

QUALITY OF SERVICE ASSESSMENT

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

for

PUNJAB SERVICE AREA

Assessment of:

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

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1.1 PREFACE

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to customers through regulatory mechanism.

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament namely, the Telecom Regulatory Authority of India Act 1997 as amended by TRAI (Amendment) Act 2000. The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct the periodical survey of such service provided by the Operator so as to protect interest of the customers of telecommunication service”^{1,5}

While the TRAI is the regulatory body under the Act, TDSAT is the body responsible for settlement of telecom disputes. However, individual consumer complaints do not come under the purview of either TRAI or TDSAT. Considering the fact that individual customers can not seek redressal from TRAI or TDSAT, TRAI has taken number of steps to issue various directions, regulations and orders as measures to protect the interest of the customers.

In this concern, TRAI initiates study to assess the quality of telecom services every year. The study covers the whole India comprising four metros and three circles for Basic Wireline and Cellular services.

The main aim is to assess the quality of Basic service (wireline) and Cellular Mobile services as per the “**The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulation, 2009**”, notified by TRAI on 20th March 2009 and **Quality of Service of Broadband Service Regulation, 2006 (11 of 2006) dated 6th Oct 2006**.

In May 2007, TRAI had passed a regulation titled, “**Telecom Protection and Redressal of Grievances Regulation, 2007**”. The main objective of this regulation is to lay down the norms for the Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved customers.

The salient features of this regulation are listed below:

I. Each Telecom Operators would be required:

1. To set up 24x7 Toll Free Call Centre
2. To appoint one or more Nodal Officer in each licensed service area
3. To appoint one or more Appellate Authority in each licensed service area.

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

III. Each Operators will be required to publish abridged version of “Manual of Practices” for their customers and also make available the same on their web-sites.

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

¹ www.trai.gov.in

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **North Zone** comprising eight states – Delhi, Rajasthan, Punjab, UP (E), UP (W), Rajasthan, Himachal Pradesh and Jammu & Kashmir by Telecom Regulatory Authority of India (TRAI) on 7th January 2008. The contract was further extended for one more year on 13th May 2009.

The present report covers the Punjab Service Area for all the three services.



2. METHDODOLOGY

2.1 QUESTIONNAIRE BUILDING PROCESS

VOICE with other successful bidders – IMRB for East and South Zone and Market Pulse for West Zone – submitted their draft questionnaires to TRAI in the month of January 2008. TRAI organised consultation with all the successful bidders and accordingly some minor changes were done in all three sets of questionnaires for the year 2009.

The Basic service (Wireline) and questionnaire (see **Annexure 1.1**) was based on 7 broad parameters and 32 questions related to consumer perception on quality of services and other 21 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007. The cellular mobile questionnaire contained 36 questions related to quality of service whereas 21 on implementation and effectiveness of redressal mechanism. In the case of Broadband, questionnaire was based on 7 broad parameters and 23 questions related to consumer perception on quality of service. Whereas, in the case of perception on Assessment of Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007, broadband questionnaire had same number of questions as in Basic service (Wireline) and Cellular Mobile.

Broad parameters to assess the customer perception on quality of Basic service (Wireline), Cellular Mobile and Broadband services are listed below:

2.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 95%
(iii)	Customers satisfied with network performance, reliability and availability	≥ 95%
(iv)	Customers satisfied with maintainability	≥ 95%
(v)	Customers satisfied with supplementary and value added services	≥ 90%
(vi)	Customers satisfied with help services including customer grievance redressal	≥ 90%
(vii)	Customers satisfied with overall service quality	≥ 90%

2.2.3 Broadband Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 90%
(iii)	Customers satisfied with help services	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 85%
(v)	Customers satisfied with maintainability	≥ 85%
(vi)	Customers satisfied Overall customer satisfaction	≥ 85%
(vii)	Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.	≥ 85%

2.2 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

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

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

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

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

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

Comparison with the Benchmarking

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of percentage of customers satisfied as described above.

The survey in the Punjab service area, of all the three services, was done between October to December 2009. The present report, therefore, deals with Punjab Service area only.

2.3 SAMPLE AND SAMPL DISTRIBUTION

2.3.1 Basic Service (Wireline)

As per the tender document, survey agency was supposed to cover a total sample of 3000 subscribers, to be divided among the five operators. This is shown in the table below:

Name of the Operators	Total sample
Airtel (Bharti Airtel Limited)	600
BSNL (Bidesh Sanchar Nigam Limited)	600
Rel Comm (Reliance Communication)	600
HFCL	600
TATA (Tata Tele services)	600
Total	3000

The above sample represents the total operator wise subscribers in Punjab service area with 95% confidence level and 4% interval.

As per the tender document survey agencies were supposed to cover a total of 5% of exchanges of each BSO in the service area, covering a sample to 2268 subscribers. These 5% exchanges should be evenly spread over 10% of SDCA with each BSO.

In Punjab there are 1541 total exchanges. Out of these 1529 are BSNL exchanges. Therefore, a total of 78 (5% of 1541 exchanges) were selected as coverage exchange areas. Further there are 55 BSNL SDCAs. Therefore these 65 exchanges were taken from 6 SDCAs. The names of 6 SDCAs are given below:

1. Ludhiana
2. Amritsar
3. Bathinda
4. Jullundhar
5. Mansa
6. Chandigarh

The table below shows the SDCA wise indicated BSNL exchange areas which were covered for canvassing the sample.

SDCA	Indicative list of exchanges covered	
	Urban	Rural
Amritsar	Ajnala, Bhikhiwind, AR AL RD OCB, AR AL RD E10B-1, AR AL RD E10B-II, AR AL RD RSU, AR JAIL RD, AR GRD MARG, AR FTC RD	Thoba, Khasa, Baba Bakala, Vairawal, Sirhali, Rattoke, Varpal, Shahbazpur
Bathinda	Maur, Bathinda, BT OCB 283, BT OCB 283 RSU, BT OCB RSU B. NAGAR, BT RLU CANTT, BT RLU CARR BT RLU G.DIGGI	Jalal, Nathana, Chaoke, Kot Shamir, Teona Jettuke
Chandigarh	Mani Marja, CH-Sec-37, CH-Sec-20, Sec-7, Sec-34	K.A.Sher
Jalandhar	Kartar Pur, Jalandhar, Nakodar, Phillaur, JL-Cantt., GPO-2, GPO-3, Chitti Tower, Chahal nagar, Adarsh nagar, Alawal pur, Basti Sheikh, Gobind pura, MTown	Dhirpur, Alawalpur, Adampur, Birk, Barapind, Bilga, Talwan, Malsian, Jandala, Jamsher Khas
Ludhiana	Ludhiana, Doraha, Khanna, Ludhiana-BN, Ludhiana-City, Ludhiana-Giaspura, Ludhiana-Haibowal, Ludhiana-jamalpur, Ludhiana-SBS, Ludhiana-RBN	Nurpur, Powat, Sidwan, Halwara, Jarg, Dehlon
Mansa	MANSA MAIN(XL)	

2.3.1.1 Mode of interview

Two modes of interview were selected to cover the entire sample. 76.9% of operator sample was covered through in-depth interview with the customers' and rest of the sample was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI); as shown below:

Punjab Service Area: Basic: Mode Of Interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	146	454	600
	%age	24.30%	75.70%	100.00%
BSNL	Count	129	471	600
	%age	21.50%	78.50%	100.00%
Rel Comm	Count	147	453	600
	%age	24.50%	75.50%	100.00%
Tata Teleservices	Count	140	460	600
	%age	23.30%	76.70%	100.00%
HFCL	Count	132	468	600
	%age	22.00%	78.00%	100.00%
Total	Count	694	2306	3000
	%age	23.10%	76.90%	100.00%

2.3.1.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The following table shows the operator wise pre-paid and post-paid division of sample, actually covered during the survey.

Punjab Service Area: Basic services: Type wise distribution				
		Post paid	Pre paid	Total
Bharti	Count	594	6	600
	%age	99.00%	1.00%	100.00%
BSNL	Count	596	4	600
	%age	99.30%	0.70%	100.00%
Rel Comm	Count	590	10	600
	%age	98.30%	1.70%	100.00%
Tata Teleservices	Count	596	4	600
	%age	99.30%	0.70%	100.00%
HFCL	Count	597	3	600
	%age	99.50%	0.50%	100.00%
Total	Count	2973	27	3000
	%age	99.10%	0.90%	100.00%

2.3.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 4200 subscribers, to be divided among the seven operators. This is shown in the table below:

Operators	Target Sample
Bharti (Bharti limited)	600
Vodafone	600
BSNL	600
Tata Teleservices	600
Rel Comm (reliance communication)	600
Spice	600
HFCL	600
Total	4200

The above sample represents the total operator wise subscribers in Punjab service area circle with 95% confidence level and 4% interval.

2.3.2.1 Area wise sample distribution

In the Punjab Service area, sample was distributed in the 3 districts of Punjab on the basis of their proportionate population. The following table shows the district/ area wise target sample distribution.

Punjab Service Area: Cellular Mobile : Target sample distribution of Punjab in to districts/ Operators wise										
Districts	Population	Population %	Total sample size	Bharti	Vodafone	BSNL	Rel Comm	Tata Tele services	Spice	HFCL
Ludhiana	2042846	66.60%	2753	395	393	393	393	393	395	393
Mohali	123484	4%	625	93	95	84	89	82	92	89
Chandigarh	900635	29.40%	821	112	112	123	118	125	113	118
Total	3066965	100.00%	4200	600	600	600	600	600	600	600

Figures has been suitably adjusted to avoid rounding problem

2.3.2.2 Mode of interview

Two modes of interview were selected to cover the entire sample. 75.7% of operators sample was covered through in-depth interview with customers and rest 24.3% of sample was covered through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Punjab Service area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	445	155	600
	%age	74.2%	25.8%	100.0%
Vodafone	Count	440	160	600
	%age	73.3%	26.7%	100.0%
BSNL	Count	449	151	600
	%age	74.9%	25.1%	100.0%
Rel Comm	Count	462	138	600
	%age	77.0%	23.0%	100.0%
Tata Teleservices	Count	471	129	600
	%age	78.5%	21.5%	100.0%
Spice	Count	462	138	600
	%age	77.0%	23.0%	100.0%

Punjab Service area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
HFCL	Count	450	150	600
	%age	75.0%	25.0%	100.0%
Total	Count	3179	1021	4200
	%age	75.7%	24.3%	100.0%

2.3.2.3 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. The following table shows the operator wise pre-paid and post-paid division of sample.

Punjab Service area: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
Bharti	Count	560	40	600
	%age	93.3%	6.7%	100.0%
Vodafone	Count	564	36	600
	%age	94.0%	6.0%	100.0%
BSNL	Count	570	30	600
	%age	95.0%	5.0%	100.0%
Rel Comm	Count	546	54	600
	%age	91.0%	9.0%	100.0%
Tata Teleservices	Count	540	60	600
	%age	90.0%	10.0%	100.0%
Spice	Count	558	42	600
	%age	93.0%	7.0%	100.0%
HFCL	Count	542	58	600
	%age	90.3%	9.7%	100.0%
Total	Count	3880	320	4200
	%age	92.4%	7.6%	100.0%

2.3.3 Broadband

In the case of Broadband, survey agency was required to obtain from Broadband operators, Central ISP Node and total number of subscribers in each circle and then work out the sample to be covered.

As per the tender document requirement, 10% of POPs were selected to carry out the survey. The following table shows the operator wise sample covered in Punjab Service area.

Total Sample Distribution	
Operator	Sample
Bharti	600
BSNL	600
Rel Comm	500
HFCL	600
VSNL	410
Hathway	400
Total	3110

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

2.3.3.1 Mode of Interview

As per the tender document, **at least** 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications. VOICE, accordingly sent emails to the database of the operator wise subscribers received from few operators and also the VOICE internal data base. However, the number of responses to the email sent was very low. The following table shows the actual operators wise sample covered with the mode of interview.

Punjab Service Area : Operator wise sample distribution with mode of interviews				
		Web/ online	In Person	Total
Airtel	Count	53	547	600
	% age	8.80%	91.20%	100.00%
BSNL	Count	40	560	600
	% age	6.70%	93.30%	100.00%
Rel Comm	Count	47	453	500
	% age	9.40%	90.60%	100.00%
HFCL	Count	46	554	600
	% age	7.70%	92.30%	100.00%
VSNL	Count	26	384	410
	% age	6.30%	93.70%	100.00%
Hathway	Count	29	371	400
	% age	7.30%	92.70%	100.00%
Total	Count	241	2869	3110
	% age	7.75%	92.25%	100.00%

The table above shows that out of the total sample of 3110, only 241 (7.75%) responses were collected through emails. Therefore, balance sample was covered through In-person interview. Accordingly 92.25% of the total sample was covered using In-person interview technique.

3. EXECUTIVE SUMMARY

3 EXECUTIVE SUMMARY

3.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 32 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 20 questions. As regard to the **Punjab Service Area** performance of operators, most of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. Two of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

3.1.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level good in Punjab service area as **all the five operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 98.2% to 99.3%.
- The **highest** percentages of **customers satisfied** were found with HFCL at 99.3%.
- Performance all the other four operators - Bharti, BSNL, Rel Comm and Tata Teleservices were almost similar at 98.2% - 98.3%.

3.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is good in Punjab Service Area as **all the operators met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 95.1% to 99.3%.
- The **highest** percentages of **customers satisfied** were found with BSNL at 99.3% followed by Tata Teleservices (98.8%) and HFCL (98%).
- The lowest percentages of customers satisfied were found with Rel Comm at 95.1% and Bharti (97.7%).

