Very satisfied	1.56%

Satisfied	50.00%
Dissatisfied	39.06%
Very dissatisfied	9.38%
Top-2	51.56%
Bot-2	48.44%

		BSNL
Satisfaction with process of resolution of billing complaints - Postpaid		2008-09
Very satisfied	13.21%	
Satisfied	33.96%	
Dissatisfied	33.96%	
Very dissatisfied	18.87%	
Top-2	47.17%	
Bot-2	52.83%	

		BSNL
Satisfaction with clarity of bills - Postpaid		2009-10
Very satisfied	11.43%	
Satisfied	79.22%	
Dissatisfied	8.31%	
Very dissatisfied	1.04%	
Top-2	90.65%	
Bot-2	9.35%	

		BSNL
Satisfaction with clarity of bills - Postpaid		2008-09
Very satisfied	49.60%	
Satisfied	46.13%	
Dissatisfied	3.47%	
Very dissatisfied	0.80%	
Top-2	95.73%	
Bot-2	4.27%	

		BSNL
Satisfaction with accuracy of charges - Prepaid		2008-09
	Very satisfied	0.79%
	Satisfied	9.19%
	Dissatisfied	28.61%
	Very dissatisfied	20.47%
	Top-2	9.98%
	Bot-2	49.08%

		BSNL
Made complaint at the customer care		2009-10
	Yes	37.11%
	No	62.89%

		BSNL
Made complaint at the customer care		2008-09
	Yes	53.54%
	No	46.46%

		BSNL
Satisfaction with ease of accessing customer care		2009-10
	Very satisfied	1.39%
	Satisfied	70.83%
	Dissatisfied	27.08%
	Very dissatisfied	0.69%
	Top-2	72.22%
	Bot-2	27.77%

		BSNL
Satisfaction with ease of accessing customer care		2008-09
	Very satisfied	25.49%
	Satisfied	55.39%
	Dissatisfied	15.69%
	Very dissatisfied	3.43%
	Top-2	80.88%

Bot-2	19.12%
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		BSNL
satisfaction with response time to answer call		2009-10
Very satisfied		2.78%
Satisfied		70.14%
Dissatisfied		25.69%
Very dissatisfied		1.39%
Top-2		72.92%
Bot-2		27.08%

		BSNL
satisfaction with response time to answer call		2008-09
Very satisfied		23.53%
Satisfied		55.39%
Dissatisfied		17.16%
Very dissatisfied		3.92%
Top-2		78.92%
Bot-2		21.08%

		BSNL
Satisfaction with problem solving ability		2009-10
Very satisfied		1.39%
Satisfied		72.22%
Dissatisfied		25.69%
Very dissatisfied		0.69%
Top-2		73.61%
Bot-2		26.38%

		BSNL
Satisfaction with problem solving ability		2008-09
Very satisfied		21.08%
Satisfied		54.90%
Dissatisfied		17.65%
Very dissatisfied		6.37%
Top-2		75.98%

Bot-2	24.02%
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		BSNL
Satisfaction with time taken to resolve complaint		2009-10
Very satisfied		2.08%
Satisfied		72.92%
Dissatisfied		23.61%
Very dissatisfied		1.39%
Top-2		75.00%
Bot-2		25.00%

		BSNL
Satisfaction with time taken to resolve complaint		2008-09
Very satisfied		18.14%
Satisfied		51.96%
Dissatisfied		18.14%
Very dissatisfied		11.76%
Top-2		70.10%
Bot-2		29.90%

		BSNL
Satisfaction with availability of working telephone		2009-10
Very satisfied		9.59%
Satisfied		77.98%
Dissatisfied		11.14%
Very dissatisfied		1.30%
Top-2		87.57%
Bot-2		12.44%

		BSNL
Satisfaction with availability of working telephone		2008-09
Very satisfied		38.06%
Satisfied		47.24%
Dissatisfied		9.71%

	Very dissatisfied	4.99%
	Top-2	85.30%
	Bot-2	14.70%

		BSNL
Satisfaction with ability to make and receive calls		2009-10
	Very satisfied	13.25%
	Satisfied	74.81%
	Dissatisfied	10.91%
	Very dissatisfied	1.04%
	Top-2	88.06%
	Bot-2	11.95%

		BSNL
Satisfaction with ability to make and receive calls		2008-09
	Very satisfied	41.47%
	Satisfied	46.72%
	Dissatisfied	9.97%
	Very dissatisfied	1.84%
	Top-2	88.19%
	Bot-2	11.81%

		BSNL
Satisfaction with voice quality		2009-10
	Very satisfied	14.84%
	Satisfied	70.83%
	Dissatisfied	11.72%
	Very dissatisfied	2.60%
	Top-2	85.67%
	Bot-2	14.32%

		BSNL
Satisfaction with voice quality		2008-09
	Very satisfied	35.17%
	Satisfied	48.03%
	Dissatisfied	12.60%

Very dissatisfied	4.20%
Top-2	83.20%
Bot-2	16.80%

		BSNL
Experienced fault in last 12 months		2009-10
Yes	45.62%	
No	54.38%	

		BSNL
Experienced fault in last 12 months		2008-09
Yes	48.29%	
No	51.71%	

		BSNL
Faults in last 1 month		2009-10
Nil	27.68%	
1 time	22.03%	
2 - 3 times	35.59%	
> 3 times	14.12%	

		BSNL
Faults in last 1 month		2008-09
Nil	38.04%	
1 time	27.17%	
2 - 3 times	21.20%	
> 3 times	13.59%	

		BSNL
Time for repairing complaint		2009-10
1 day	21.47%	
2 - 3 days	42.37%	
4 - 7 days	12.99%	
> 7 days	19.21%	
<= 3 days	63.84%	

		BSNL
Time for repairing complaint		2008-09

1 day	19.02%
2 - 3 days	45.65%
4 - 7 days	19.02%
> 7 days	15.76%
<= 3 days	64.67%

		BSNL
Satisfaction with fault repair service		2009-10
Very satisfied		1.15%
Satisfied		72.99%
Dissatisfied		21.26%
Very dissatisfied		4.60%
Top-2		74.14%
Bot-2		25.86%

		BSNL
Satisfaction with fault repair service		2008-09
Very satisfied		18.03%
Satisfied		49.18%
Dissatisfied		25.68%
Very dissatisfied		7.10%
Top-2		67.21%
Bot-2		32.78%

		BSNL
Use of Supplementary/Value Added Services		2009-10
Yes		2.84%
No		97.16%

		BSNL
Use of Supplementary/Value Added Services		2008-09
Yes		7.09%
No		92.91%

		BSNL
Satisfaction with quality of VAS		2009-10

Very satisfied	18.18%
Satisfied	72.73%
Dissatisfied	9.09%
Very dissatisfied	0.00%
Top-2	90.91%
Bot-2	9.09%

		BSNL
Satisfaction with quality of VAS		2008-09
Very satisfied	40.74%	
Satisfied	55.56%	
Dissatisfied	3.70%	
Very dissatisfied	0.00%	
Top-2	96.30%	
Bot-2	3.70%	

		BSNL
Satisfaction with overall quality of telephone service		2009-10
Very satisfied	11.29%	
Satisfied	76.64%	
Dissatisfied	10.50%	
Very dissatisfied	1.57%	
Top-2	87.93%	
Bot-2	12.07%	

		BSNL
Satisfaction with overall quality of telephone service		2008-09
Very satisfied	27.56%	
Satisfied	59.58%	
Dissatisfied	9.97%	
Very dissatisfied	2.89%	
Top-2	87.14%	
Bot-2	12.86%	

		BSNL
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Informed about tariff plan in writing on activation of service or within a week	BSNL	
	2009-10	3.87%
	2008-09	16.54%

Terminated a telephone connection in last 12 months	BSNL	
	2009-10	0.00%
	2008-09	0.52%

Awareness about call centre telephone number	BSNL	
	Yes	53.61%
	No	46.39%

Made any complaint to the customer care in last 12 months	BSNL	
	Yes	25.52%
	No	74.48%

If complaint made	BSNL	
	Docket number received for most of the complaints	29.29%
	No docket number received for most of the complaints	25.25%
	It was received on request	33.33%
	No docket number received even on request	12.12%

Informed by call centre about the action taken on the complaint	BSNL	
	Yes	81.82%
	No	18.18%

	BSNL	
Satisfaction with the system of complaint resolution by call centre	2009-10	
	Very satisfied	0.00%
	Satisfied	79.59%

Dissatisfied	16.33%
Very dissatisfied	4.08%
Top-2	79.59%
Bot-2	20.41%

		BSNL
Satisfaction with the system of complaint resolution by call centre		2008-09
Very satisfied	17.43%	
Satisfied	56.88%	
Dissatisfied	16.51%	
Very dissatisfied	9.17%	
Top-2	74.31%	
Bot-2	25.68%	

		BSNL
Reason for dissatisfaction		2009-10
Difficult to connect to the call center executive	15.00%	
Customer care executive not polite/courteous	0.00%	
Customer care executive not equipped with adequate information	25.00%	
Time taken by call centre for redressal is too long	55.00%	
Customer care executive was unable to understand the problem	5.00%	
Others	0.00%	

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint		BSNL
2009-10	26.26%	
2008-09	5.50%	