3.1.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In both the cases of **pre paid services all except Rel Comm were able to meet the benchmark of 95%**. Whereas, in the case **post paid services only Bharti and BSNL could meet the benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators, in the **pre-paid segment**, ranged from 90% to 100.0%. Whereas in the case of **post-paid**, it ranged from 94.4% to 97.5%.
- In the case of pre paid segment, all the customers of BSNL, Rel Comm and Tata Teleservices were found to be satisfied. However, the sample in Pre paid segment was too low to make a qualitative statement. In the case of **post paid segment**, the highest percentage of satisfied customers was attained by BSNL with 97.5% closely followed by Bharti (97.4%) and HFCL (95.3%).
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was attained by Rel Comm at 90%. In the case of **post-paid segment** the **lowest percentage of customers** was attained by Rel Comm with 94.4% closely followed by Tata Teleservices (94.5%).

3.1.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is good in Punjab Service Area as out of 5 operators four of them met the benchmark of 95%. BSNL was the only operator who could not meet the benchmark.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 84.2% to 98.1%.
- The **highest percentage of customer satisfied** were found with HFCL (98.1%) closely followed by Bharti and Rel Comm (98% each) and Tata Teleservices (97.3%).
- The lowest percentages of customers satisfied were found with BSNL at 84.2%.

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

The customer perception of the parameter help service/ customer care is very good in Punjab Service Area as **all the operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of operators ranged from 95.7% to 96.8%.
- The **highest percentages of customer satisfied** were found with BSNL at 96.8% followed by Bharti (96.3%) and Rel Comm and HFCL (96% each).
- The lowest percentages of customers satisfied were found with Tata Teleservices at 95.7%.

3.1.6: Consumers Protection and Redressal of Grievances

- Awareness level was found to be high in the case of call centre/ customer care help line numbers as this was reported by over 9 out of 10 (92.3%) of consumers surveyed.
- Awareness about the contact details of nodal officer was found among less than 1% of the customers surveyed.
- None of the basic service customers were aware about the Appellate Authority.
- Highest numbers of complaints to the call centre, within last six months, were made by Rel Comm subscribers (49%), and minimum by HFCL subscribers (35.3%).
- Overall only 2 out of 5 complainants had confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Bharti (44%) and lowest in the case of HFCL (29%).
- Most of the complainants, over 98%, were found to be satisfied with the resolution of their complaints.

3.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 36 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **Punjab Service Area** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.2.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level is satisfactory in Punjab Service Area as **all the operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 90.1% to 94%.
- Highest percentage of customers satisfied were found with Tata Teleservices (94%) followed by Bharti and Vodafone (92.5%), Rel Comm (91.9%), Spice (91.8%).
- The lowest percentage of satisfied customers was attained by HFCL 90.1% followed by BSNL (90.9%).

3.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is average in Punjab Service Area as out of 7 operators **all of them – met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 95.9% to 100%.
- The **highest** percentages of **customers satisfied** were shared by Bharti at 100%.
- The lowest customer percentages of customers satisfied were found with BSNL (95.9%).

3.2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services two operators met the benchmark of 95%**. They were –Vodafone and Spice. However, in the case of **post paid, only BSNL met the benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 91% to 95.1%. Whereas in the case of **post-paid**, it ranged from 85% to 95.2%.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by Vodafone with 95.1%, followed by Spice (95% each). In the case of **post paid segment** BSNL attained 95.2% customers' satisfaction, followed by Bharti (94.5%).
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by BSNL with 91% followed by Rel Comm (91.8%). In the case of **post-paid segment** the **lowest percentage of satisfied consumers** was attained by Rel Comm (85%) followed by Tata Teleservices (86.5%).

3.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is average in Punjab Service Area as out of 7 operators only 3 – **Bharti, Vodafone and Rel Comm** - met the benchmark of 95%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 92.2% to 96.6%.
- The **highest percentages of customers satisfied** were found with Bharti at 96.6% followed by Vodafone (95.9%) and Rel Comm (95.3%).
- The lowest percentages of customers satisfied were found with Spice (92.2%) followed by BSNL (92.2%).

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

The customer perception of the parameter help service/ customer care is good in Punjab Service Area as **all operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.3% to 96.5%.
- The **highest percentages of customers satisfied** were found with Tata Teleservices (96.5%) followed by Spice (95.2%).
- The lowest percentages of customers satisfied were found with Rel Comm (88.3%).

3.2.6: Consumers Protection and Redressal of Grievances

- Awareness level was found moderately high in the case of call centre/ customer care help line numbers as this was reported by nine out of ten consumers surveyed.
- However, awareness about the contact details of nodal officer was also found to be quite low as this was reported by only 4% of the consumers surveyed, with maximum in the case of Rel Comm (5.7%) and minimum with Spice (2%).
- Similarly, the awareness about contact detail of the Appellate Authority was found to be significantly low at 0.6%.
- Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of Spice (75.7%) followed by Rel Comm (72.7%), BSNL (71.3%) and Tata Teleservices (70.2%).
- Overall 67.6% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Vodafone (79.3%) and lowest from Tata Teleservices (58.4%).
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Bharti (86.9%) followed by HFCL (81.6%), Vodafone (77.6%), Tata Teleservices (77.2%) and rest are in the range of 57.9% to 70.6.

3.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Broadband service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **Punjab Service Area** performance of operators, out of the six operators only one operator was able to meet benchmark on all the parameters. The findings with respect to major parameters on quality of service are as follows:

3.3.1: Customers satisfied with overall services (Benchmark >85%)

The customer perception of overall service is quite good in Punjab Service Area as **all the six operators met the benchmark of 85%**.

- In terms of **customer satisfied**, the achievement level of the operators ranged from 92.9% to 96.7%.
- The highest percentage of **customers satisfied** was attained by HFCL at 96.7%, followed by Rel Comm (96%) BSNL (95.7%) and Hathway and Bharti (95% each).
- The lowest percentage of satisfied customers was attained by VSNL at 92.9%.

3.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is good in Punjab Service Area as four out of six operators – Bharti, BSNL, VSNL and Hathway - are meeting the **benchmark of 85%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 84.1% to 92.8%.
- The percentages of **customers satisfied** were found to be highest in the case of Bharti at 92.8%, closely followed by BSNL (92.7%), Hathway (91.1%) and VSNL (90.2%)
- The lowest percentage of satisfied customers was attained by Rel Comm at 84.1% followed by HFCL at 84.5%.

3.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of Pre paid services, only Bharti met the **benchmark of 90%**. However, in post paid services all the operators met the **benchmark of 90%**.

Pre Paid segment

- In terms of **customers satisfied level**, the achievement level of the operators, **in the case of pre-paid segment**, ranged from 83.9% to 92.5%.
- The highest percentage of satisfied customers were attained by Bharti (92.6%) followed by BSNL (88.1%), Hathway (86.7%) and VSNL (86.1%).
- The lowest percentage of satisfied customers was attained by Rel Comm (83.1%), followed by HFCL (85.1%).

Post Paid segment

- Whereas in the case of **post-paid segment**, the achievement level ranged from 96.3% to 100%.
- All the customers (100%) of VSNL were found to be satisfied. VSNL was followed by Hathway (99.8%), BSNL (99.7%), and Bharti (99.3%).
- The lowest percentage of satisfied customers was attained by HFCL (96.3%), followed by Rel Comm (97.7%).

3.3.4: Maintainability (**Benchmark >85%**)

The customer perception of the parameter maintainability is quite good in Punjab Service Area as all operators met the benchmark of 85%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 95.7% to 98.1%..
- The highest percentage of customers satisfied was attained by VSNL at 98.1%, followed by Bharti (97.9%), Rel Comm (97.8%).
- The lowest percentage of satisfied customers was attained by Hathway at 95.7%, followed by BSNL (96.4%) and HFCL (96.8%).

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

The customer perception of the parameter help service/ customer care is good in Punjab Service Area as **all the six operators could meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 97.4% to 100%.
- All the customers of VANL were found to be satisfied with help service. This was followed by HFCL at 99.3%, BSNL (99%) and Bharti (98.9%).
- The lowest percentage of satisfied customers was attained by Rel Comm (97.4%) and Hathway (97.9%).

3.3.6: Customers Protection and Redressal of Grievances

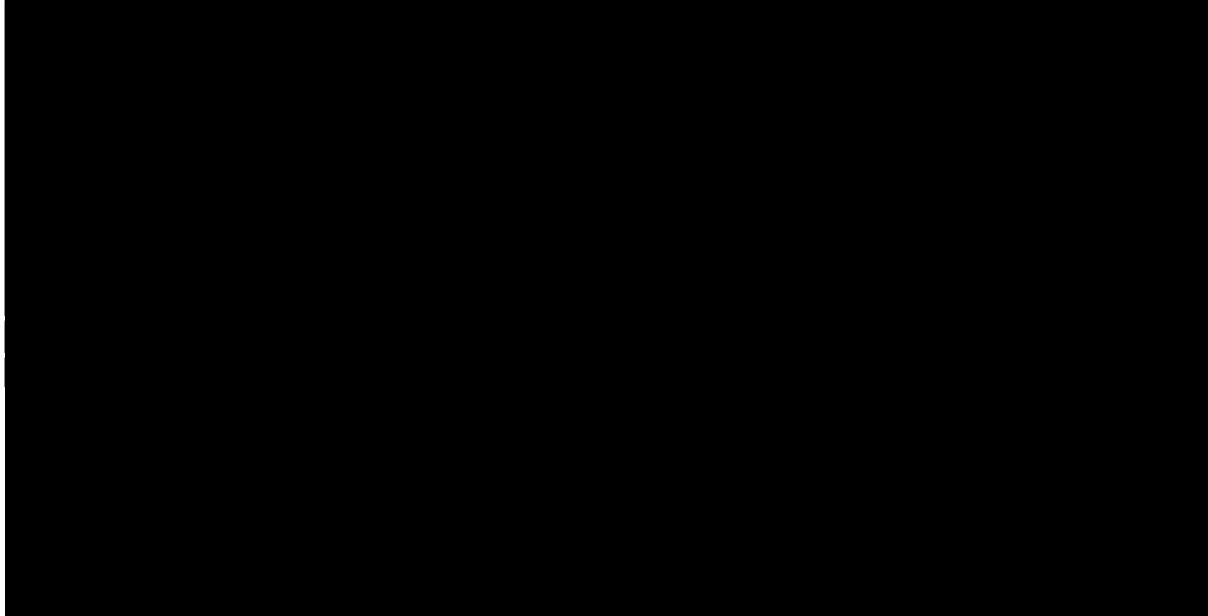
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by almost all the customers of the six operators.
- Complaints in the last 12 months were received quite high (above 9 out of 10) in the case of all the operators.
- Overall only 25% confirmed that they received the docket number for most of their complaints.
- However most of the complainants reported to be satisfied with the resolution of their complaints.
- Awareness about the contact details of nodal officer was found among 3.9% of the customers surveyed. It was found to be quite high in the case of Rel Comm (10.4%). However, number for complaints to the nodal officer were also reported high in the case of Rel Comm and not all the were satisfied with the resolution provided by the Nodal officers.
- Similarly there has been marginal improvement in the case of awareness about the contact details of Appellate authority as it was reported by 1.7%, again highest in the case of Rel Comm (5.2%) of respondents. And over one fourth of Rel Comm subscribers had filed the appeal with Appellate authority on the complaints not resolved satisfactorily by the nodal officers.

4. DETAIL REPORT

4.1 PERFORMANCE COMPLIANCE

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Punjab Circle

The following table shows the performance of Basic service operators in Punjab Service Area on various parameters.



- The analysis reveal that in terms of meeting the benchmark, the performance of **Bharti and HFCL** were much better than other three operators in Punjab Service Area. Both the operators were able to meet the benchmark on all the parameters.
- Performance of BSNL and Tata Teleservices were relatively better than Rel Comm as they were able to meet benchmark on 7 parameters. While **BSNL was not able to meet the benchmark on maintainability, Tata Teleservices had lacked in Post paid billing services.**
- **Rel Comm** could not meet the benchmark on both **post paid and prepaid billing services.**

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Punjab Service Area

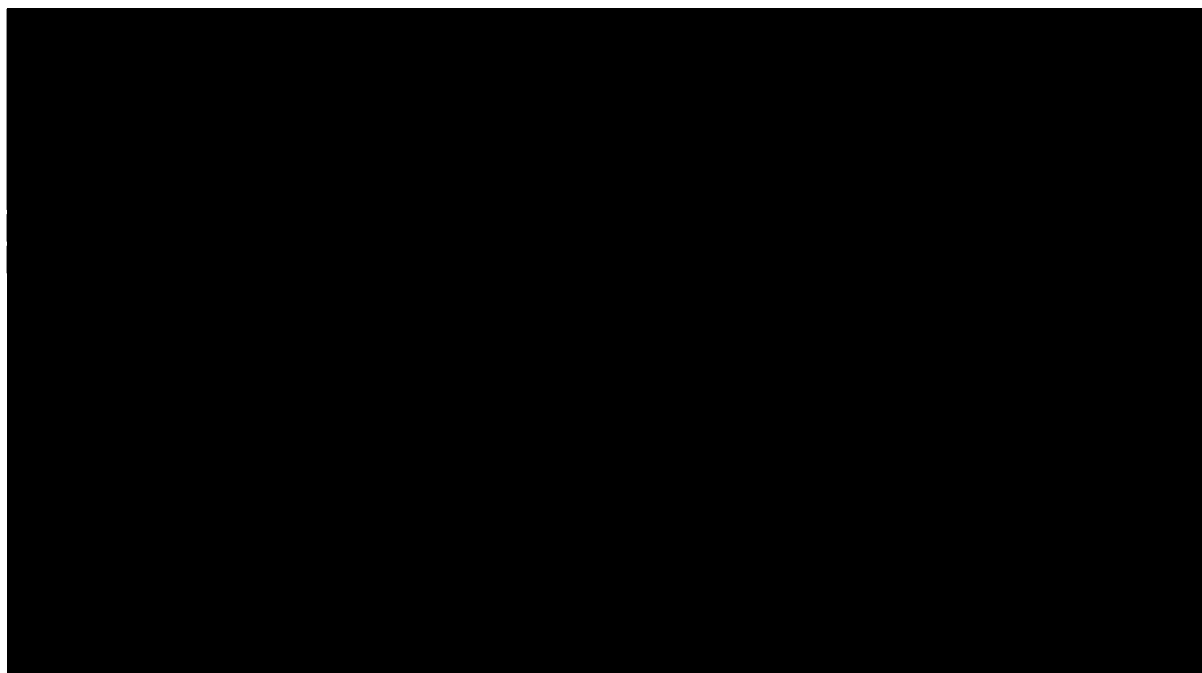
The following table shows the performance of cellular operators in Punjab service area on various parameters.

Name of the operator	Sample Size	Customer satisfied with provision of service	Customer satisfied with billing performance		Customer satisfied with help service	Customer satisfied with network performance and availability	Customer satisfied with maintainability	Customer satisfied with supplementary services	Customer satisfied with overall services
			Pre-paid	Post-paid					
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
PUNJAB SERVICE AREA									
PUNJAB	4200								
Bharti	600	92.5%	93.9%	94.5%	93.4%	100.0%	96.6%	98.1%	97.0%
Vodafone	600	92.5%	95.1%	88.9%	91.8%	99.0%	95.9%	94.2%	96.2%
BSNL	600	90.9%	91.0%	95.2%	90.4%	95.9%	92.5%	97.4%	91.8%
Rel Com	600	91.9%	91.8%	85.0%	88.3%	98.9%	95.3%	95.8%	92.0%
Tata Teleservices	600	94.0%	94.1%	86.5%	96.5%	99.1%	93.5%	95.9%	97.2%
Spice	600	91.8%	95.0%	87.1%	95.2%	97.4%	92.2%	95.1%	89.0%
HFCL	600	90.1%	92.1%	91.4%	91.7%	98.3%	93.6%	97.3%	96.5%

- The analysis reveals that in terms of meeting the benchmark, the performance of Vodafone was the better than others operators in Punjab Service Area. They met benchmark criteria on 7 parameters. **Bharti** and **BSNL** was followed by, met the benchmark criteria on 6 parameters.
- Rests of the operators were able to meet the benchmark on 5 parameters.
- Except BSNL none of the operators could meet the benchmark on post paid billing services. Vodafone and Spice could meet only pre paid billing services. Secondly, apart from Bharti, Vodafone and Rel Comm, none of the operators could meet the benchmark on maintainability.

4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Punjab service area

The following table shows the performance of Broadband operators in Punjab Service Area on various parameters.



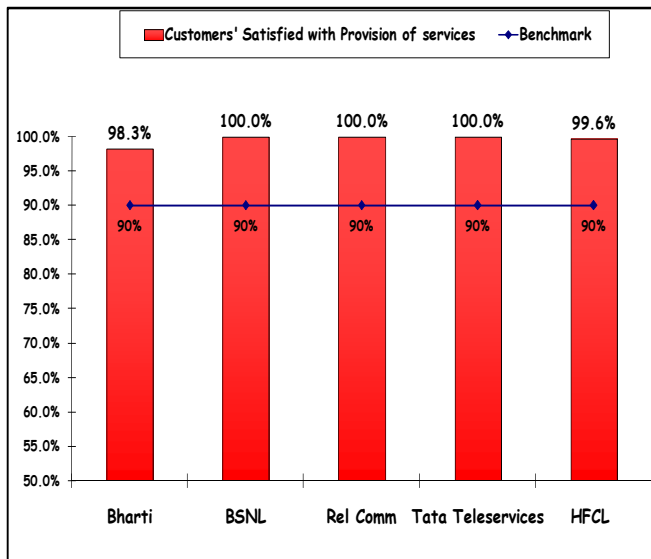
- The analysis reveals that in terms of meeting the benchmark, the performance of **Bhari** was better than others as it met benchmark on all the parameters.
- Performance of **Hathway** was slightly better others as they benchmark on 7 parameters.
- **BSNL, Rel Comm, VSNL and HFCL** were able to meet benchmark on 6 out of 8 parameters.

On the performance on **prepaid billing** service, 5 operators could not meet the benchmark.

4.2 Graphical Presentation

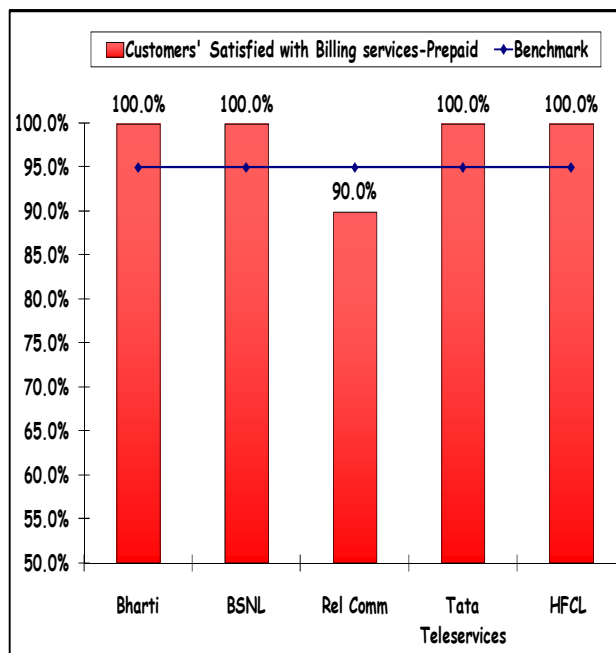
4.2.1 BASIC WIRE LINE – PUNJAB SERVICE AREA

4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



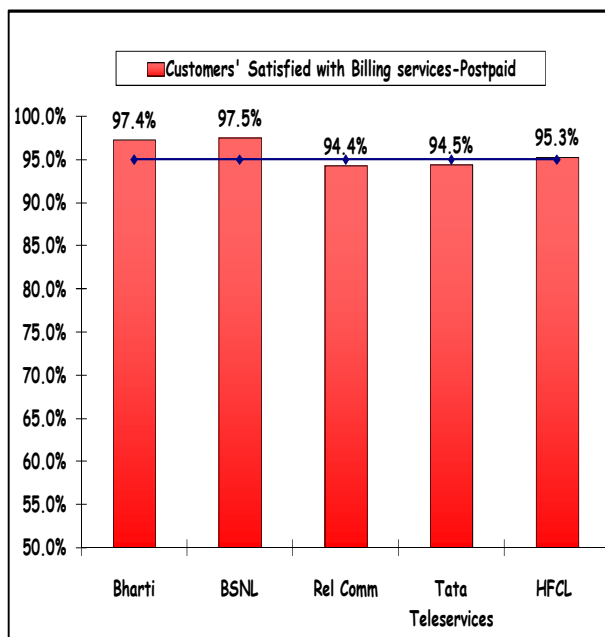
- Audit conducted for 5 operators providing services in Punjab.
- All operators were found meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 98.3% to 100.0%.
- All customers of BSNL, Rel Comm and Tata Teleservices were satisfied were found to be satisfied.
- The lowest percentages of customers satisfied were with Bharti (98.3%) followed by HFCL (99.3%).

4.2.1.2 CUSTOMERS SATISFIED WITH PREPAID BILLING PERFORMANCE



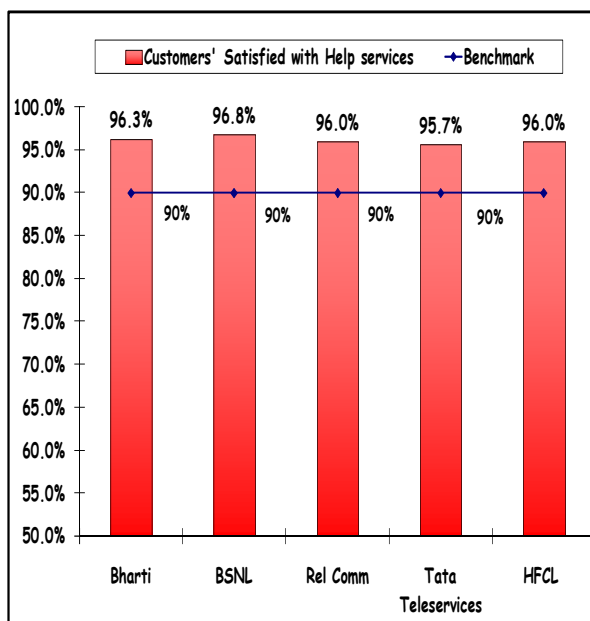
- Audit conducted for 5 operators providing services in Punjab.
- All, except Rel Comm, were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the four operators ranged from 90% to 100.0%.
- All customers of BSNL, Rel Comm, Tata Teleservices and HFCL were satisfied were found to be satisfied with prepaid billing service.
- The lowest percentage of satisfied customers was attained by Rel Comm (90%).

4.2.1.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING PERFORMANCE



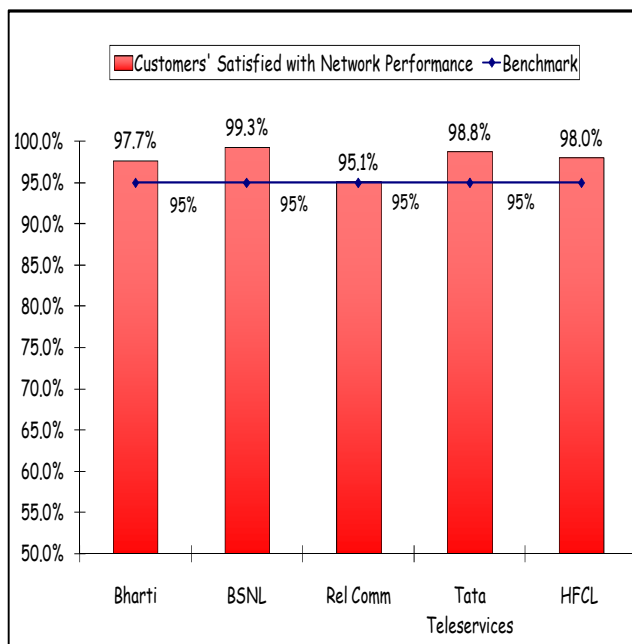
- Audit conducted for 5 operators providing services in Punjab.
- BSNL, Bharti and HFCL had met the benchmark of >95%.
- Percentage of satisfied customers among all operators ranged from 94.4% to 97.5%.
- Highest percentage of satisfied customers were found in the case of BSNL (97.5%) closely followed by Bharti (97.4%) and HFCL (95.3%).
- The lowest percentage of satisfied customers was attained by Rel Comm (94.4%) and Tata Teleservices (94.5%).

4.2.1.4 SATISFIED WITH HELP SERVICES



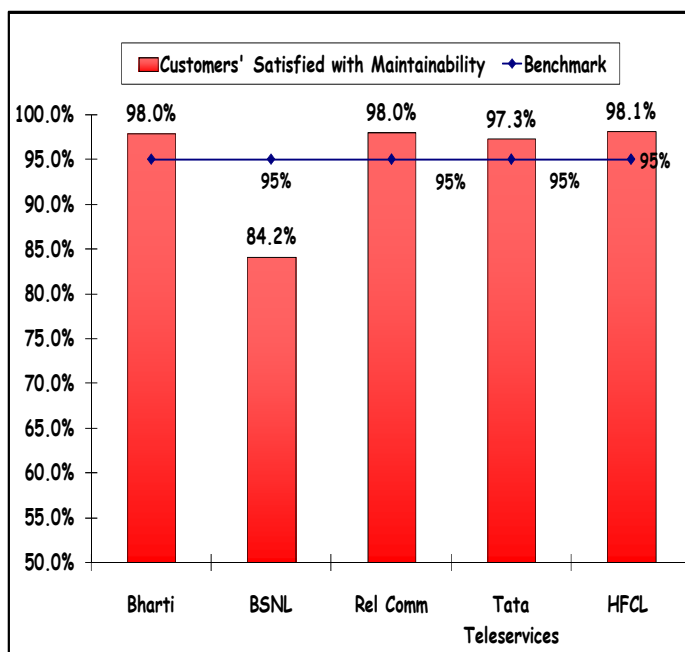
- Audit conducted for 5 operators providing services in Punjab.
- All the operators were found meeting the benchmark of >90%.
- Percentage of Customer satisfied with the help services ranged from 95.7% to 96.8%.
- Highest percentage of satisfied customers were with BSNL (96.8%), followed by Bharti (96.3%) and Rel Comm and HFCL (96% each).
- The lowest percentage of satisfied customers was attained by Tata Teleservices (95.7%).

4.2.1.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



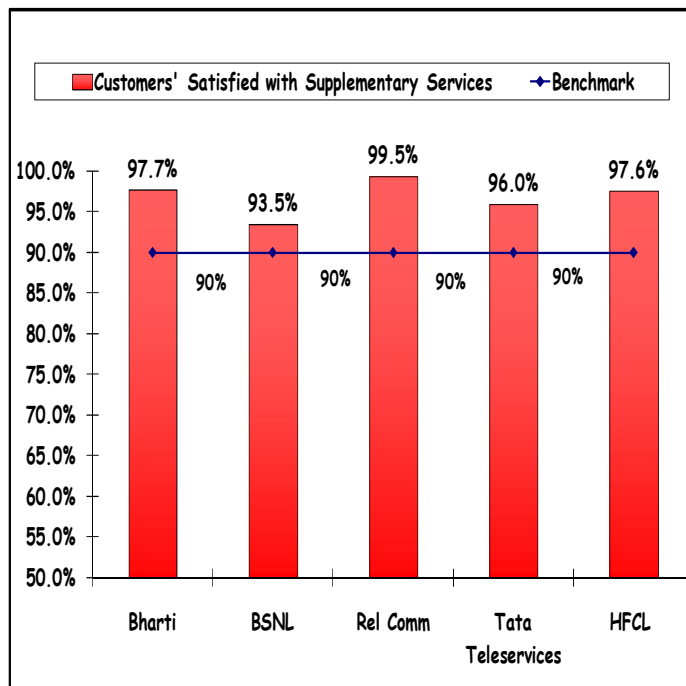
- Audit conducted for 5 operators providing services in Punjab.
- All operator were found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 95.1% to 99.3%.
- Highest percentage of satisfied customers were in the case of BSNL (99.3%) followed by Tata Teleservices (98.8%) and HFCL (98%).
- The lowest percentage of satisfied customers was attained by Rel Comm (95.1%) and Bharti (97.7%).