Awareness about contact details of Nodal officer		BSNL
Yes	2.84%	
No	97.16%	

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	BSNL	
Yes		18.18%
No		81.82%

Intimated by the nodal officer about the decision taken on the complaint	BSNL	
Yes		100.00%
No		0.00%

Satisfaction with the redressal of the complaint by the nodal officer	BSNL	
Very satisfied		0.00%
Satisfied		100.00%
Dissatisfied		0.00%
Very dissatisfied		0.00%
Top-2		100.00%
Bot-2		0.00%

Awareness about the contact details of the appellate authority	BSNL	
Yes		1.29%
No		98.71%

Filed any appeal in last 12 months	BSNL	
Yes		20.00%
No		80.00%

Filed any appeal in last 12 months	BSNL	
Yes		20.00%
No		80.00%

Received any acknowledgement for the complaint filed	BSNL	
Yes		0.00%
No		100.00%

Manual of practice provided while subscribing for new telephone connection	BSNL
Yes	33.33%
No	38.89%

7.2 Cellular Mobile (Wireless)

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Last applied for a mobile connection	2009-10							
Less than 6 months	8.83%	22.02%	61.04%	6.81%	3.64%	12.89%	6.51%	9.11%
6 - 12 months	7.53%	32.90%	26.23%	5.50%	5.19%	13.42%	6.51%	9.11%
more than 12 months	83.64%	45.08%	12.73%	87.70%	91.17%	73.68%	86.98%	81.77%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Last applied for a mobile connection	2008-09							
Less than 6 months	7.30%	91.60%	0.00%	5.66%	8.29%	12.47%	12.14%	8.82%
6 - 12 months	8.31%	6.04%	0.00%	4.11%	5.28%	8.31%	10.68%	6.55%
more than 12 months	84.38%	2.36%	0.00%	90.23%	86.43%	79.22%	77.18%	84.63%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Time taken to provide a working connection	2009-10							
1 day	83.87%	85.24%	86.49%	84.78%	61.76%	93.94%	86.00%	81.43%
2 - 3 days	12.90%	10.48%	9.31%	4.35%	29.41%	5.05%	14.00%	11.43%
4 - 7 days	1.61%	2.86%	3.00%	6.52%	8.82%	0.00%	0.00%	2.86%
more than 7 days	1.61%	1.43%	1.20%	4.35%	0.00%	1.01%	0.00%	4.29%
<= 7 days	98.38%	98.58%	98.80%	95.65%	99.99%	98.99%	100.00%	95.72%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Time taken to provide a working connection	2008-09							
1 day	80.65%	86.52%	NA	84.21%	77.78%	76.92%	84.04%	70.49%
2 - 3 days	12.90%	10.78%	NA	10.53%	7.41%	14.10%	10.64%	26.23%
4 - 7 days	3.23%	1.08%	NA	5.26%	5.56%	5.13%	3.19%	1.64%
more than 7 days	3.23%	1.62%	NA	0.00%	9.26%	3.85%	2.13%	1.64%
<= 7 days	96.78%	98.38%	NA	100.00%	90.75%	96.15%	97.87%	98.36%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with time taken for activation	2009-10							
Very satisfied	27.87%	21.84%	23.26%	26.09%	23.53%	20.41%	24.00%	18.57%
Satisfied	72.13%	75.73%	73.72%	69.57%	73.53%	78.57%	74.00%	77.14%
Dissatisfied	0.00%	2.43%	3.02%	4.35%	2.94%	1.02%	2.00%	4.29%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Top-2	100.00%	97.57%	96.98%	95.66%	97.06%	98.98%	98.00%	95.71%

Bot-2	0.00%	2.43%	3.02%	4.35%	2.94%	1.02%	2.00%	4.29%
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	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with time taken for activation	2008-09							
Very satisfied	48.39%	45.28%	NA	43.24%	51.85%	43.59%	48.94%	37.70%
Satisfied	48.39%	51.75%	NA	45.95%	40.74%	50.00%	50.00%	59.02%
Dissatisfied	3.23%	2.43%	NA	8.11%	7.41%	2.56%	1.06%	3.28%
Very dissatisfied	0.00%	0.54%	NA	2.70%	0.00%	3.85%	0.00%	0.00%
Top-2	96.78%	97.03%	NA	89.19%	92.59%	93.59%	98.94%	96.72%
Bot-2	3.23%	2.97%	NA	10.81%	7.41%	6.41%	1.06%	3.28%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with accuracy of charges - Prepaid	2009-10							
Very satisfied	13.00%	12.86%	12.07%	13.35%	11.49%	12.53%	12.87%	9.36%
Satisfied	84.88%	84.78%	86.35%	84.20%	82.76%	85.60%	84.72%	86.63%
Dissatisfied	2.12%	2.36%	1.57%	2.45%	5.46%	1.87%	2.41%	3.48%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	0.29%	0.00%	0.00%	0.53%
Top-2	97.88%	97.64%	98.42%	97.55%	94.25%	98.13%	97.59%	95.99%
Bot-2	2.12%	2.36%	1.57%	2.45%	5.75%	1.87%	2.41%	4.01%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with accuracy of charges - Prepaid	2008-09							
Very satisfied	34.85%	39.20%	NA	40.38%	37.90%	39.06%	41.90%	38.52%
Satisfied	55.76%	58.67%	NA	55.49%	58.06%	58.85%	55.61%	56.89%
Dissatisfied	5.90%	1.60%	NA	3.02%	3.49%	1.56%	1.75%	4.08%
Very dissatisfied	3.49%	0.53%	NA	1.10%	0.54%	0.52%	0.75%	0.51%
Top-2	90.61%	97.87%	NA	95.87%	95.96%	97.91%	97.51%	95.41%
Bot-2	9.39%	2.13%	NA	4.12%	4.03%	2.08%	2.50%	4.59%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Billing complaint in last 12 months - Prepaid	2009-10							
Yes	12.40%	12.83%	12.30%	9.26%	18.47%	15.20%	15.47%	14.44%
No	87.60%	87.17%	87.70%	90.74%	81.53%	84.80%	84.53%	85.56%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with process of resolution of billing complaints - Prepaid	2009-10							
Very satisfied	4.44%	6.12%	6.38%	6.06%	3.08%	1.85%	14.55%	3.70%
Satisfied	80.00%	77.55%	78.72%	72.73%	66.15%	74.07%	72.73%	66.67%
Dissatisfied	15.56%	16.33%	14.89%	21.21%	29.23%	18.52%	12.73%	27.78%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	1.54%	5.56%	0.00%	1.85%
Top-2	84.44%	83.67%	85.10%	78.79%	69.23%	75.92%	87.28%	70.37%
Bot-2	15.56%	16.33%	14.89%	21.21%	30.77%	24.08%	12.73%	29.63%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with timely delivery of bills - Postpaid	2009-10							
Very satisfied	0.00%	0.00%	0.00%	23.08%	12.50%	0.00%	42.86%	50.00%
Satisfied	60.00%	100.00%	50.00%	69.23%	78.13%	100.00%	42.86%	50.00%
Dissatisfied	20.00%	0.00%	50.00%	7.69%	6.25%	0.00%	14.29%	0.00%
Very dissatisfied	20.00%	0.00%	0.00%	0.00%	3.13%	0.00%	0.00%	0.00%
Top-2	60.00%	100.00%	50.00%	92.31%	90.63%	100.00%	85.72%	100.00%
Bot-2	40.00%	0.00%	50.00%	7.69%	9.38%	0.00%	14.29%	0.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with timely delivery of bills - Postpaid	2008-09							
Very satisfied	62.50%	16.67%	NA	48.00%	50.00%	100.00%	72.73%	50.00%
Satisfied	37.50%	33.33%	NA	40.00%	23.08%	0.00%	18.18%	0.00%
Dissatisfied	0.00%	33.33%	NA	8.00%	23.08%	0.00%	9.09%	25.00%
Very dissatisfied	0.00%	16.67%	NA	4.00%	3.85%	0.00%	0.00%	25.00%
Top-2	100.00%	50.00%	NA	88.00%	73.08%	100.00%	90.91%	50.00%
Bot-2	0.00%	50.00%	NA	12.00%	26.93%	0.00%	9.09%	50.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with accuracy of bills - Postpaid	2009-10							
Very satisfied	0.00%	0.00%	0.00%	23.08%	12.50%	0.00%	50.00%	62.50%
Satisfied	50.00%	33.33%	100.00%	69.23%	59.38%	100.00%	50.00%	37.50%
Dissatisfied	25.00%	66.67%	0.00%	7.69%	28.13%	0.00%	0.00%	0.00%
Very dissatisfied	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Top-2	50.00%	33.33%	100.00%	92.31%	71.88%	100.00%	100.00%	100.00%
Bot-2	50.00%	66.67%	0.00%	7.69%	28.13%	0.00%	0.00%	0.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with accuracy of bills - Postpaid	2008-09							
Very satisfied	47.83%	33.33%	NA	36.00%	42.31%	100.00%	63.64%	75.00%
Satisfied	39.13%	66.67%	NA	32.00%	38.46%	0.00%	27.27%	0.00%
Dissatisfied	13.04%	0.00%	NA	32.00%	11.54%	0.00%	9.09%	0.00%
Very dissatisfied	0.00%	0.00%	NA	0.00%	7.69%	0.00%	0.00%	25.00%
Top-2	86.96%	100.00%	NA	68.00%	80.77%	100.00%	90.91%	75.00%
Bot-2	13.04%	0.00%	NA	32.00%	19.23%	0.00%	9.09%	25.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Billing complaint in last 12 months - Postpaid	2009-10							
Yes	33.33%	0.00%	0.00%	13.33%	15.15%	40.00%	22.22%	50.00%
No	66.67%	100.00%	100.00%	86.67%	84.85%	60.00%	77.78%	50.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Billing complaint in last 12 months - Postpaid	2008-09							
Yes	26.09%	0.00%	NA	8.00%	26.92%	0.00%	18.18%	40.00%
No	73.91%	100.00%	NA	92.00%	73.08%	100.00%	81.82%	60.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10							
Very satisfied	0.00%	NA	NA	0.00%	0.00%	0.00%	0.00%	0.00%
Satisfied	50.00%	NA	NA	0.00%	40.00%	50.00%	100.00%	100.00%
Dissatisfied	50.00%	NA	NA	100.00%	40.00%	0.00%	0.00%	0.00%
Very dissatisfied	0.00%	NA	NA	0.00%	20.00%	50.00%	0.00%	0.00%
Top-2	50.00%	NA	NA	0.00%	40.00%	50.00%	100.00%	100.00%
Bot-2	50.00%	NA	NA	100.00%	60.00%	50.00%	0.00%	0.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09							
Very satisfied	16.67%	NA	NA	50.00%	0.00%	NA	0.00%	0.00%
Satisfied	50.00%	NA	NA	0.00%	28.57%	NA	50.00%	0.00%
Dissatisfied	33.33%	NA	NA	50.00%	57.14%	NA	50.00%	50.00%
Very dissatisfied	0.00%	NA	NA	0.00%	14.29%	NA	0.00%	50.00%
Top-2	66.67%	NA	NA	50.00%	28.57%	NA	50.00%	0.00%
Bot-2	33.33%	NA	NA	50.00%	71.43%	NA	50.00%	100.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with clarity of bills - Postpaid	2009-10							
Very satisfied	0.00%	0.00%	0.00%	8.33%	12.00%	0.00%	0.00%	12.50%
Satisfied	75.00%	100.00%	100.00%	83.33%	84.00%	80.00%	100.00%	87.50%
Dissatisfied	25.00%	0.00%	0.00%	8.33%	0.00%	20.00%	0.00%	0.00%
Very dissatisfied	0.00%	0.00%	0.00%	0.00%	4.00%	0.00%	0.00%	0.00%
Top-2	75.00%	100.00%	100.00%	91.66%	96.00%	80.00%	100.00%	100.00%
Bot-2	25.00%	0.00%	0.00%	8.33%	4.00%	20.00%	0.00%	0.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with clarity of bills - Postpaid	2008-09							
Very satisfied	39.13%	33.33%	NA	20.00%	38.46%	100.00%	36.36%	0.00%
Satisfied	52.17%	66.67%	NA	72.00%	57.69%	0.00%	54.55%	60.00%
Dissatisfied	4.35%	0.00%	NA	8.00%	3.85%	0.00%	9.09%	40.00%
Very dissatisfied	4.35%	0.00%	NA	0.00%	0.00%	0.00%	0.00%	0.00%
Top-2	91.30%	100.00%	NA	92.00%	96.15%	100.00%	90.91%	60.00%
Bot-2	8.70%	0.00%	NA	8.00%	3.85%	0.00%	9.09%	40.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Made complaint at the customer care	2009-10							
Yes	48.57%	47.41%	38.18%	40.31%	52.99%	52.63%	44.01%	55.21%
No	51.43%	52.59%	61.82%	59.69%	47.01%	47.37%	55.99%	44.79%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Made complaint at the customer care	2008-09							
Yes	50.38%	25.98%	NA	34.70%	42.71%	43.64%	35.44%	56.93%

No	49.62%	74.02%	NA	65.30%	57.29%	56.36%	64.56%	43.07%
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	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with ease of accessing customer care	2009-10							
Very satisfied	3.76%	2.19%	2.04%	3.25%	2.46%	2.50%	2.96%	2.36%
Satisfied	76.34%	81.42%	85.03%	70.13%	75.86%	74.00%	78.11%	64.62%
Dissatisfied	18.28%	15.30%	12.93%	25.32%	19.21%	22.00%	18.93%	30.19%
Very dissatisfied	1.61%	1.09%	0.00%	1.30%	2.46%	1.50%	0.00%	2.83%
Top-2	80.10%	83.61%	87.07%	73.38%	78.32%	76.50%	81.07%	66.98%
Bot-2	19.89%	16.39%	12.93%	26.62%	21.67%	23.50%	18.93%	33.02%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with ease of accessing customer care	2008-09							
Very satisfied	17.00%	15.15%	NA	11.11%	16.47%	10.71%	15.07%	7.08%
Satisfied	57.00%	61.62%	NA	51.85%	54.12%	57.74%	47.26%	48.23%
Dissatisfied	20.50%	17.17%	NA	23.70%	24.12%	25.60%	36.30%	37.17%
Very dissatisfied	5.50%	6.06%	NA	13.33%	5.29%	5.95%	1.37%	7.52%
Top-2	74.00%	76.77%	NA	62.96%	70.59%	68.45%	62.33%	55.31%
Bot-2	26.00%	23.23%	NA	37.03%	29.41%	31.55%	37.67%	44.69%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
satisfaction with response time to answer call	2009-10							
Very satisfied	4.84%	5.46%	6.12%	4.55%	5.42%	5.00%	2.96%	5.19%
Satisfied	74.19%	76.50%	80.95%	65.58%	71.92%	66.00%	75.74%	61.79%
Dissatisfied	18.82%	17.49%	12.93%	28.57%	21.18%	27.50%	21.30%	32.08%
Very dissatisfied	2.15%	0.55%	0.00%	1.30%	1.48%	1.50%	0.00%	0.94%
Top-2	79.03%	81.96%	87.07%	70.13%	77.34%	71.00%	78.70%	66.98%
Bot-2	20.97%	18.04%	12.93%	29.87%	22.66%	29.00%	21.30%	33.02%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
satisfaction with response time to answer call	2008-09							
Very satisfied	17.50%	18.18%	NA	8.89%	18.82%	14.29%	18.49%	7.96%
Satisfied	59.50%	59.60%	NA	61.48%	52.35%	58.33%	50.68%	53.54%
Dissatisfied	17.00%	16.16%	NA	18.52%	22.94%	21.43%	28.08%	30.97%

Very dissatisfied	6.00%	6.06%	NA	11.11%	5.88%	5.95%	2.74%	7.52%
Top-2	77.00%	77.78%	NA	70.37%	71.17%	72.62%	69.17%	61.50%
Bot-2	23.00%	22.22%	NA	29.63%	28.82%	27.38%	30.82%	38.49%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with problem solving ability	2009-10							
Very satisfied	5.91%	6.01%	4.76%	5.19%	3.94%	8.00%	6.51%	7.08%
Satisfied	78.49%	80.87%	84.35%	71.43%	79.80%	73.50%	75.74%	69.34%
Dissatisfied	13.98%	12.57%	10.20%	23.38%	13.79%	17.50%	17.16%	22.64%
Very dissatisfied	1.61%	0.55%	0.68%	0.00%	2.46%	1.00%	0.59%	0.94%
Top-2	84.40%	86.88%	89.11%	76.62%	83.74%	81.50%	82.25%	76.42%
Bot-2	15.59%	13.12%	10.88%	23.38%	16.25%	18.50%	17.75%	23.58%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with problem solving ability	2008-09							
Very satisfied	19.00%	19.19%	NA	11.11%	17.65%	13.69%	13.70%	12.39%
Satisfied	57.00%	59.60%	NA	58.52%	60.00%	61.90%	56.85%	49.12%
Dissatisfied	17.50%	14.14%	NA	17.04%	15.88%	16.67%	26.03%	30.97%
Very dissatisfied	6.50%	7.07%	NA	13.33%	6.47%	7.74%	3.42%	7.52%
Top-2	76.00%	78.79%	NA	69.63%	77.65%	75.59%	70.55%	61.51%
Bot-2	24.00%	21.21%	NA	30.37%	22.35%	24.41%	29.45%	38.49%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with time taken to resolve complaint	2009-10							
Very satisfied	8.06%	3.83%	6.80%	5.19%	3.45%	7.04%	5.33%	4.72%
Satisfied	77.42%	82.51%	78.91%	72.08%	77.83%	71.86%	78.11%	70.28%
Dissatisfied	12.37%	13.11%	14.29%	22.08%	17.24%	19.60%	15.98%	24.06%
Very dissatisfied	2.15%	0.55%	0.00%	0.65%	1.48%	1.51%	0.59%	0.94%
Top-2	85.48%	86.34%	85.71%	77.27%	81.28%	78.90%	83.44%	75.00%
Bot-2	14.52%	13.66%	14.29%	22.73%	18.72%	21.11%	16.57%	25.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with time taken to resolve complaint	2008-09							
Very satisfied	17.00%	18.18%	NA	11.11%	17.06%	13.69%	17.81%	12.83%
Satisfied	56.50%	58.59%	NA	55.56%	52.94%	60.12%	51.37%	47.35%