4.2.1.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



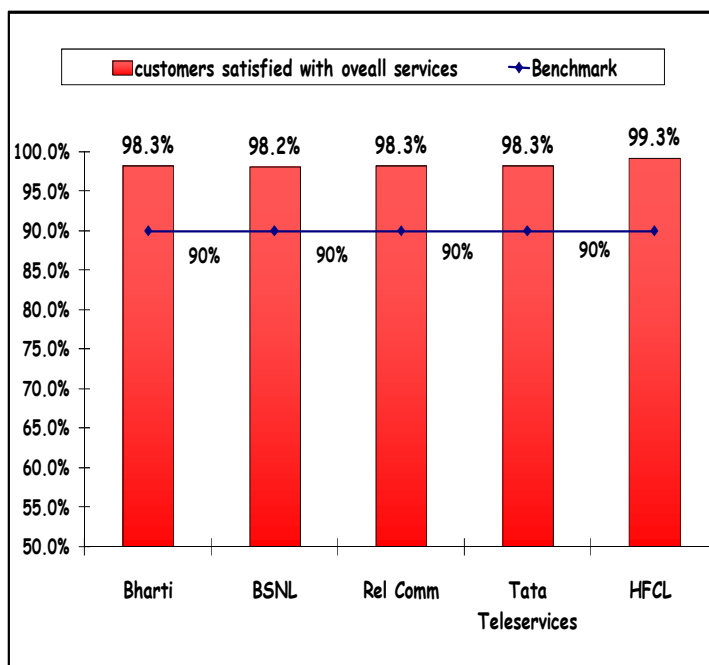
- Audit conducted for 5 operators providing services in Punjab.
- All, except BSNL, were found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 84.2% to 98.1%.
- Highest percentages of satisfied customers were found with HFCL (98.1%) closely followed by Bharti and Rel Comm (98% each) and Tata Teleservices (97.3%).
- The lowest percentage of satisfied customers was attained by BSNL (84.2%).

4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 5 operators providing services in Punjab.
- All operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the supplementary services ranged from 93.5% to 99.5%.
- Highest percentage of satisfied customers were found with Rel Comm (99.5%) followed by Bharti (97.7%), HFCL (97.6%) and Tata Teleservices (96%).
- The lowest percentages of satisfied customers were found in the case of BSNL (93.5%).

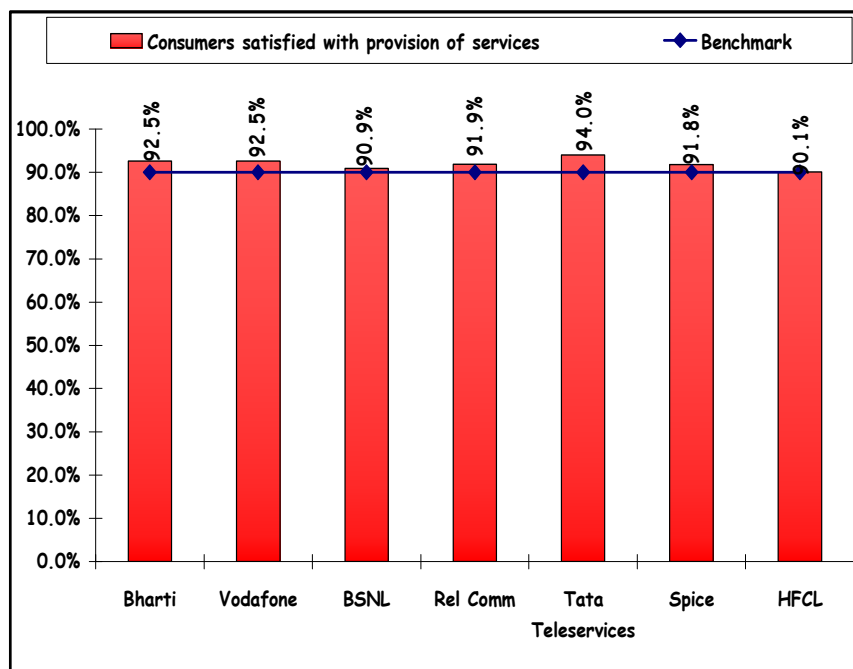
4.2.1.8 CUSTOMERS SATISFIED WITH OVERALL SERVICE QUALITY



- Audit conducted for 5 operators providing services in Punjab.
- All operators were found meeting the benchmark of >90%
- Percentage of customers satisfied with the overall services ranged from 98.2% to 99.3%.
- Highest percentages of satisfied customers were found with HFCL (99.3%).
- Performance all the other operators were almost similar at 98.2% – 98.3%.

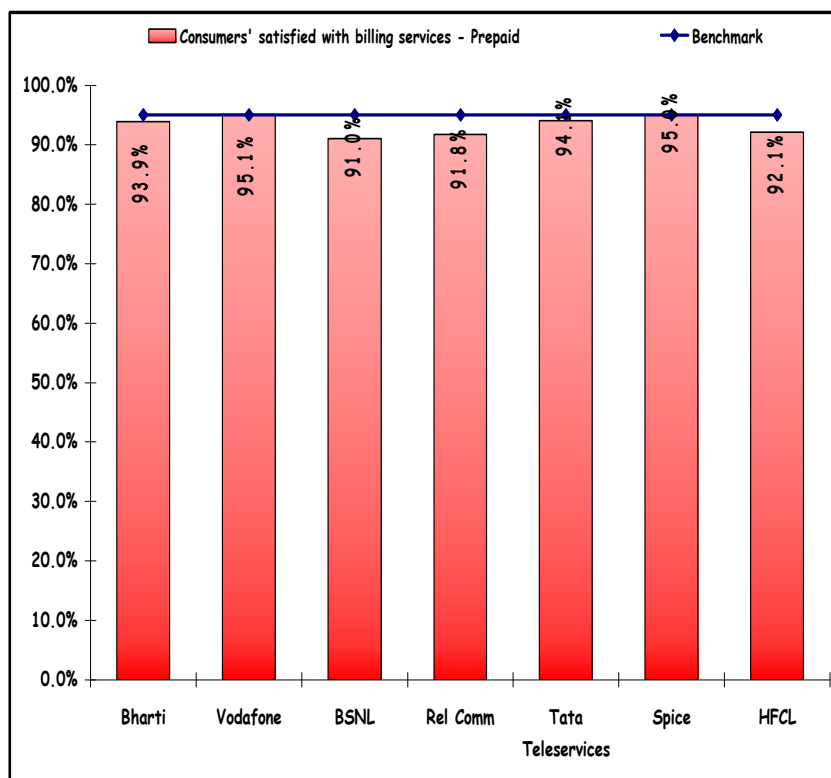
4.2.2 CELLULAR SERVICE – PUNJAB SERVICE AREA

4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



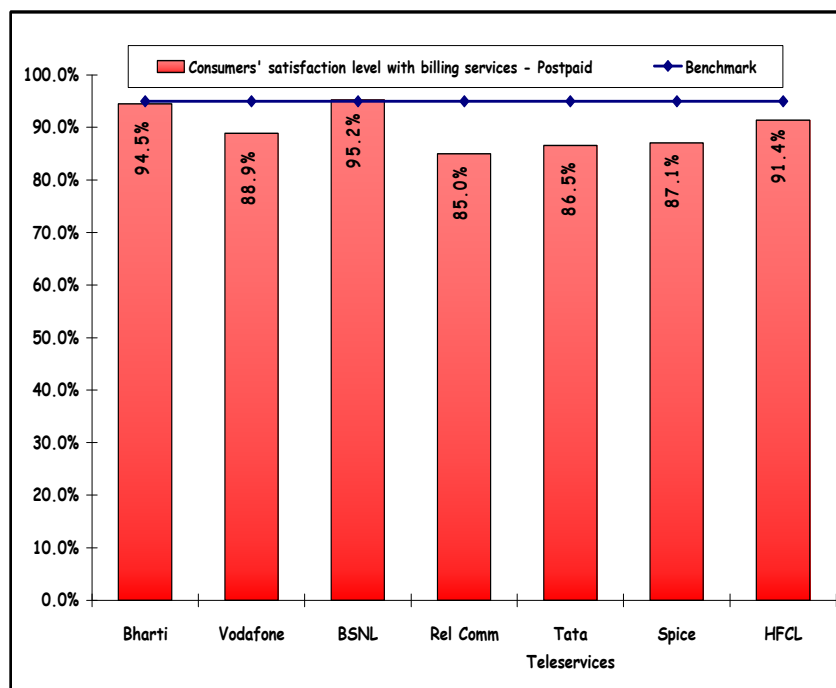
- Audit conducted for 7 operators providing services in Punjab.
- All service providers were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the seven operators ranged from 90.1% to 94%.
- Highest percentage of customers satisfied were found with Tata Teleservices (94%) followed by Bharti and Vodafone (92.5%), Rel Comm (91.9%), Spice (91.8%).
- The lowest percentage of satisfied customers was attained by HFCL 90.1% followed by BSNL (90.9%).

4.2.2.2 CUSTOMERS SATISFIED WITH PREPAID BILLING PERFORMANCE



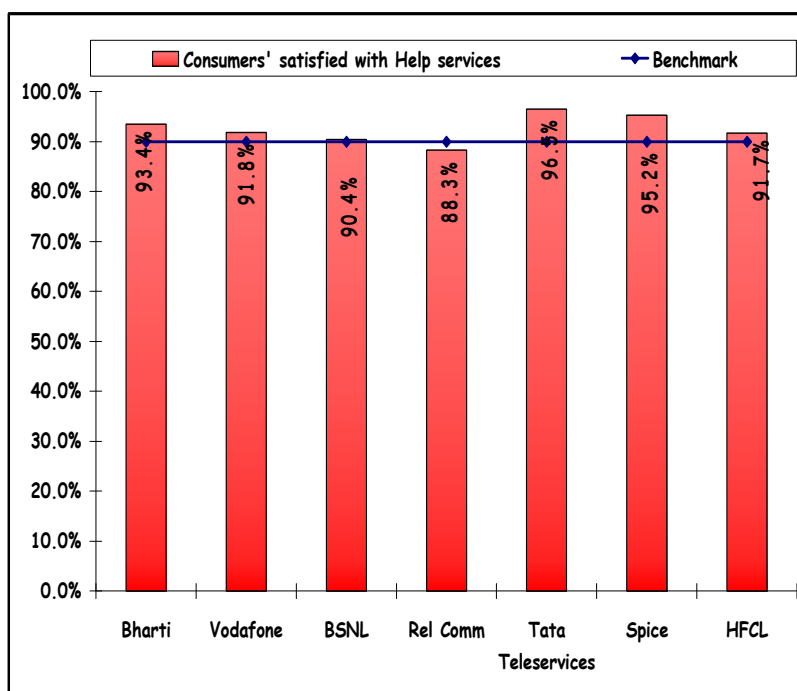
- Audit conducted for 7 operators providing services in Punjab.
- Only two operators, were found to be meeting the benchmark of >95%. They were Vodafone and Spice.
- Percentages of satisfied consumer by all the seven operators ranged from 91% to 95.1%.
- Highest percentages of customers satisfied were found with Vodafone (95.1%) followed by and Spice (95% each).
- The lowest percentage of satisfied customers was attained by BSNL (91%).

4.2.2.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



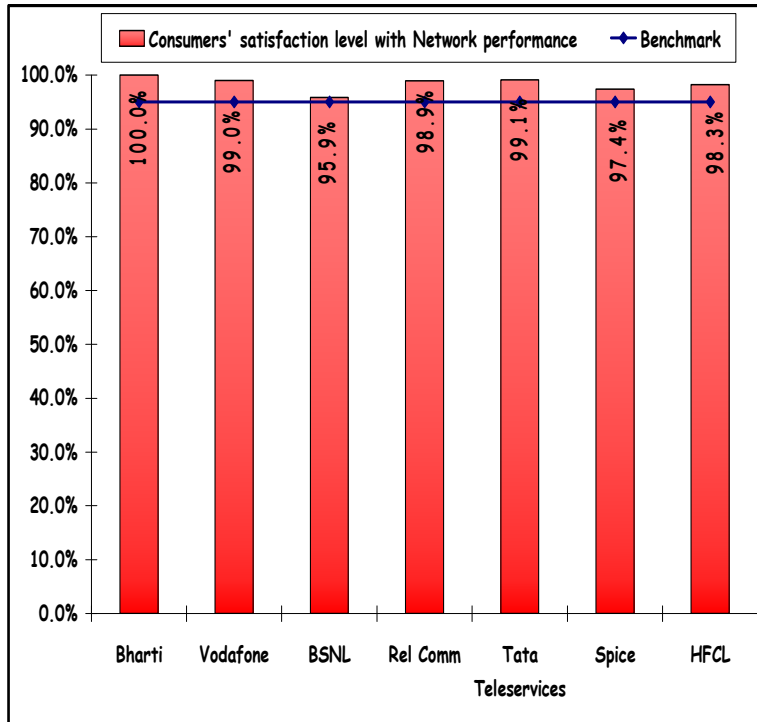
- Audit conducted for 7 operators providing services in Punjab.
- Only BSNL was found to be meeting the benchmark of >95%.
- Percentage of satisfied customers by all the seven operators ranged from 85% to 95.2%.
- The highest percentage of satisfied customers was attained by BSNL (95.2%), followed by Bharti (94.5%), HFCL (91.4%) and rest are below 90%.
- The lowest percentage of satisfied customers was attained by Rel Comm (85%) followed by Tata Teleservice (86.5%).