Dissatisfied	19.50%	15.15%	NA	18.52%	22.35%	20.83%	27.40%	31.42%
Very dissatisfied	7.00%	8.08%	NA	14.81%	7.65%	5.36%	3.42%	8.41%
Top-2	73.50%	76.77%	NA	66.67%	70.00%	73.81%	69.18%	60.18%
Bot-2	26.50%	23.23%	NA	33.33%	30.00%	26.19%	30.82%	39.83%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with availability of signals	2009-10							
Very satisfied	17.14%	9.09%	10.13%	11.81%	13.25%	11.32%	14.32%	6.51%
Satisfied	76.88%	80.26%	81.04%	73.49%	75.32%	74.74%	77.86%	66.67%
Dissatisfied	5.71%	10.13%	8.57%	13.65%	10.39%	12.63%	7.29%	23.70%
Very dissatisfied	0.26%	0.52%	0.26%	1.05%	1.04%	1.32%	0.52%	3.13%
Top-2	94.02%	89.35%	91.17%	85.30%	88.57%	86.06%	92.18%	73.18%
Bot-2	5.97%	10.65%	8.83%	14.70%	11.43%	13.95%	7.81%	26.83%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with availability of signals	2008-09							
Very satisfied	41.06%	27.82%	NA	35.48%	30.65%	27.79%	35.68%	19.65%
Satisfied	54.91%	57.74%	NA	52.70%	60.55%	58.18%	56.31%	47.36%
Dissatisfied	3.27%	11.55%	NA	9.00%	7.54%	11.95%	7.28%	27.46%
Very dissatisfied	0.76%	2.89%	NA	2.83%	1.26%	2.08%	0.73%	5.54%
Top-2	95.97%	85.56%	NA	88.18%	91.20%	85.97%	91.99%	67.01%
Bot-2	4.03%	14.44%	NA	11.83%	8.80%	14.03%	8.01%	33.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with ability to make and receive calls	2009-10							
Very satisfied	17.40%	12.21%	12.47%	15.22%	17.92%	13.68%	16.41%	8.59%
Satisfied	80.00%	78.70%	82.08%	73.75%	73.51%	78.42%	79.17%	71.09%
Dissatisfied	2.60%	8.83%	5.19%	11.02%	8.31%	7.89%	4.43%	17.97%
Very dissatisfied	0.00%	0.26%	0.26%	0.00%	0.26%	0.00%	0.00%	2.34%
Top-2	97.40%	90.91%	94.55%	88.97%	91.43%	92.10%	95.58%	79.68%
Bot-2	2.60%	9.09%	5.45%	11.02%	8.57%	7.89%	4.43%	20.31%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with ability to make and receive calls	2008-09							
Very satisfied	42.32%	30.18%	NA	37.28%	35.86%	30.65%	39.08%	21.41%

Satisfied	54.41%	60.63%	NA	54.76%	60.35%	60.26%	55.58%	53.15%
Dissatisfied	2.77%	7.09%	NA	6.68%	3.54%	8.05%	4.85%	22.67%
Very dissatisfied	0.50%	2.10%	NA	1.29%	0.25%	1.04%	0.49%	2.77%
Top-2	96.73%	90.81%	NA	92.04%	96.21%	90.91%	94.66%	74.56%
Bot-2	3.27%	9.19%	NA	7.97%	3.79%	9.09%	5.34%	25.44%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Frequency of call drops	2009-10							
Never	50.91%	39.48%	41.41%	35.96%	39.22%	40.11%	44.27%	28.46%
Occasionally	47.79%	55.84%	56.51%	54.33%	54.03%	53.30%	53.13%	57.18%
Frequently	1.30%	4.42%	2.08%	8.92%	6.49%	6.33%	2.60%	12.53%
Very Frequently	0.00%	0.26%	0.00%	0.79%	0.26%	0.26%	0.00%	1.83%
Top-2	98.70%	95.32%	97.92%	90.29%	93.25%	93.41%	97.40%	85.64%
Bot-2	1.30%	4.68%	2.08%	9.71%	6.75%	6.59%	2.60%	14.36%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Frequency of call drops	2008-09							
Never	47.61%	50.66%	NA	44.99%	51.76%	47.53%	54.37%	35.77%
Occasionally	48.61%	40.42%	NA	47.81%	43.47%	45.71%	41.99%	43.83%
Frequently	3.27%	6.04%	NA	5.66%	4.02%	6.49%	3.40%	17.63%
Very Frequently	0.50%	2.89%	NA	1.54%	0.75%	0.26%	0.24%	2.77%
Top-2	96.22%	91.08%	NA	92.80%	95.23%	93.24%	96.36%	79.60%
Bot-2	3.77%	8.93%	NA	7.20%	4.77%	6.75%	3.64%	20.40%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with voice quality	2009-10							
Very satisfied	20.52%	16.32%	15.89%	14.74%	22.34%	16.62%	19.01%	12.04%
Satisfied	76.36%	79.53%	81.25%	77.63%	70.13%	75.99%	76.82%	71.99%
Dissatisfied	2.86%	3.89%	2.34%	7.63%	7.01%	7.12%	4.17%	14.92%
Very dissatisfied	0.26%	0.26%	0.52%	0.00%	0.52%	0.26%	0.00%	1.05%
Top-2	96.88%	95.85%	97.14%	92.37%	92.47%	92.61%	95.83%	84.03%
Bot-2	3.12%	4.15%	2.86%	7.63%	7.53%	7.38%	4.17%	15.97%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with voice quality	2008-09							
Very satisfied	40.81%	33.33%	NA	35.48%	39.80%	34.11%	38.59%	23.68%
Satisfied	54.66%	56.96%	NA	57.84%	56.68%	58.07%	55.34%	54.16%
Dissatisfied	4.28%	6.82%	NA	5.66%	3.27%	6.77%	5.34%	19.90%

Very dissatisfied	0.25%	2.89%	NA	1.03%	0.25%	1.04%	0.73%	2.27%
Top-2	95.47%	90.29%	NA	93.32%	96.48%	92.18%	93.93%	77.84%
Bot-2	4.53%	9.71%	NA	6.69%	3.52%	7.81%	6.07%	22.17%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Frequency of signal problem	2009-10							
Never	47.92%	38.96%	32.99%	36.48%	41.41%	37.04%	38.28%	25.85%
Occasionally	50.78%	56.10%	62.86%	54.07%	50.78%	56.35%	58.85%	57.44%
Frequently	1.04%	4.94%	4.16%	8.92%	7.03%	6.08%	2.86%	14.62%
Very Frequently	0.26%	0.00%	0.00%	0.52%	0.78%	0.53%	0.00%	2.09%
Top-2	98.70%	95.06%	95.85%	90.55%	92.19%	93.39%	97.13%	83.29%
Bot-2	1.30%	4.94%	4.16%	9.44%	7.81%	6.61%	2.86%	16.71%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Frequency of signal problem	2008-09							
Never	42.07%	44.36%	NA	40.62%	43.58%	38.70%	50.49%	27.71%
Occasionally	52.39%	43.31%	NA	51.41%	49.87%	52.99%	45.63%	45.84%
Frequently	5.29%	9.19%	NA	6.43%	5.54%	7.79%	3.40%	23.17%
Very Frequently	0.25%	3.15%	NA	1.54%	1.01%	0.52%	0.49%	3.27%
Top-2	94.46%	87.67%	NA	92.03%	93.45%	91.69%	96.12%	73.55%
Bot-2	5.54%	12.34%	NA	7.97%	6.55%	8.31%	3.89%	26.44%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with availability of signals	2009-10							
Very satisfied	24.02%	18.39%	17.14%	17.59%	21.35%	17.72%	16.71%	9.45%
Satisfied	72.58%	73.58%	73.77%	67.72%	69.27%	70.11%	77.28%	67.72%
Dissatisfied	2.87%	7.51%	8.57%	14.70%	8.85%	11.11%	6.01%	20.47%
Very dissatisfied	0.52%	0.52%	0.52%	0.00%	0.52%	1.06%	0.00%	2.36%
Top-2	96.60%	91.97%	90.91%	85.31%	90.62%	87.83%	93.99%	77.17%
Bot-2	3.39%	8.03%	9.09%	14.70%	9.37%	12.17%	6.01%	22.83%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with availability of signals	2008-09							
Very satisfied	38.04%	24.93%	NA	33.16%	31.49%	25.19%	36.65%	16.88%
Satisfied	55.67%	59.84%	NA	58.10%	62.47%	63.12%	56.55%	53.65%
Dissatisfied	5.54%	10.50%	NA	6.43%	5.29%	10.39%	6.31%	23.68%
Very dissatisfied	0.76%	4.72%	NA	2.31%	0.76%	1.30%	0.49%	5.79%

Top-2	93.71%	84.77%	NA	91.26%	93.96%	88.31%	93.20%	70.53%
Bot-2	6.30%	15.22%	NA	8.74%	6.05%	11.69%	6.80%	29.47%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with restoration of network problem	2009-10							
Very satisfied	23.50%	17.62%	17.66%	16.54%	20.63%	15.87%	16.71%	10.26%
Satisfied	72.85%	73.83%	73.25%	70.34%	69.19%	71.43%	77.81%	68.68%
Dissatisfied	3.13%	8.03%	8.57%	12.86%	9.66%	11.38%	5.48%	18.95%
Very dissatisfied	0.52%	0.52%	0.52%	0.26%	0.52%	1.32%	0.00%	2.11%
Top-2	96.35%	91.45%	90.91%	86.88%	89.82%	87.30%	94.52%	78.94%
Bot-2	3.65%	8.55%	9.09%	13.12%	10.18%	12.70%	5.48%	21.06%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with restoration of network problem	2008-09							
Very satisfied	33.25%	24.15%	NA	31.62%	30.13%	25.19%	35.68%	16.62%
Satisfied	61.21%	61.68%	NA	59.38%	64.05%	62.60%	57.77%	51.89%
Dissatisfied	4.53%	10.50%	NA	7.46%	5.32%	10.91%	6.07%	27.20%
Very dissatisfied	1.01%	3.67%	NA	1.54%	0.51%	1.30%	0.49%	4.28%
Top-2	94.46%	85.83%	NA	91.00%	94.18%	87.79%	93.45%	68.51%
Bot-2	5.54%	14.17%	NA	9.00%	5.83%	12.21%	6.56%	31.48%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Use of Supplementary/Value Added Services	2009-10							
Yes	15.32%	12.69%	7.79%	11.78%	11.17%	16.58%	7.81%	8.85%
No	84.68%	87.31%	92.21%	88.22%	88.83%	83.42%	92.19%	91.15%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Use of Supplementary/Value Added Services	2008-09							
Yes	15.62%	6.82%	NA	11.05%	6.03%	6.75%	3.40%	10.33%
No	84.38%	93.18%	NA	88.95%	93.97%	93.25%	96.60%	89.67%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Explicit consent before providing chargeable VAS	2009-10							
Yes	84.75%	89.80%	83.33%	82.22%	86.05%	92.06%	90.00%	85.29%
No	15.25%	10.20%	16.67%	17.78%	13.95%	7.94%	10.00%	11.76%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Explicit consent before providing chargeable VAS	2008-09							
Yes	69.35%	73.08%	NA	74.42%	75.00%	76.92%	78.57%	85.37%
No	29.03%	23.08%	NA	25.58%	25.00%	23.08%	21.43%	12.20%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with quality of VAS	2009-10							
Very satisfied	0.00%	0.00%	3.33%	0.00%	9.30%	3.17%	0.00%	5.88%
Satisfied	89.83%	95.92%	80.00%	73.33%	79.07%	82.54%	80.00%	67.65%
Dissatisfied	10.17%	4.08%	16.67%	13.33%	9.30%	14.29%	16.67%	23.53%
Very dissatisfied	0.00%	0.00%	0.00%	13.33%	2.33%	0.00%	3.33%	2.94%
Top-2	89.83%	95.92%	83.33%	73.33%	88.37%	85.71%	80.00%	73.53%
Bot-2	10.17%	4.08%	16.67%	26.66%	11.63%	14.29%	20.00%	26.47%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with quality of VAS	2008-09							
Very satisfied	24.19%	24.00%	NA	20.93%	29.17%	34.62%	28.57%	12.50%
Satisfied	59.68%	68.00%	NA	65.12%	50.00%	42.31%	71.43%	72.50%
Dissatisfied	9.68%	4.00%	NA	9.30%	16.67%	11.54%	0.00%	7.50%
Very dissatisfied	6.45%	4.00%	NA	4.65%	4.17%	11.54%	0.00%	7.50%
Top-2	83.87%	92.00%	NA	86.05%	79.17%	76.93%	100.00%	85.00%
Bot-2	16.13%	8.00%	NA	13.95%	20.84%	23.08%	0.00%	15.00%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Information on telephone number for unsubscribing	2009-10							
Yes	64.41%	59.18%	76.67%	68.89%	55.81%	68.25%	70.00%	64.71%
No	35.59%	40.82%	23.33%	31.11%	44.19%	30.16%	30.00%	35.29%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Information on charges of VAS	2009-10							
Both before and after the activation	62.71%	63.27%	63.33%	66.67%	55.81%	66.67%	66.67%	76.47%
Only after the activation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Only before the activation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
No	37.29%	36.73%	36.67%	33.33%	41.86%	33.33%	33.33%	23.53%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Information on charges of VAS before renewal	2009-10							
Yes	62.71%	61.22%	66.67%	80.00%	62.79%	66.67%	66.67%	50.00%
No	33.90%	32.65%	33.33%	17.78%	32.56%	31.75%	33.33%	41.18%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with overall quality of mobile service	2009-10							
Very satisfied	15.89%	10.13%	7.79%	12.30%	9.66%	10.00%	11.72%	5.74%
Satisfied	80.47%	83.12%	87.27%	78.01%	81.20%	80.26%	82.29%	77.02%
Dissatisfied	3.65%	6.75%	4.68%	8.64%	8.62%	8.68%	5.99%	14.10%
Very dissatisfied	0.00%	0.00%	0.26%	1.05%	0.52%	1.05%	0.00%	3.13%
Top-2	96.36%	93.25%	95.06%	90.31%	90.86%	90.26%	94.01%	82.76%
Bot-2	3.65%	6.75%	4.94%	9.69%	9.14%	9.73%	5.99%	17.23%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Satisfaction with overall quality of mobile service	2008-09							
Very satisfied	26.52%	23.88%	NA	28.02%	26.13%	24.74%	32.28%	17.13%
Satisfied	63.89%	65.09%	NA	62.98%	67.34%	63.80%	62.14%	56.68%
Dissatisfied	8.33%	8.92%	NA	7.71%	6.53%	10.94%	5.10%	23.17%
Very dissatisfied	1.26%	2.10%	NA	1.29%	0.00%	0.52%	0.49%	3.02%
Top-2	90.41%	88.97%	NA	91.00%	93.47%	88.54%	94.42%	73.81%
Bot-2	9.59%	11.02%	NA	9.00%	6.53%	11.46%	5.59%	26.19%

Informed about tariff plan in writing on activation of service or within a week	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
2009-10	5.71%	21.24%	25.97%	5.50%	3.12%	11.05%	4.69%	8.07%
2008-09	29.97%	32.81%	0.00%	25.96%	30.90%	25.19%	24.51%	25.44%

Awareness about processing fee for talk time top-up	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
2009-10	18.96%	18.13%	18.18%	20.94%	20.26%	19.21%	18.49%	18.75%

Awareness about abolishment of rent for national roaming	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
2009-10	16.88%	16.06%	14.03%	17.28%	17.40%	16.84%	14.84%	16.15%

Awareness about call centre telephone number	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	78.18%	81.61%	79.22%	77.49%	80.00%	85.53%	82.55%	83.59%
No	20.78%	16.06%	20.78%	21.47%	19.74%	14.47%	16.93%	16.15%

Made any complaint to the customer care in last 12 months	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	40.00%	36.27%	31.69%	34.29%	38.70%	45.00%	36.98%	46.35%
No	60.00%	63.73%	68.31%	65.71%	61.30%	55.00%	63.02%	53.65%

If complaint made	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Docket number received for most of the complaints	7.14%	8.57%	10.66%	15.27%	9.40%	9.94%	4.93%	11.24%
No docket number received for most of the complaints	44.16%	45.71%	32.79%	31.30%	32.89%	44.44%	41.55%	36.52%
It was received on request	28.57%	32.14%	36.07%	36.64%	37.58%	29.82%	33.10%	33.15%
No docket number received even on request	18.83%	12.14%	17.21%	12.98%	18.79%	15.20%	19.01%	18.54%

Informed by call centre about the action taken on the complaint	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	83.12%	82.14%	82.79%	75.57%	83.89%	84.80%	91.55%	80.90%
No	16.23%	16.43%	14.75%	16.79%	15.44%	15.20%	7.75%	17.98%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL	
Satisfaction with the system of complaint resolution by call centre	2009-10								
	Very satisfied	3.29%	1.48%	4.42%	0.79%	2.05%	1.20%	0.71%	0.58%
	Satisfied	76.32%	73.33%	76.99%	66.67%	75.34%	81.44%	89.36%	72.51%
	Dissatisfied	19.08%	25.19%	15.93%	28.57%	21.23%	16.17%	9.93%	23.39%
	Very dissatisfied	1.32%	0.00%	2.65%	3.97%	1.37%	1.20%	0.00%	3.51%
	Top-2	79.61%	74.81%	81.41%	67.46%	77.39%	82.64%	90.07%	73.09%
	Bot-2	20.40%	25.19%	18.58%	32.54%	22.60%	17.37%	9.93%	26.90%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL	
Satisfaction with the system of complaint resolution by call centre	2008-09								
	Very satisfied	12.90%	14.63%	NA	4.76%	10.00%	9.33%	9.62%	4.40%
	Satisfied	65.59%	60.98%	NA	50.00%	64.29%	60.00%	61.54%	59.34%
	Dissatisfied	15.05%	14.63%	NA	30.95%	15.71%	18.67%	23.08%	25.27%
	Very dissatisfied	6.45%	9.76%	NA	14.29%	10.00%	12.00%	5.77%	10.99%
	Top-2	78.49%	75.61%	NA	54.76%	74.29%	69.33%	71.16%	63.74%
	Bot-2	21.50%	24.39%	NA	45.24%	25.71%	30.67%	28.85%	36.26%