4.2.2.4 CUSTOMERS SATISFIED WITH HELP SERVICES



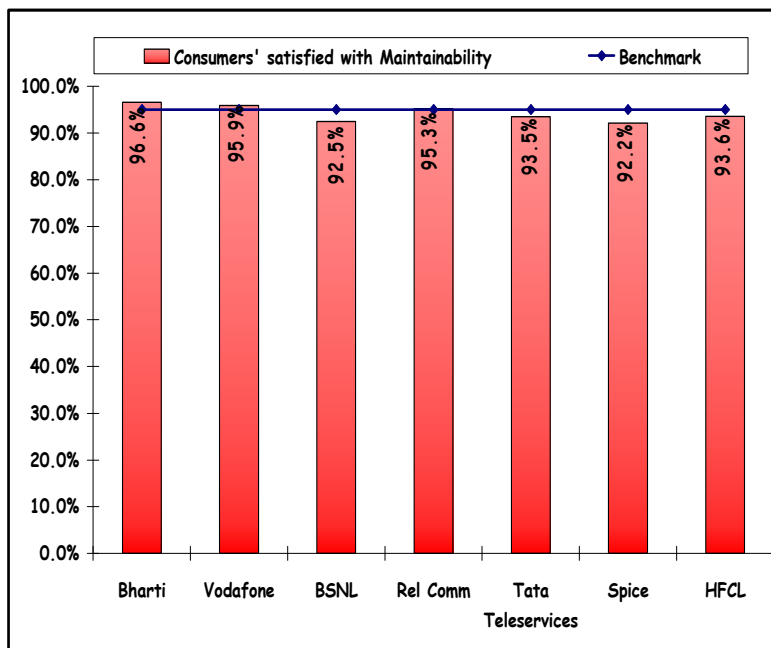
- Audit conducted for 7 operators providing services in Punjab.
- Out of them 6 operators, were found to be meeting the benchmark of >90%.
- Percentage of consumer satisfied by all the seven operators ranged from 88.3% to 96.5%.
- Highest percentage of satisfied customers were with Tata Teleservices (96.5%) followed by Spice (95.2%).
- The lowest percentages of satisfied customers were found with Rel Comm (88.3%).

4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



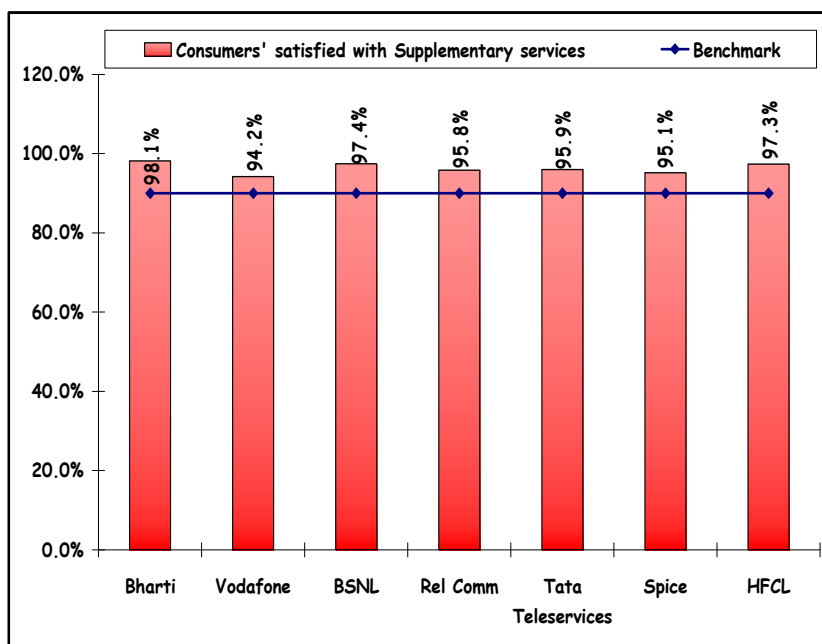
- Audit conducted for 7 operators providing services in Punjab.
- All the operators, were found to be meeting the benchmark of >95%.
- Percentages of customers satisfied by all the seven operators ranged from 95.9% to 100%.
- Highest percentages of customers satisfied were found with Bharti (100%) followed by Tata Teleservices (99.1%).
- The lowest percentage of satisfied customers was attained by of BSNL (95.9%).

4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



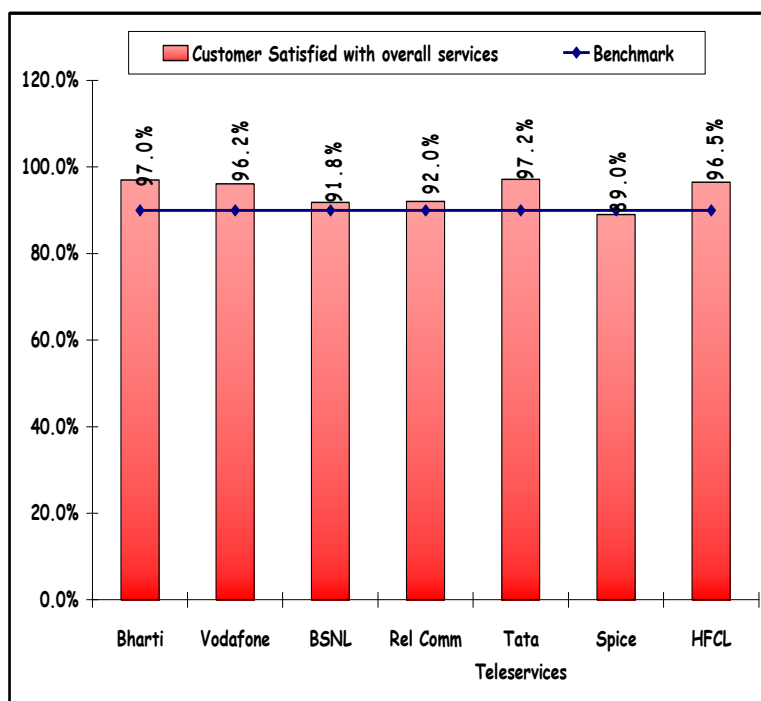
- Audit conducted for 7 operators providing services in Punjab.
- Three of the operators, were found to be meeting the benchmark of >95%. They were Bharti, Vodafone and Rel Comm.
- Percentage of satisfied customers by all the seven operators ranged from 92.2% to 96.6%.
- Highest percentage of customers satisfied were with Bharti (96.6%) followed by Vodafone (95.9%) and Rel Comm (95.3%).
- The lowest percentage of satisfied customers with Spice (92.2%) followed by BSNL (92.2%).

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 7 operators providing services in Punjab.
- All the operators, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the seven operators ranged from 94.2% to 98.1%
- Highest percentage of customers satisfied were found with Bharti (98.1%), followed by BSNL (97.4%) and HFCL (97.3%).
- The lowest percentage of satisfied customers was attained by Vodafone (94.2%).

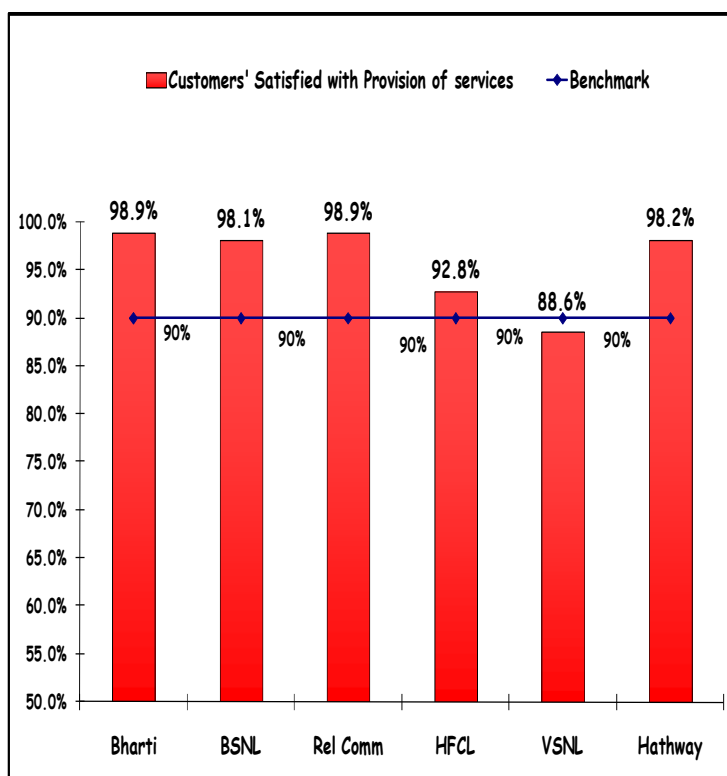
4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICE QUALITY



- Audit conducted for 7 operators providing services in Punjab.
- Six operators, were found to be meeting the benchmark of >90%. They were Tata Teleservices, Bharti, HFCL, Vodafone, Rel Comm and BSNL.
- Percentage of customers satisfied by all the seven operators ranged from 89.0% to 97.2%.
- Highest level of satisfaction was found by the customers of Tata Teleservices (97.2%).
- The lowest percentage of satisfied customers was attained by Spice (89%).

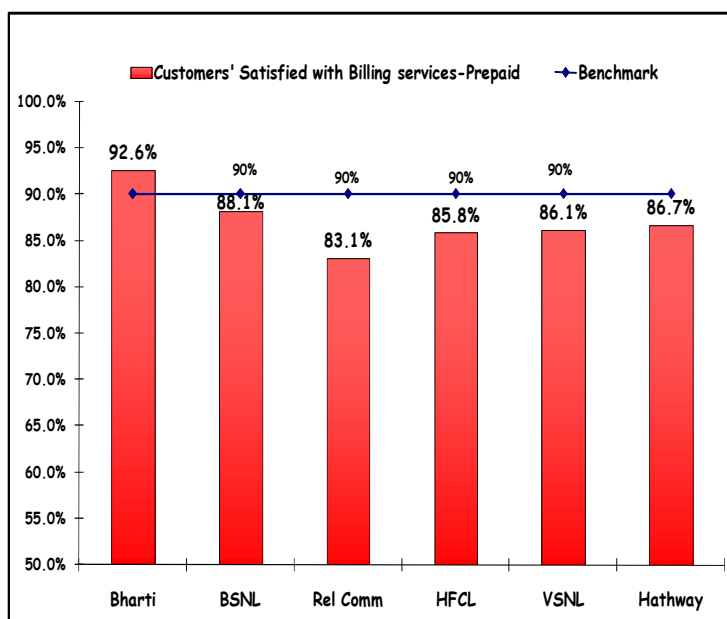
4.2.3 Broadband services – Punjab Service area

4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



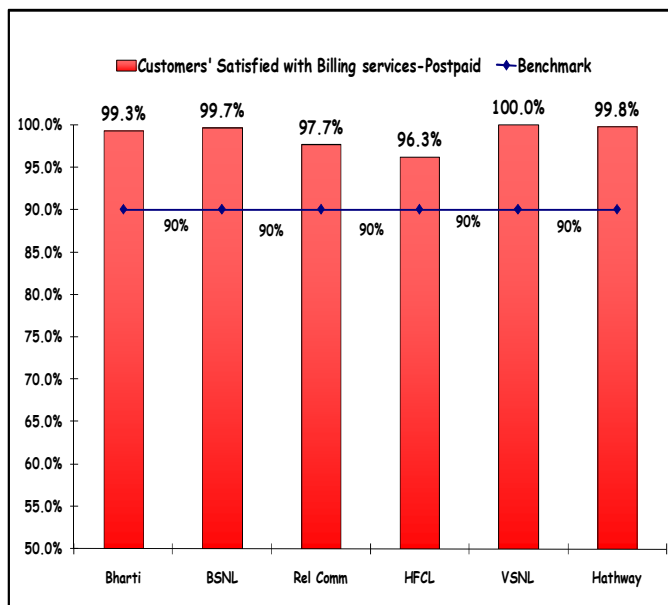
- Audit conducted for 6 operators providing services in Punjab.
- Percentage of customers satisfied by all the six operators ranged from 88.6% to 98.9%.
- Only VSNL was found to be not meeting the benchmark of >90%.
- The highest percentage of satisfied customers were found with Bharti And Rel Comm (98.9% each) followed by Hathway (98.2%) and BSNL (98.1%).
- The lowest percentage of satisfied customers was attained by VSNL (88.6%) followed by HFCL (92.8%).

4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



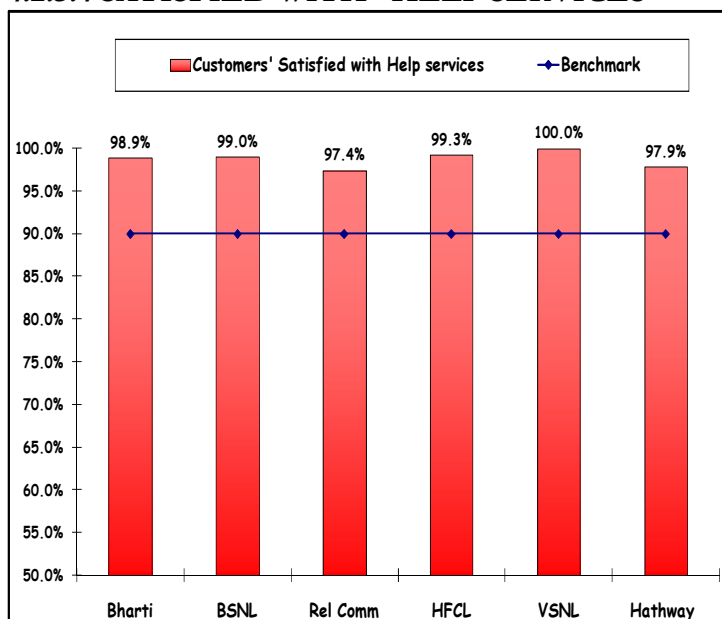
- Audit conducted for 6 operators providing services in Punjab.
- Percentage of customers satisfied by all the six operators ranged from 83.9% to 92.5%.
- Only Bharti was found to be meeting the benchmark of >90%.
- The highest percentage of satisfied customers were attained by Bharti (92.6%) followed by BSNL (88.1%), Hathway (86.7%) and VSNL (86.1%).
- The lowest percentage of satisfied customers was attained by Rel Comm (83.1%), followed by HFCL (85.1%).