	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL	
Reason for dissatisfaction	2009-10								
	Difficult to connect to the call center executive	12.90%	11.76%	23.81%	9.76%	15.15%	6.90%	7.14%	41.30%
	Customer care executive not polite/courteous	9.68%	5.88%	4.76%	12.20%	3.03%	10.34%	0.00%	4.35%
	Customer care executive not equipped with adequate information	19.35%	20.59%	23.81%	19.51%	18.18%	31.03%	35.71%	13.04%
	Time taken by call centre for redressal is too long	29.03%	32.35%	19.05%	29.27%	45.45%	41.38%	35.71%	26.09%
	Customer care executive was unable to understand the problem	9.68%	0.00%	14.29%	7.32%	3.03%	6.90%	7.14%	15.22%
	Others	3.23%	0.00%	0.00%	0.00%	3.03%	0.00%	0.00%	0.00%

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
2009-10	7.14%	7.86%	4.92%	3.82%	4.70%	4.68%	2.82%	6.18%
2008-09	10.75%	12.20%	0.00%	4.76%	4.29%	4.00%	5.77%	5.32%

Awareness about contact details of Nodal officer	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	2.60%	5.18%	4.68%	3.93%	2.34%	3.68%	2.60%	2.08%
No	97.40%	94.82%	95.32%	96.07%	97.66%	96.32%	97.40%	97.92%

Made any complaint to the Nodal officer regarding complaints not resolved/ unsatisfactorily resolved by the call centre	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	0.00%	5.00%	0.00%	6.67%	0.00%	0.00%	0.00%	12.50%
No	100.00%	95.00%	100.00%	93.33%	100.00%	100.00%	100.00%	87.50%

Intimated by the nodal officer about the decision taken on the complaint	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	NA	0.00%	NA	0.00%	NA	NA	NA	100.00%
No	NA	100.00%	NA	100.00%	NA	NA	NA	0.00%

Satisfaction with the redressal of the complaint by the nodal officer	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Very satisfied	NA	NA	NA	NA	NA	NA	NA	100.00%
Satisfied	NA	NA	NA	NA	NA	NA	NA	0.00%
Dissatisfied	NA	NA	NA	NA	NA	NA	NA	0.00%
Very dissatisfied	NA	NA	NA	NA	NA	NA	NA	0.00%
Top-2	NA	NA	NA	NA	NA	NA	NA	100.00%
Bot-2	NA	NA	NA	NA	NA	NA	NA	0.00%

Awareness about the contact details of the appellate authority	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	1.56%	1.04%	1.04%	0.79%	2.08%	2.11%	0.26%	1.04%
No	98.44%	98.96%	98.96%	99.21%	97.92%	97.89%	99.74%	98.96%

Filed any appeal in last 12 months	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	0.00%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%
No	100.00%	100.00%	100.00%	66.67%	100.00%	100.00%	100.00%	100.00%

Received any acknowledgement for the complaint filed	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	NA	NA	NA	0.00%	NA	NA	NA	NA
No	NA	NA	NA	100.00%	NA	NA	NA	NA

Awareness about item-wise usage charge details for prepaid users	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	34.83%	30.89%	28.53%	33.79%	31.82%	34.13%	30.67%	32.09%
No	64.38%	68.85%	71.20%	65.94%	68.18%	65.87%	68.00%	67.91%

Ever denied of request for item-wise usage charge details for prepaid connection	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	2.11%	2.88%	2.62%	5.45%	3.69%	2.93%	2.40%	2.67%
No	97.89%	97.12%	97.38%	94.55%	96.31%	97.07%	97.60%	97.33%

Reasons for denial	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
No reason provided	12.50%	27.27%	60.00%	30.00%	30.77%	27.27%	0.00%	20.00%
technical problem	50.00%	27.27%	40.00%	40.00%	23.08%	9.09%	55.56%	20.00%
others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	10.00%

Manual of practice provided while subscribing for new mobile connection	Airtel	Vodafone	Idea	BSNL	Rel Comm	Aircel	TATA	RTL
Yes	28.57%	39.15%	34.23%	34.04%	20.59%	40.00%	38.00%	32.86%
No	60.32%	58.49%	64.58%	57.45%	64.71%	55.00%	58.00%	62.86%

7.3 Broadband Services

	BSNL	Ortel
Last applied for a broadband connection	2009-10	
Less than 6 months	25.00%	19.63%
6 - 12 months	20.57%	18.06%
more than 12 months	54.43%	62.30%

	BSNL	Ortel
Time taken to provide a working connection	2009-10	
Within 15 days	60.00%	72.92%
More than 15 days	35.43%	22.22%

	BSNL	Ortel
Time taken to provide a working connection	2008-09	
Within 15 days	69.61%	85.37%
More than 15 days	30.39%	14.63%

	BSNL	Ortel
Satisfaction with time taken for activation	2009-10	
Very satisfied	11.11%	13.04%
Satisfied	74.85%	65.22%
Dissatisfied	12.28%	10.87%
Very dissatisfied	1.75%	10.87%
Top-2	85.96%	78.26%
Bot-2	14.03%	21.74%

	BSNL	Ortel
Satisfaction with time taken for activation	2008-09	
Very satisfied	35.88%	36.14%
Satisfied	55.15%	57.34%
Dissatisfied	7.39%	3.80%
Very dissatisfied	1.58%	2.72%
Top-2	91.03%	93.48%
Bot-2	8.97%	6.52%

	BSNL	Ortel
Satisfaction with timely delivery of bills - Postpaid	2009-10	
Very satisfied	13.03%	15.16%
Satisfied	76.86%	75.80%
Dissatisfied	7.98%	7.71%
Very dissatisfied	2.13%	1.33%
Top-2	89.89%	90.96%
Bot-2	10.11%	9.04%

	BSNL	Ortel
Satisfaction with timely delivery of bills - Postpaid	2008-09	
Very satisfied	43.27%	36.47%
Satisfied	47.49%	57.75%
Dissatisfied	6.86%	3.95%
Very dissatisfied	2.37%	1.82%
Top-2	90.76%	94.22%
Bot-2	9.23%	5.77%

	BSNL	Ortel
Satisfaction with accuracy of bills - Postpaid	2009-10	
Very satisfied	13.64%	15.73%
Satisfied	76.20%	73.60%
Dissatisfied	8.29%	8.80%
Very dissatisfied	1.87%	1.87%
Top-2	89.84%	89.33%
Bot-2	10.16%	10.67%

	BSNL	Ortel
Satisfaction with accuracy of bills - Postpaid	2008-09	
Very satisfied	41.80%	34.35%
Satisfied	51.32%	58.05%
Dissatisfied	5.82%	6.38%
Very dissatisfied	1.06%	1.22%
Top-2	93.12%	92.40%

Bot-2	6.88%	7.60%
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	BSNL	Ortel
Billing complaint in last 12 months - Postpaid	2009-10	
Yes	18.68%	18.83%
No	80.53%	80.90%

	BSNL	Ortel
Billing complaint in last 12 months - Postpaid	2008-09	
Yes	12.14%	16.72%
No	87.86%	83.28%

	BSNL	Ortel
Satisfaction with process of resolution of billing complaints - Postpaid	2009-10	
Very satisfied	0.00%	0.00%
Satisfied	59.70%	54.41%
Dissatisfied	38.81%	35.29%
Very dissatisfied	1.49%	10.29%
Top-2	59.70%	54.41%
Bot-2	40.30%	45.58%

	BSNL	Ortel
Satisfaction with process of resolution of billing complaints - Postpaid	2008-09	
Very satisfied	10.87%	7.27%
Satisfied	39.13%	58.18%
Dissatisfied	28.26%	20.00%
Very dissatisfied	21.74%	14.55%
Top-2	50.00%	65.45%
Bot-2	50.00%	34.55%

	BSNL	Ortel
Satisfaction with clarity of bills - Postpaid	2009-10	
Very satisfied	9.38%	8.33%
Satisfied	82.04%	82.80%

Dissatisfied	8.04%	6.99%
Very dissatisfied	0.54%	1.88%
Top-2	91.42%	91.13%
Bot-2	8.58%	8.87%

	BSNL	Ortel
Satisfaction with clarity of bills - Postpaid	2008-09	
Very satisfied	36.15%	30.70%
Satisfied	61.21%	65.05%
Dissatisfied	1.85%	3.34%
Very dissatisfied	0.79%	0.91%
Top-2	97.36%	95.75%
Bot-2	2.64%	4.25%

	BSNL	Ortel
Satisfaction with accuracy of charges - Prepaid	2009-10	
Very satisfied	0.00%	0.00%
Satisfied	100.00%	100.00%
Dissatisfied	0.00%	0.00%
Very dissatisfied	0.00%	0.00%
Top-2	100.00%	100.00%
Bot-2	0.00%	0.00%

	BSNL	Ortel
Satisfaction with accuracy of charges - Prepaid	2008-09	
Very satisfied	75.00%	15.79%
Satisfied	0.00%	84.21%
Dissatisfied	25.00%	0.00%
Very dissatisfied	0.00%	0.00%
Top-2	75.00%	100.00%
Bot-2	25.00%	0.00%

	BSNL	Ortel
Made query/complaint at the customer care	2009-10	
Yes	47.66%	62.04%
No	52.34%	37.96%

	BSNL	Ortel
Made query/complaint at the customer care	2008-09	
Yes	42.86%	65.85%
No	57.14%	34.15%

	BSNL	Ortel
Satisfaction with ease of accessing customer care	2009-10	
Very satisfied	1.10%	0.85%
Satisfied	76.37%	65.25%
Dissatisfied	20.33%	25.42%
Very dissatisfied	2.20%	8.47%
Top-2	77.47%	66.10%
Bot-2	22.53%	33.89%

	BSNL	Ortel
Satisfaction with ease of accessing customer care	2008-09	
Very satisfied	6.67%	11.11%
Satisfied	55.76%	62.96%
Dissatisfied	27.88%	19.75%
Very dissatisfied	9.70%	6.17%
Top-2	62.43%	74.07%
Bot-2	37.58%	25.92%

	BSNL	Ortel
satisfaction with response time to answer call	2009-10	
Very satisfied	3.30%	2.12%
Satisfied	68.68%	62.71%
Dissatisfied	25.27%	30.08%
Very dissatisfied	2.75%	5.08%
Top-2	71.98%	64.83%
Bot-2	28.02%	35.16%

	BSNL	Ortel
satisfaction with response time to answer call	2008-09	
Very satisfied	8.48%	9.47%
Satisfied	58.18%	61.73%
Dissatisfied	22.42%	21.81%
Very dissatisfied	10.91%	7.00%
Top-2	66.66%	71.20%
Bot-2	33.33%	28.81%

	BSNL	Ortel
Satisfaction with problem solving ability	2009-10	
Very satisfied	2.20%	1.69%
Satisfied	74.73%	70.76%
Dissatisfied	20.33%	23.73%
Very dissatisfied	2.75%	3.81%
Top-2	76.93%	72.45%
Bot-2	23.08%	27.54%

	BSNL	Ortel
Satisfaction with problem solving ability	2008-09	
Very satisfied	6.06%	9.05%
Satisfied	55.15%	65.02%
Dissatisfied	26.67%	18.93%
Very dissatisfied	12.12%	7.00%
Top-2	61.21%	74.07%
Bot-2	38.79%	25.93%

	BSNL	Ortel
Satisfaction with time taken to resolve complaint	2009-10	
Very satisfied	3.85%	2.12%
Satisfied	70.88%	68.22%
Dissatisfied	22.53%	26.27%
Very dissatisfied	2.75%	3.39%
Top-2	74.73%	70.34%
Bot-2	25.28%	29.66%

	BSNL	Ortel
Satisfaction with time taken to resolve complaint	2008-09	
Very satisfied	6.06%	8.23%
Satisfied	53.94%	60.49%
Dissatisfied	27.88%	22.63%
Very dissatisfied	12.12%	8.64%
Top-2	60.00%	68.72%
Bot-2	40.00%	31.27%

	BSNL	Ortel
Satisfaction with speed of connection	2009-10	
Very satisfied	10.16%	7.59%
Satisfied	70.83%	69.11%
Dissatisfied	16.41%	20.94%
Very dissatisfied	2.60%	2.36%
Top-2	80.99%	76.70%
Bot-2	19.01%	23.30%

	BSNL	Ortel
Satisfaction with speed of connection	2008-09	
Very satisfied	22.34%	18.75%
Satisfied	53.77%	65.76%
Dissatisfied	21.30%	12.50%
Very dissatisfied	2.60%	2.99%
Top-2	76.11%	84.51%
Bot-2	23.90%	15.49%

	BSNL	Ortel
Satisfaction with time for which service is up and working	2009-10	
Very satisfied	9.11%	7.35%
Satisfied	76.82%	72.44%
Dissatisfied	12.76%	17.85%
Very dissatisfied	1.30%	2.36%
Top-2	85.93%	79.79%
Bot-2	14.06%	20.21%

	BSNL	Ortel
Satisfaction with time for which service is up and working	2008-09	
Very satisfied	22.86%	19.29%
Satisfied	58.44%	66.85%
Dissatisfied	17.14%	11.14%
Very dissatisfied	1.56%	2.72%
Top-2	81.30%	86.14%
Bot-2	18.70%	13.86%

	BSNL	Ortel
Frequency of problem in broadband connection	2009-10	
Never	25.00%	24.61%
Occasionally	54.95%	55.24%
Frequently	16.41%	17.02%
Very Frequently	3.65%	3.14%
Top-2	79.95%	79.85%
Bot-2	20.06%	20.16%

	BSNL	Ortel
Frequency of problem in broadband connection	2008-09	
Never	18.44%	18.97%
Occasionally	62.08%	60.98%
Frequently	17.14%	14.09%
Very Frequently	2.34%	5.96%
Top-2	80.52%	79.95%
Bot-2	19.48%	20.05%

	BSNL	Ortel
Satisfaction with time taken to restore connection	2009-10	
Very satisfied	5.67%	5.66%
Satisfied	78.21%	68.87%
Dissatisfied	14.63%	22.01%
Very dissatisfied	1.49%	3.46%
Top-2	83.88%	74.53%

	Bot-2	16.12%	25.47%
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		BSNL	Ortel
Satisfaction with time taken to restore connection		2008-09	
	Very satisfied	11.46%	9.21%
	Satisfied	67.45%	73.17%
	Dissatisfied	17.45%	13.55%
	Very dissatisfied	3.65%	4.07%
	Top-2	78.91%	82.38%
	Bot-2	21.10%	17.62%

		BSNL	Ortel
Use of Supplementary/Value Added Services		2009-10	
	Yes	19.79%	15.18%
	No	80.21%	84.82%

		BSNL	Ortel
Use of Supplementary/Value Added Services		2008-09	
	Yes	27.53%	37.94%
	No	72.47%	62.06%

		BSNL	Ortel
Satisfaction with quality of VAS		2009-10	
	Very satisfied	9.33%	6.90%
	Satisfied	82.67%	70.69%
	Dissatisfied	6.67%	12.07%
	Very dissatisfied	1.33%	10.34%
	Top-2	92.00%	77.59%
	Bot-2	8.00%	22.41%

		BSNL	Ortel
Satisfaction with quality of VAS		2008-09	
	Very satisfied	3.77%	4.29%
	Satisfied	92.45%	92.86%
	Dissatisfied	3.77%	2.14%

Very dissatisfied	0.00%	0.71%
Top-2	96.22%	97.15%
Bot-2	3.77%	2.85%

	BSNL	Ortel
Satisfaction with overall quality of broadband service	2009-10	
Very satisfied	8.59%	5.01%
Satisfied	76.04%	74.14%
Dissatisfied	12.24%	19.00%
Very dissatisfied	3.13%	1.85%
Top-2	84.63%	79.15%
Bot-2	15.37%	20.85%

	BSNL	Ortel
Satisfaction with overall quality of broadband service	2008-09	
Very satisfied	18.44%	13.59%
Satisfied	63.38%	73.10%
Dissatisfied	14.03%	10.33%
Very dissatisfied	4.16%	2.99%
Top-2	81.82%	86.69%
Bot-2	18.19%	13.32%

Awareness about facility for measuring connection speed	BSNL	Ortel
2009-10	66.93%	55.76%
2008-09	42.86%	49.18%

Awareness about call centre telephone number	BSNL	Ortel
Yes	72.66%	79.32%
No	27.34%	20.68%

Made any complaint to the customer care in last 12 months	BSNL	Ortel
Yes	38.80%	49.48%
No	61.20%	50.52%

If complaint made	BSNL	Ortel
Docket number received for most of the complaints	14.77%	29.10%
No docket number received for most of the complaints	29.53%	18.52%
It was received on request	28.86%	30.16%
No docket number received even on request	25.50%	21.69%

Informed by call centre about the action taken on the complaint	BSNL	Ortel
Yes	71.14%	60.85%
No	26.17%	35.98%

Satisfaction with the system of complaint resolution by call centre	BSNL	Ortel
	2009-10	
Very satisfied	2.78%	2.19%
Satisfied	70.14%	69.40%
Dissatisfied	23.61%	21.86%
Very dissatisfied	3.47%	6.56%
Top-2	72.92%	71.59%
Bot-2	27.08%	28.42%

Satisfaction with the system of complaint resolution by call centre	BSNL	Ortel
	2008-09	
Very satisfied	3.80%	4.20%
Satisfied	50.63%	57.98%
Dissatisfied	34.18%	31.09%
Very dissatisfied	11.39%	6.72%
Top-2	54.43%	62.18%
Bot-2	45.57%	37.81%

Reason for dissatisfaction	BSNL	Ortel
	2009-10	
Difficult to connect to the call center executive	17.95%	17.31%
Customer care executive not polite/courteous	2.56%	5.77%

Customer care executive not equipped with adequate information	23.08%	21.15%
Time taken by call centre for redressal is too long	30.77%	26.92%
Customer care executive was unable to understand the problem	10.26%	5.77%
Others	-	-

Billing/charging complaint resolved satisfactorily by call center within 4 weeks after lodging of the complaint	BSNL	Ortel
2009-10	29.53%	19.58%
2008-09	11.39%	6.72%