4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



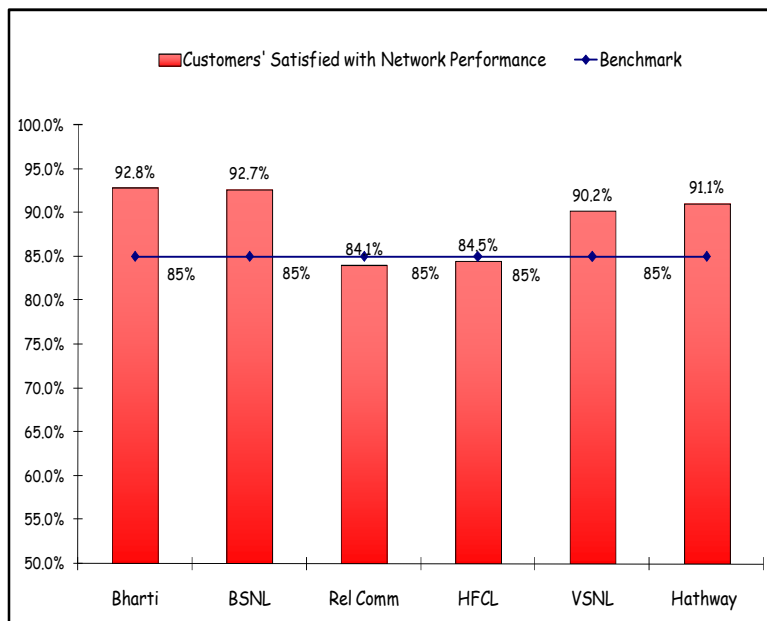
- Audit conducted for 6 operators providing services in Punjab.
- Percentage of customers satisfied by all the five operators ranged from 96.3% to 100%.
- All operators were found to be meeting the benchmark of >90%.
- The highest percentage was attained by VSNL (100%), followed by Hathway (99.8%), BSNL (99.7%), and Bharti (99.3%).
- The lowest percentage of satisfied customers was attained by HFCL (96.3%), followed by Rel Comm (97.7%).

4.2.3.4 SATISFIED WITH HELP SERVICES



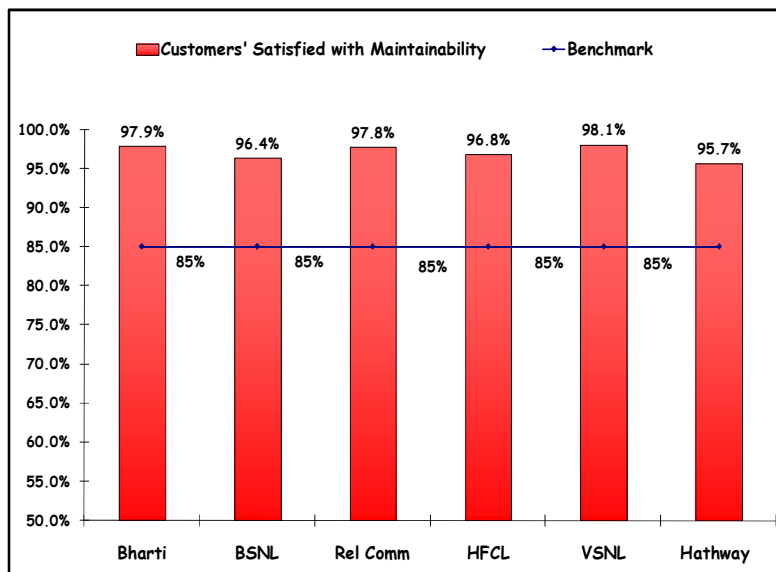
- Audit conducted for 6 operators providing services in Punjab.
- Percentage of customers satisfied by all the five operators ranged from 97.4% to 100%.
- All operators were found to be meeting the benchmark of >90%.
- The highest percentage was attained by VSNL (100%), followed by HFCL (99.3%), BSNL (99%) and Bharti (98.9%).
- The lowest percentage of satisfied customers was attained by Rel Comm (97.4%) and Hathway (97.9%).

4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



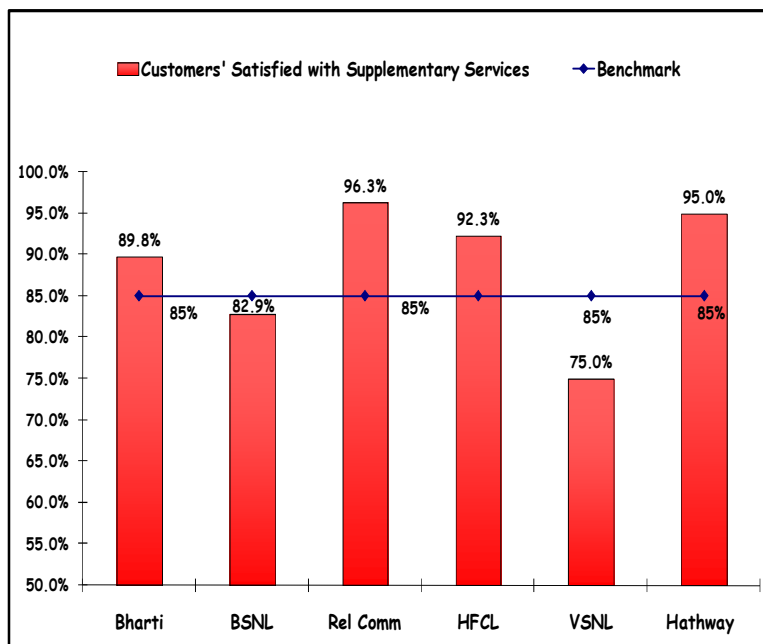
- Audit conducted for 6 operators providing services in Punjab.
- Percentage of customers satisfied by all the five operators ranged from 84.1% to 92.8%.
- Four operators were found to be meeting the benchmark of >85%.
- The highest percentage was attained by Bharti (92.8%), closely followed by BSNL (92.7%), Hathway (91.1%) and VSNL (90.2%)
- The lowest percentage of satisfied customers was attained by Rel Comm (84.1%) and HFCL (84.5%)..

4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



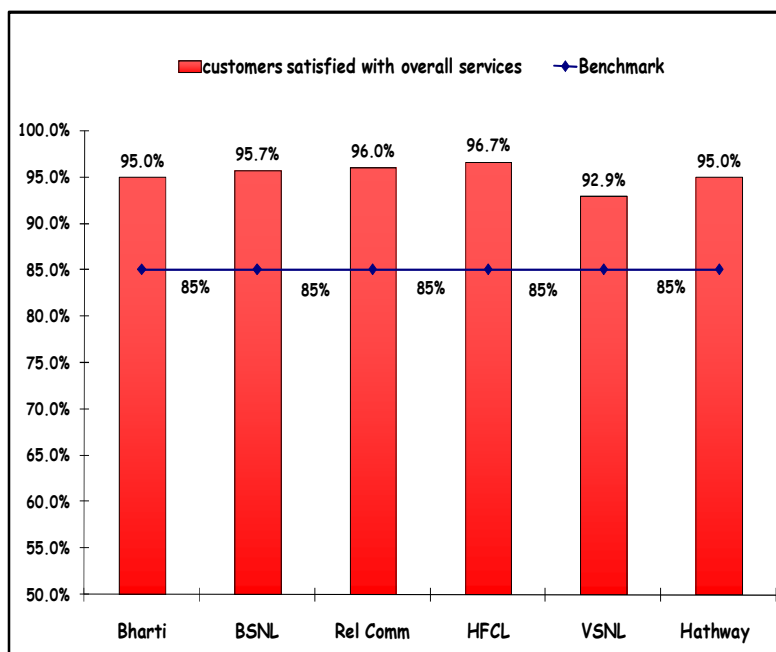
- Audit conducted for 6 operators providing services in Punjab.
- Percentage of customers satisfied by all the five operators ranged from 95.7% to 98.1%.
- All the operators were found to be meeting the benchmark of >85%.
- The highest percentage was attained by VSNL (98.1%), followed by Bharti (97.9%), Rel Comm (97.8%).
- The lowest percentage of satisfied customers was attained by Hathway (95.7%), followed by BSNL (96.4%) and HFCL (96.8%).

4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 6 operators providing services in Punjab.
- Percentage of customers satisfied by all the five operators ranged from 75% to 96.3%.
- 4 operators were found to be meeting the benchmark of >85%.
- The highest percentage was attained by Rel Comm (96.3%), followed by Hathway (95%), HFCL (92.3%) and Bharti (98.8%)
- The lowest percentage of satisfied customers was attained by VSNL (75%) and BSNL (82.9%).

4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit conducted for 6 operators providing services in Punjab.
- Percentage of customers satisfied by all the five operators ranged from 92.9% to 96.7%.
- All operators were found to be meeting the benchmark of >85%.
- The highest percentage was attained by HFCL (96.7%), followed by Rel Comm (96%) BSNL (95.7%) and Hathway and Bharti (95% each).
- The lowest percentage of satisfied customers was attained by VSNL (92.9%).

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

5.1: BASIC (WIRELINE) – Punjab Service Area

5.1.1: Awareness about Call centre telephone number: Altogether 3000 of wireline customers of 5 operators in Punjab service area were targeted. Out of these, 2768 (98.3%) were aware about the call centre telephone numbers of their operators. The highest percentages of aware subscribers were found in the case of Rel Comm (100%) and lowest in the case of BSNL (66.8%).

Awareness about the call centre/ customer care services				
		Yes	No	Total
Bharti	Count	581	19	600
	row%	96.80%	3.20%	100.00%
BSNL	Count	401	199	600
	row%	66.80%	33.20%	100.00%
Rel Comm	Count	600	0	600
	row%	100.00%	0.00%	100.00%
Tata Teleservices	Count	595	5	600
	row%	99.20%	0.80%	100.00%
HFCL	Count	591	9	600
	row%	98.50%	1.50%	100.00%
Total	Count	2768	232	3000
	row%	92.30%	7.70%	100.00%

5.1.2: Customers' complaints about services: The table below shows that out of 3000 respondents, 1234 (41.1%) had made complaints to the Call Centre/ customer care. The highest number of respondents, who had made complaints within last 12 months, was from Rel Comm (49%). The lowest was in the case of HFCL (35.3%).

Complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number				
		Yes	No	Total
Bharti	Count	226	374	600
	row%	37.7%	62.3%	100.0%
BSNL	Count	214	386	600
	row%	35.7%	64.3%	100.0%
Rel Comm	Count	294	306	600
	row%	49.0%	51.0%	100.0%
Tata Teleservices	Count	288	312	600
	row%	48.0%	52.0%	100.0%
HFCL	Count	212	388	600
	row%	35.3%	64.7%	100.0%
Total	Count	1234	1766	3000
	row%	41.1%	58.9%	100.0%

5.1.3: Receipt of docket number against complaints: The table below shows that out of only 29% confirmed that they received docket numbers on most of their complaints, whereas, 64.6% did not receive docket number for most of the complaints they made.

Receipt of docket number on the complaints made to call centre						
		No Docket number received even on request	It was received on Request	No Docket number received for most of the complaint	Docket number received for most the complaints	Total
Bharti	Count	5	2	119	100	226
	row%	2.20%	0.90%	52.70%	44.20%	100.00%
BSNL	Count	22	29	69	94	214
	row%	10.30%	13.60%	32.20%	43.90%	100.00%
Rel Comm	Count	1	12	150	131	294
	row%	0.30%	4.10%	51.00%	44.60%	100.00%
Tata Teleservices	Count	7	12	148	121	288

	row%	2.40%	4.20%	51.40%	42.00%	100.00%
HFCL	Count	1	12	137	62	212
	row%	0.50%	5.70%	64.60%	29.20%	100.00%
Total	Count	36	67	623	508	1234
	row%	2.90%	5.40%	50.50%	41.20%	100.00%

5.1.4: Feedback from Call Centre: Out of 1234 respondents who made complaints, 1166 (94.5%) confirmed that they were informed about the action taken on their complaints, the highest from HFCL (100%).

Information from call centre on the action taken on complaint				
		Yes	No	Total
Bharti	Count	208	18	226
	row%	92.0%	8.0%	100.0%
BSNL	Count	206	8	214
	row%	96.3%	3.7%	100.0%
Rel Comm	Count	274	20	294
	row%	93.2%	6.8%	100.0%
TATA	Count	266	22	288
	row%	92.4%	7.6%	100.0%
HFCL	Count	212	0	212
	row%	100.0%	0.0%	100.0%
Total	Count	1166	68	1234
	row%	94.5%	5.5%	100.0%

5.1.5: Satisfaction with the resolution of complaints: The table below shows the responses in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	167	59	226
	row%	0.0%	0.0%	73.9%	26.1%	100.0%
BSNL	Count	0	4	155	55	214
	row%	0.0%	1.9%	72.4%	25.7%	100.0%
Rel Comm	Count	1	0	224	69	294
	row%	0.3%	0.0%	76.2%	23.5%	100.0%
TATA	Count	0	0	221	67	288
	row%	0.0%	0.0%	76.7%	23.3%	100.0%
HFCL	Count	0	2	161	49	212
	row%	0.0%	0.9%	75.9%	23.1%	100.0%
Total	Count	1	6	928	299	1234
	row%	0.1%	0.5%	75.2%	24.2%	100.0%

All complainants from Bharti and Tata Teleservices were satisfied (very satisfied and satisfied) with the resolution of their complaints. In the case of other operators 98.1%-99.4% complainants were satisfied.

5.1.6: Reasons for dissatisfaction with the resolution of complaints: Only 7 respondents were dissatisfied and most of them reported that time taken by the customer care redressal of complaints was too long.

5.1.7 Resolution of billing complaints: The following table shows that out of 1234 respondents who had complained to call centre/ customer care, 1062 (86%) had billing related complaints. Out of these 1062, over 91% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint.

Resolution of billing complaint				
		Yes	No	total
Bharti	Count	203	19	222
	row%	91.4%	8.6%	100.0%

BSNL	Count	142	17	159
	row%	89.3%	10.7%	100.0%
Rel Comm	Count	180	27	207
	row%	87.0%	13.0%	100.0%
Tata Teleservices	Count	250	27	277
	row%	90.3%	9.7%	100.0%
HFCL	Count	196	1	197
	row%	99.5%	0.5%	100.0%
Total	Count	971	91	1062
	row%	91.4%	8.6%	100.0%

5.1.8 Awareness about the contact details of nodal officers: Out of 3000 respondents targeted during the survey, only 19 (0.6%) were aware about the contact details of nodal officer. This was found to be highest in the case of Bharti (1.5%). None of the HFCL customers were aware about nodal officer.

Awareness about the contact details of the nodal officer				
		Yes	No	Total
Bharti	Count	9	591	600
	row%	1.5%	98.5%	100.0%
BSNL	Count	2	598	600
	row%	0.3%	99.7%	100.0%
Rel Comm	Count	2	598	600
	row%	0.3%	99.7%	100.0%
Tata Teleservices	Count	6	594	600
	row%	1.0%	99.0%	100.0%
HFCL	Count	0	600	600
	row%	0.0%	100.0%	100.0%
Total	Count	19	2981	3000
	row%	0.6%	99.4%	100.0%

5.1.9 Complaints to Nodal officer: Out of the 68 respondents who were aware of the contact details of nodal officers, none had made complaint which was not resolved or unsatisfactorily resolved by call centre/ customer care.

5.1.10 Awareness about the contact details of Appellate Authority: None of the basic telecom customers in Punjab were found to aware about the Appellate Authority.

5.1.11 Awareness about item wise charges of prepaid services: There were very few pre paid subscribers and they were not aware about such services.

5.1.12 Provision of Manual of Practice by the Operators: There were 562 respondents who were new subscribers. In other words whose connection was less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Over 86% these subscribers confirmed that they had received the manual of practice.

Provision of Manual of Practice				
		Yes	No	Total
Bharti	Count	99	16	115
	row%	86.1%	13.9%	100.0%
BSNL	Count	88	13	101
	row%	87.1%	12.9%	100.0%
Rel Comm	Count	110	27	137
	row%	80.3%	19.7%	100.0%
Tata Teleservices	Count	153	18	171
	row%	89.5%	10.5%	100.0%
HFCL	Count	36	2	38
	row%	94.7%	5.3%	100.0%

Total	Count	486	76	562
	row%	86.5%	13.5%	100.0%

5.1.15 Overall Score – Telecom Consumer Protection and Redressal of Grievances BASIC SERVICES-WIRELINE

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

S.N.	Sub Parameter	Bharti	BSNL	Rel Comm	Tata Teleservices	HFCL
2	For pre-paid customers awareness about item-wise usage charge details on request	NA	NA	NA	NA	NA
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	NA	NA	NA	NA	NA
4	For new customers provisioning of "Manual of practice while taking the new connection	86.1%	87.1%	80.3%	89.5%	94.7%
5	Awareness of call center number for redressing grievances	96.8%	66.8%	100%	99.2%	98.5%
6	Penetration of customers made any complaint to the toll free number within last 12 months	37.7%	35.7%	49%	48%	35.3%
7	Call center informing about the action taken on complaint	92%	96.3%	93.2%	92.4%	100%
8	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	91.4%	89.3%	87%	90.3%	99.5%
9	Percentage satisfied with complaint resolution by call center	100%	98.1%	99.7%	100%	99%
10	Awareness of contact detail of nodal officer for redressing grievances	1.5%	0.3%	0.3%	1%	0%
11	Awareness of appellate authority for redressing grievances	0%	0%	0%	0%	0%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 66.8% (BSNL) to 100% (Rel Comm).
- Awareness about the Nodal Officer was found to be too low and ranged from 0% (HFCL) to 1.5% (Bharti).
- None of the basic service customers in Punjab were found to be aware about Appellate Authority.
- Highest numbers of complaints to the call centre, within last 12 months, were made by the subscribers of Rel Comm (74.3%) and lowest in HFCL (35.3%).
- Awareness about item wise usage charges in the case of pre paid services could not be ascertained as the number of basic service pre paid subscribers were too low and they were not aware of such facilities.

5. 2 CELLULAR Mobile – Punjab Service Area

5.2.1: Awareness about Call centre telephone number: Altogether 4200 mobile customers of 7 operators in Punjab service area were targeted. Out of these, 4026 (95.9%) were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers were found in the case of Bharti (98%) followed by Tata Teleservices (97.8%), HFCL (96.3%) and Vodafone (96.2%).

Awareness about call centre telephone number of telecom service provider for making complaints/ query?

Service provider		Yes	No	Total
Bharti	Count	588	12	600
	%age	98.0%	2.0%	100.0%
Vodafone	Count	577	23	600
	%age	96.2%	3.8%	100.0%
BSNL	Count	555	45	600
	%age	92.5%	7.5%	100.0%
Rel Comm	Count	574	26	600
	%age	95.7%	4.3%	100.0%
Tata Teleservices	Count	587	13	600
	%age	97.8%	2.2%	100.0%
Spice	Count	567	33	600
	%age	94.5%	5.5%	100.0%
HFCL	Count	578	22	600
	%age	96.3%	3.7%	100.0%
Total	Count	4026	174	4200
	%age	95.9%	4.1%	100.0%

5.2.2: Customers' complaints about services: Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 4200 respondents, 71% had used this facility. The highest number of respondents, who had made complaints within last 12 months were from Spice (75.7%) followed by Rel Comm (72.7%), BSNL (71.3%), Tata Teleservices (70.2%), Bharti (70%) and HFCL (69.8%). The lowest was in the case of Vodafone (67.7%).

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number

Service provider		Yes	No	Total
Bharti	Count	420	180	600
	%age	70.0%	30.0%	100.0%
Vodafone	Count	406	194	600
	%age	67.7%	32.3%	100.0%
BSNL	Count	428	172	600
	%age	71.3%	28.7%	100.0%
Rel Comm	Count	436	164	600
	%age	72.7%	27.3%	100.0%
Tata Teleservices	Count	421	179	600
	%age	70.2%	29.8%	100.0%
Spice	Count	454	146	600
	%age	75.7%	24.3%	100.0%
HFCL	Count	419	181	600
	%age	69.8%	30.2%	100.0%
Total	Count	2984	1216	4200
	%age	71.0%	29.0%	100.0%

5.2.3: Receipt of docket number against complaints: Respondents who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 2984 respondents who made complaints, 67.6% confirmed that they received docket numbers. However, 29.6% informed that they did not receive docket number for most of the complaints they made. Denial of docket number for most of the complaints even on request was reported to be about 2.8%.

Receipt of docket number from customer care center/ call center on the complaints registered						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	5	190	150	75	420
	%age	1.20%	45.20%	35.70%	17.90%	100.00%
Vodafone	Count	14	240	70	82	406
	%age	3.40%	59.10%	17.20%	20.20%	100.00%
BSNL	Count	17	205	124	82	428
	%age	4.00%	47.90%	29.00%	19.20%	100.00%
Rel Comm	Count	10	190	143	93	436
	%age	2.30%	43.60%	32.80%	21.30%	100.00%
Tata Teleservices	Count	25	256	89	51	421
	%age	5.90%	60.80%	21.10%	12.10%	100.00%
Spice	Count	7	183	182	82	454
	%age	1.50%	40.30%	40.10%	18.10%	100.00%
HFCL	Count	7	221	126	65	419
	%age	1.70%	52.70%	30.10%	15.50%	100.00%
Total	Count	85	1485	884	530	2984
	%age	2.80%	49.80%	29.60%	17.80%	100.00%

5.2.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. This was confirmed by 896 (30%) complainants. the highest from Bharti (41%) followed by Tata Teleservices (34.2%) and HFCL (31.5%). The lowest percentage was found in the case of Vodafone (23.6%) followed by BSNL (23.8%).

Call centre information on action taken on complaint made				
Service provider		Yes	No	Total
Bharti	Count	172	248	420
	%age	41.0%	59.0%	100.0%
Vodafone	Count	96	310	406
	%age	23.6%	76.4%	100.0%
BSNL	Count	102	326	428
	%age	23.8%	76.2%	100.0%
Rel Comm	Count	135	301	436
	%age	31.0%	69.0%	100.0%
Tata Teleservices	Count	144	277	421
	%age	34.2%	65.8%	100.0%
Spice	Count	115	339	454
	%age	25.3%	74.7%	100.0%

Call centre information on action taken on complaint made				
Service provider		Yes	No	Total
HFCL	Count	132	287	419
	%age	31.5%	68.5%	100.0%
Total	Count	896	2088	2984
	%age	30.0%	70.0%	100.0%

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

Satisfaction with the resolution of complaints by call centre/customer care/helpline						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	53	330	35	420
	%age	0.50%	12.60%	78.60%	8.30%	100.00%
Vodafone	Count	8	83	305	10	406
	%age	2.00%	20.40%	75.10%	2.50%	100.00%
BSNL	Count	6	120	283	19	428
	%age	1.40%	28.00%	66.10%	4.40%	100.00%
Rel Comm	Count	7	121	291	17	436
	%age	1.60%	27.80%	66.70%	3.90%	100.00%
Tata Teleservices	Count	4	92	309	16	421
	%age	1.00%	21.90%	73.40%	3.80%	100.00%
Spice	Count	7	184	228	35	454
	%age	1.50%	40.50%	50.20%	7.70%	100.00%
HFCL	Count	1	76	308	34	419
	%age	0.20%	18.10%	73.50%	8.10%	100.00%
Total	Count	35	729	2054	166	2984
	%age	1.20%	24.40%	68.80%	5.60%	100.00%

Maximum percentages of satisfied customers (very satisfied and satisfied) were reported in the case of Bharti (86.9%) followed by HFCL (81.6%), and Vodafone (77.6%).

5.2.6: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied were asked to specify the reasons for their dissatisfaction.

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	43	26	34	22	21	55
	%age	78.2%	47.3%	61.8%	40.0%	38.2%	100.0%
Vodafone	Count	76	27	45	32	27	91
	%age	83.5%	29.7%	49.5%	35.2%	29.7%	100.0%
BSNL	Count	83	34	35	39	33	126
	%age	65.9%	27.0%	27.8%	31.0%	26.2%	100.0%
Rel Comm	Count	96	33	42	38	39	128

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
	%age	75.0%	25.8%	32.8%	29.7%	30.5%	100.0%
Tata Teleservices	Count	72	29	49	34	45	96
	%age	75.0%	30.2%	51.0%	35.4%	46.9%	100.0%
Spice	Count	138	27	56	46	43	191
	%age	72.3%	14.1%	29.3%	24.1%	22.5%	100.0%
HFCL	Count	58	25	44	32	40	77
	%age	75.3%	32.5%	57.1%	41.6%	51.9%	100.0%
Total	Count	566	201	305	243	248	764
	%age	74.1%	26.3%	39.9%	31.8%	32.5%	100.0%

Note: sum may not add because of multiple responses

- Out of 764 dissatisfied respondents most of them (74.1%) cited the reasons that it was **“Difficult to connect to the call centre executive”** This was cited maximum in the case of **Vodafone (83.5%)**.
- The other major reason cited was **“Customer care executive not equipped with adequate information”** reported by nearly 40% of complainants. This was found highest in the case of HFCL (57.1%) followed by Tata Teleservices (51%).
- **“Customer care executive was unable to understand the problem”** cited by 32.5%, was other major reason for dissatisfaction. This was reported highest in the case of **Tata Teleservices** by 32.5% of complainants.
- **“Time taken by call centre for redressal of complaint is too long”** and **“Customer care executive not polite/courteous”** were other reasons reported by nearly one-third and one fourth of complainants respectively.

5.2.7 Resolution of billing complaints: The following table shows that out of 2984 respondents who had complained to call centre/ customer care, 316 (10.6%) had billing related complaints. Out of these 126 (about 40%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported maximum in the case of BSNL (53.1%) followed by Rel Comm (46.8%).

Resolution of Billing Complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	19	23	42
	%age	45.2%	54.8%	100.0%
Vodafone	Count	17	5	22
	%age	77.3%	22.7%	100.0%
BSNL	Count	17	15	32
	%age	53.1%	46.9%	100.0%
Rel Comm	Count	22	25	47
	%age	46.8%	53.2%	100.0%
Tata Teleservices	Count	20	48	68
	%age	29.4%	70.6%	100.0%

Resolution of Billing Complaint				
Service provider		Yes	No	Total applicable
Spice	Count	3	35	38
	%age	7.9%	92.1%	100.0%
HFCL	Count	28	39	67
	%age	41.8%	58.2%	100.0%
Total	Count	126	190	316
	%age	39.9%	60.1%	100.0%

5.2.8 Awareness about the contact details of nodal officers: Out of these 4200 cellular respondents, only 166 (4%) were aware about the contact details of nodal officer. This was found to be highest in the case of Rel Comm (5.7%) followed by Vodafone (5.5%). Lowest awareness about nodal officers were found in case of HFCL (2.5%).

Awareness about the contact details of nodal officers				
Service provider		Yes	No	Total
Bharti	Count	27	573	600
	%age	4.5%	95.5%	100.0%
Vodafone	Count	33	567	600
	%age	5.5%	94.5%	100.0%
BSNL	Count	22	578	600
	%age	3.7%	96.3%	100.0%
Rel Comm	Count	34	566	600
	%age	5.7%	94.3%	100.0%
Tata Teleservices	Count	23	577	600
	%age	3.8%	96.2%	100.0%
Spice	Count	12	588	600
	%age	2.0%	98.0%	100.0%
HFCL	Count	15	585	600
	%age	2.5%	97.5%	100.0%
Total	Count	166	4034	4200
	%age	4.0%	96.0%	100.0%

5.2.9 Complaints to Nodal officer: However, none of the aware respondents had made any complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. Therefore redressal from the Appellate Authority could not be ascertained.