Awareness about contact details of Nodal officer	BSNL	Ortel
Yes	12.24%	12.04%
No	87.76%	87.96%

Made any complaint to the Nodal officer regarding complaints not resolved/unsatisfactorily resolved by the call centre	BSNL	Ortel
Yes	25.53%	28.26%
No	74.47%	71.74%

Intimated by the nodal officer about the decision taken on the complaint	BSNL	Ortel
Yes	58.33%	69.23%
No	41.67%	23.08%

Satisfaction with the redressal of the complaint by the nodal officer	BSNL	Ortel
Very satisfied	0.00%	7.69%
Satisfied	60.00%	53.85%
Dissatisfied	30.00%	30.77%
Very dissatisfied	10.00%	7.69%
Top-2	60.00%	61.54%
Bot-2	40.00%	38.46%

Reason for dissatisfaction	BSNL	Ortel
Difficult to connect to the Nodal Officer	0.00%	20.00%
Nodal Officer not polite/courteous	25.00%	20.00%
Nodal Officer not equipped with adequate information	0.00%	40.00%
Time taken by Nodal Officer for redressal is too long	50.00%	0.00%
Nodal Officer was unable to understand the problem	0.00%	0.00%
Others	0.00%	0.00%

Awareness about the contact details of the appellate authority	BSNL	Ortel
Yes	3.13%	4.45%
No	96.88%	95.55%

Filed any appeal in last 12 months	BSNL	Ortel
Yes	0.00%	11.76%
No	100.00%	88.24%

Received any acknowledgement for the complaint filed	BSNL	Ortel
Yes	NA	0.00%
No	NA	100.00%

Awareness about item-wise usage charge details for prepaid users	BSNL	Ortel
Yes	50.00%	0.00%
No	0.00%	40.00%

Ever denied of request for item-wise usage charge details for prepaid connection	BSNL	Ortel
Yes	0.00%	NA
No	100.00%	NA

Manual of practice provided while subscribing for new broadband connection	BSNL	Ortel
Yes	37.71%	27.78%
No	56.00%	54.86%



SURVEY OF Basic Service (WIRELINE) Year 2009-2010

Name: _____ **Gender:** Male Female
Tel: _____ **Age (in years):** less than 25 25-60 more than 60

STD Code	Telephone Number

Usage Type : Residential Commercial
Area: Rural Urban
Operator: Airtel BSNL Rel Com **User Type:** Postpaid Prepaid
 TATA MTNL HFCL Shyam
State: _____ **District:** _____ **Mode of Interview:** Telephonic In-person
Address: _____
Name of SDCA (only for surveyor):
Name of Exchange (only for surveyor): **Signature of Subscriber**
Date : _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. When did you last apply for a phone connection?	<input type="checkbox"/> Less than 6 months <input type="checkbox"/> 6-12 months <input type="checkbox"/> More than 12 months → <p style="text-align: center;">(If >12 month, go to Q 4)</p>
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> Less than 3 days <input type="checkbox"/> 3-7 days <input type="checkbox"/> 8-15 days <input type="checkbox"/> More than 15 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> Within 24 hrs. <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> More than 7 days <input type="checkbox"/> Not Applicable

B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 10)

5. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
6(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q6(a))	<input type="checkbox"/> Charges not as per tariff plan subscribed

6(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____
7. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 9 (a))
8. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
9(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____ _____

For Prepaid Customers only

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

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

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

supplementary services / value added service provided?	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
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G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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

<p>(Ask only if yes in Q31)</p> <p>32.(a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p>	<p><input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving</p>
<p>(Ask only if 3 or 2 or 1 coded in Q32 (a))</p> <p>32.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>32.(c) If Yes, please indicate the following -</p>	<p><input type="checkbox"/> 1 Yes, complaint was registered by the service provider</p> <p><input type="checkbox"/> 2 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 3 The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify)</p>

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

<p>33. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>34. Have you made any complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q 40)</p>
<p>35. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?</p>	<p><input type="checkbox"/> 4 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 It was received on request</p> <p><input type="checkbox"/> 1 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in</p>	<p><input type="checkbox"/> 1 Difficult to connect to the call centre executive</p>

Q.37) 38. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
39. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
40. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 45)
41. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 45)
42. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q43) 44. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
45. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with 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	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 49)

filing of appeals?	
46. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (if no go to Q 49)
47. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
48. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q49 to Q51 are for prepaid customers only)	
49. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
50. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 52)
51. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
If coded 1 and 2 in Q.1.	
52. 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?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

Back-check done by : _____ Date of back check: _____

Name of field officer: _____

SURVEY OF Cellular Mobile Telephone Service Year 2009-2010

Name: _____ Gender: 1 Male 2 Female
 Mobile No. _____ Age(in years): 1 less than 25 2 25-60 3 more than 60
 _____ Occupation: 1 Service 2 Business/self employed
 _____ 3 Student 4 Housewife 5 Retired
 Operator: 1 Airtel 2 Vodafone 3 Idea 4 BSNL Area: 1 Rural 2 Urban
 5 Rel Comm 6 Aircel 7 TATA 8 MTNL User Type: 1 Prepaid 2 Postpaid
 9 Spice 10 BPL 11 HFCL 12 Shyam Type: 1 GSM 2 CDMA
 13 RTL 14 RISL 15 Dishnet 16 Others (Specify).....
 State: _____ District _____ Mode of interview: 1 Telephonic 2 In-person
 Address: _____

Signature of Subscriber

Date : _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**A. SERVICE PROVISION**

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> 1 less than 6 month <input type="checkbox"/> 2 6-12 month <input type="checkbox"/> 3 more than 12 month → (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> 4 One day <input type="checkbox"/> 3 2-3 day <input type="checkbox"/> 2 4-7 day <input type="checkbox"/> 1 More than 7 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 4 Within 24 hrs. <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4-7 days <input type="checkbox"/> 1 More than 7 day <input type="checkbox"/> 0 Not Applicable

B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a))	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information

5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)
5(c) Have you made any complaint related to charging /credit /waiver /validity/adjustment in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
5 (d) How satisfied are you with the process of resolution of complaints relating to charging?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED – POSTPAID CUSTOMER

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

dissatisfaction. (multiple code)	<input type="checkbox"/> 3 Calculations not clear
	<input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given
	<input type="checkbox"/> 5 Others (please specify)

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If no, go to Q 29(a))
24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
25. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
26. Have you been informed the telephone numbers / toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal / recharging of VAS ?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
27. Have you been informed of the charges of value added services before its activation and immediately after its activation?	<input type="checkbox"/> 1 Yes before and after activation	<input type="checkbox"/> 2 Yes only after activation
	<input type="checkbox"/> 3 Yes only before activation	<input type="checkbox"/> 4 No in both cases
28. Have you been informed of the charges for value added services in advance of its renewal / recharging?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No

G. OVERALL CUSTOMER SATISFACTION

29(a). How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q29(a))	1. _____	
29(b) Please specify the reason(s) for your dissatisfaction	2. _____	

	_____ 3. _____ _____
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H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1)	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
30. 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?	
31. If at any time you had terminated your mobile connection, how many days, it took for the termination?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
32. Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
33. Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and not applicable currently?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q35)	
36. (a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
(Ask only if 3 or 2 or 1 coded in Q36 (a))	
36.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

36.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Yes, complaint was registered by the service provider <input type="checkbox"/> 2 Service Provider refused to register the complaint <input type="checkbox"/> 3 The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify)
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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

37. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
38. Have you made any complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 44)
39. With respect to complaint made by you to call centre, please specify which of these applied the most to you?	<input type="checkbox"/> 4 Docket number received for most of the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request
40. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q.41)	
42. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem

	<input type="checkbox"/> 6 Others (please specify)
43. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
44. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q 49)
45. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q 49)
46. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
47. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q47)	
48. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
49. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 53)
50. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 53)
51. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

52. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q53 to Q55 are for prepaid customers only)	
53. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
54. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 56)
55. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
If coded 1 and 2 in Q.1.	
56. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

Back-check done by : _____ Date of back check: _____

Name of field officer: _____

<p>5(a). How satisfied are you with the accuracy of the bills?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)</p>
<p>6. Have you made any billing related complaints in last 12 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 8(a))</p>
<p>7. How satisfied are you with the process of resolution of billing complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b) Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)</p>

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

<p>9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____</p>

D. HELP SERVICE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

	3. _____	

H. GENERAL

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

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

24. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No
25. Have you made any complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No → (if no go to Q 31)
26. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?	<input type="checkbox"/> 4 Docket number received for most of the complaints
	<input type="checkbox"/> 3 No Docket number received for most of the complaints
	<input type="checkbox"/> 2 It was received on request
	<input type="checkbox"/> 1 No docket number received even on request
27. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied

	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q.37) 29. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
30. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
31. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q36)
32. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 36)
33. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q34) 35. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)

36. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)
37. Have you filed any appeal in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)
38. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q40 to Q42 are for prepaid customers only)	
40. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Have you been denied of your request for item-wise usage charge details for your prepaid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 43)
42. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
If coded 1 and 2 in Q.1.	
43. 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?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

Back-check done by : _____ Date of back check: _____

Name of field officer: _____

Thank You