5.2.10 Awareness about the contact details of Appellate Authority: out of these 4200 respondents, only 26 (0.6%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer.

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	4	596	600
	%age	0.7%	99.3%	100.0%
Vodafone	Count	3	597	600
	%age	0.5%	99.5%	100.0%
BSNL	Count	5	595	600
	%age	0.8%	99.2%	100.0%
Rel Comm	Count	3	597	600

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
	%age	0.5%	99.5%	100.0%
Tata Teleservices	Count	4	596	600
	%age	0.7%	99.3%	100.0%
Spice	Count	4	596	600
	%age	0.7%	99.3%	100.0%
HFCL	Count	3	597	600
	%age	0.5%	99.5%	100.0%
Total	Count	26	4174	4200
	%age	0.6%	99.4%	100.0%

5.2.11 Redressal from Appellate authority: Again none of them ever had filled the appeal to the Appellate Authority for the complaints not resolved or unsatisfactorily resolved at the nodal officer level. Therefore redressal from the Appellate Authority could not be ascertained.

5.2.12 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 3880 prepaid customers of 7 providers targeted, 927 (23.9%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Bharti (41.1%), followed by HFCL (30.3%) and Rel Comm (25.8%). Rests were below 25%.

Pre paid customers' awareness about item-wise usage charge details, on request				
Service provider		Yes	No	Total
Bharti	Count	230	330	560
	%age	41.1%	58.9%	100.0%
Vodafone	Count	131	433	564
	%age	23.2%	76.8%	100.0%
BSNL	Count	115	455	570
	%age	20.2%	79.8%	100.0%
Rel Comm	Count	141	405	546
	%age	25.8%	74.2%	100.0%
Tata Teleservices	Count	95	445	540
	%age	17.6%	82.4%	100.0%
Spice	Count	51	507	558
	%age	9.1%	90.9%	100.0%
HFCL	Count	164	378	542
	%age	30.3%	69.7%	100.0%
Total	Count	927	2953	3880
	%age	23.9%	76.1%	100.0%

5.2.13 Denial of itemized usage charges detail: There were 927 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 277 (about 30%) reported that they were denied of their request for itemized usage charge for their pre paid connection by their operator. Denial of request for itemized details was reported highest in the case of Spice (51%).

Denial of itemized usage charges detail to the pre paid customers				
Service provider		Yes	No	Total
Bharti	Count	72	158	230
	%age	31.3%	68.7%	100.0%
Vodafone	Count	24	107	131
	%age	18.3%	81.7%	100.0%
BSNL	Count	35	80	115
	%age	30.4%	69.6%	100.0%
Rel Comm	Count	44	97	141
	%age	31.2%	68.8%	100.0%
Tata Teleservices	Count	25	70	95
	%age	26.3%	73.7%	100.0%
Spice	Count	26	25	51
	%age	51.0%	49.0%	100.0%
HFCL	Count	51	113	164
	%age	31.1%	68.9%	100.0%
Total	Count	277	650	927
	%age	29.9%	70.1%	100.0%

5.2.14 Reason for denial of itemized charges: The following table shows the reasons for denial by the operators for not giving the itemized usage charges to the pre paid customers. Out of 233 respondents, who were denied the itemized usage charges majority (84.1%) reported that they were not given any reasons, whereas, 44 (15.9%) were denied on account of technical problem.

54.What were the reason(s) for denying your request; service provider wise				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	63	9	72
	%age	87.5%	12.5%	100.0%
Vodafone	Count	22	2	24
	%age	91.7%	8.3%	100.0%
BSNL	Count	25	10	35
	%age	71.4%	28.6%	100.0%
Rel Comm	Count	38	6	44
	%age	86.4%	13.6%	100.0%
Tata Teleservices	Count	19	6	25
	%age	76.0%	24.0%	100.0%
Spice	Count	22	4	26
	%age	84.6%	15.4%	100.0%
HFCL	Count	44	7	51
	%age	86.3%	13.7%	100.0%
Total	Count	233	44	277
	%age	84.1%	15.9%	100.0%

5.2.15 Provision of Manual of Practice by the Operators: There were 790 respondents who were new subscribers - less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 405 (51.4%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Tata Teleservices (71.6%), followed by Spice (70.9%). Rests were below 70%.

Receipt of manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc.				
Service provider		Yes	No	Total
Bharti	Count	11	56	67
	%age	16.4%	83.6%	100.0%
Vodafone	Count	54	53	107
	%age	50.5%	49.5%	100.0%
BSNL	Count	11	44	55
	%age	20.0%	80.0%	100.0%
Rel Comm	Count	49	74	123
	%age	39.8%	60.2%	100.0%
Tata Teleservices	Count	131	52	183
	%age	71.6%	28.4%	100.0%
Spice	Count	95	39	134
	%age	70.9%	29.1%	100.0%
HFCL	Count	55	66	121
	%age	45.5%	54.5%	100.0%
Total	Count	406	384	790
	%age	51.4%	48.6%	100.0%

5.2.16 OVERALL SCORE - CELLULAR (MOBILE) SERVICES

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

S. N.	Sub Parameter	Bharti	Voda-fone	BSNL	Rel Comm	Tata	Spice	HFCL
1	For pre-paid customers awareness about item-wise usage charge details on request	41.1%	23.2%	20.2%	25.8%	17.6%	9.1%	30.3%
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	31.3%	18.3%	30.4%	31.2%	26.3%	51.0%	31.1%
3	For new customers provisioning of "Manual of practice while taking the new connection	16.4%	50.5%	20.0%	39.8%	71.6%	70.9%	45.5%
4	Awareness of call center for redressing grievances	98.0%	96.2%	92.5%	95.7%	97.8%	94.5%	96.3%
5	Penetration of customers made any complaint to the toll free number within last 12 months	70.0%	67.7%	71.3%	72.7%	70.2%	75.7%	69.8%
6	Call center informing about the action taken on complaint	41.0%	23.6%	23.8%	31.0%	34.2%	25.3%	31.5%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	45.2%	77.3%	53.1%	46.8%	29.4%	7.9%	41.8%
8	Percentage satisfied with complaint resolution by call center	13.1%	22.4%	29.4%	29.4%	22.9%	42%	18.3%
19	Awareness about contact detail of nodal officer for redressing grievances	4.5%	5.5%	3.7%	5.7%	3.8%	2.0%	2.5%
10	Awareness about contact detail of appellate authority for redressing grievances	0.7%	0.5%	0.8%	0.5%	0.7%	0.7%	0.5%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 92.5% to 98%. This was found to be highest in the case of Bharti (98%) followed by Tata Teleservices (97.8%), HFCL (96.3%), Vodafone (96.2%), Rel Comm (95.7%), Spice (94.5%) and BSNL (92.5%).
- Awareness about the Nodal Officer was found to be low and ranged from 2% (Spice) to 5.7% (Rel Comm).
- The awareness was also found to be abysmally low in the case of Appellate Authority, which ranged from 0.5% to 0.8%.
- Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of Spice (75.7%) followed by Rel Comm (72.7%), BSNL (71.3%) and Tata Teleservices (70.2%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti (41.1%) followed by HFCL (30.3%) and rest were in the range of 9-26%.

5.3 BROADBAND – Punjab Service area

5.3.1: Awareness about Call centre telephone number: Altogether 3110 Broadband customers of 6 operators in Punjab Service area were targeted. Out of these, 2998 (96.4%) were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers were found in the case of Bharti and VSNL (99% each) and lowest in HFCL (94.3%).

Awareness about the call centre/ customer care services				
		Yes	No	Total
Bharti	Count	594	6	600
	% age	99.00%	1.00%	100.00%
BSNL	Count	575	25	600
	% age	95.80%	4.20%	100.00%
Rel Comm	Count	464	36	500
	% age	92.80%	7.20%	100.00%
HFCL	Count	566	34	600
	% age	94.30%	5.70%	100.00%
VSNL	Count	406	4	410
	% age	99.00%	1.00%	100.00%
Hathway	Count	393	7	400
	% age	98.30%	1.80%	100.00%
Total	Count	2998	112	3110
	% age	96.40%	3.60%	100.00%

5.3.2: Customers' complaints about services: Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out 96.4% had used this facility. This high percentage was found was among all the operators.

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
		Yes	No	Total
Bharti	Count	594	6	600
	% age	99.00%	1.00%	100.00%
BSNL	Count	575	25	600
	% age	95.80%	4.20%	100.00%
Rel Comm	Count	464	36	500
	% age	92.80%	7.20%	100.00%
HFCL	Count	566	34	600
	% age	94.30%	5.70%	100.00%
VSNL	Count	406	4	410
	% age	99.00%	1.00%	100.00%
Hathway	Count	393	7	400
	% age	98.30%	1.80%	100.00%
Total	Count	2998	112	3110
	% age	96.40%	3.60%	100.00%

5.3.3: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 2120 respondents who made complaints, 63.2% reported that they did not receive docket numbers for most of their complaints. Only one fourth also confirmed that they did receive docket number for most of the complaints they made. The table also shows 8.8% of respondents also reported that docket number was given for their complaints only on request. Denial of docket number for most of the complaints even on request was reported by almost 3.3%. Operator wise results are shown in the table below:

Receipt of docket number on the complaints made to call centre						
		No Docket number received even on request	It was received on Request	No Docket number received for most of the complaint	Docket number received for most the complaints	Total
Bharti	Count	11	16	250	142	419
	% age	2.60%	3.80%	59.70%	33.90%	100.00%
BSNL	Count	30	46	340	93	509
	% age	5.90%	9.00%	66.80%	18.30%	100.00%
Rel Comm	Count	15	63	153	56	287
	% age	5.20%	22.00%	53.30%	19.50%	100.00%
HFCL	Count	10	45	265	143	463
	% age	2.20%	9.70%	57.20%	30.90%	100.00%
VSNL	Count	2	2	248	10	262
	% age	0.80%	0.80%	94.70%	3.80%	100.00%
Hathway	Count	3	14	84	79	180
	% age	1.70%	7.80%	46.70%	43.90%	100.00%
Total	Count	71	186	1340	523	2120
	% age	3.30%	8.80%	63.20%	24.70%	100.00%

5.3.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Over 88% confirmed that they were informed about the action taken on their complaints. The highest number was about 95% of Bharti customers had reported the same whereas it was lowest in the case of Hathway (66.7%).

Information from call centre on the action taken on complaint				
		Yes	No	Total
Bharti	Count	352	67	419
	% age	84.00%	16.00%	100.00%
BSNL	Count	474	35	509
	% age	93.10%	6.90%	100.00%
Rel Comm	Count	237	50	287
	% age	82.60%	17.40%	100.00%
HFCL	Count	435	28	463
	% age	94.00%	6.00%	100.00%
VSNL	Count	249	13	262
	% age	95.00%	5.00%	100.00%
Hathway	Count	120	60	180
	% age	66.70%	33.30%	100.00%
Total	Count	1867	253	2120
	% age	88.10%	11.90%	100.00%

5.3.5: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline. All the complainants of VSNL were found to be satisfied whereas it was 95% in the case of Hathway.

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	277	137	419
	% age	0.00%	1.20%	66.10%	32.70%	100.00%
BSNL	Count	2	5	393	109	509
	% age	0.40%	1.00%	77.20%	21.40%	100.00%
Rel Comm	Count	0	9	210	68	287
	% age	0.00%	3.10%	73.20%	23.70%	100.00%
HFCL	Count	2	2	386	73	463
	% age	0.40%	0.40%	83.40%	15.80%	100.00%
VSNL	Count	0	0	193	69	262
	% age	0.00%	0.00%	73.70%	26.30%	100.00%
Hathway	Count	0	9	130	41	180
	% age	0.00%	5.00%	72.20%	22.80%	100.00%
Total	Count	4	30	1589	497	2120
	% age	0.20%	1.40%	75.00%	23.40%	100.00%

5.3.6: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 28) were asked to specify the reasons for their dissatisfaction.

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	1	1	1	3	1	5
	%age	16.20%	10.80%	25.60%	50.50%	13.60%	
BSNL	Count	3	1	2	3	1	7
	%age	46.50%	13.90%	28.70%	37.60%	18.80%	
Rel Comm	Count	6	1	2	3	2	9
	%age	70.30%	16.20%	16.80%	28.00%	21.80%	
HFCL	Count	3	1	1	2	1	4
	%age	70.30%	16.20%	16.80%	50.50%	21.80%	
Hathway	Count	5	1	2	4	2	9
	%age	51.70%	15.40%	24.00%	48.30%	17.90%	
Total	Count	18	5	8	15	7	34
	%age	52.94%	14.71%	23.53%	44.12%	20.59%	

Note: sum may not add because of multiple response

More than half of the customers (53%) cited the reasons that **“Difficult to connect to the call centre executive”** This was cited maximum in the case of Rel Comm and HFCL (70%). The other major reasons cited was **“Time taken by call centre for redressal of complaint is too long”** reported by almost 44% of complainants.

5.3.7 Resolution of billing complaints: The following table shows that out of 1677 respondents who had complained to call centre/ customer care about billing problem, about 88% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint.

Resolution of billing complaint				
		Yes	No	total
Bharti	Count	336	40	376
	% age	89.40%	10.60%	100.00%
BSNL	Count	450	15	465
	% age	96.80%	3.20%	100.00%
Rel Comm	Count	126	85	211
	% age	59.70%	40.30%	100.00%
HFCL	Count	385	41	426
	% age	90.40%	9.60%	100.00%
VSNL	Count	30	4	34
	% age	88.20%	11.80%	100.00%
Hathway	Count	146	19	165
	% age	88.50%	11.50%	100.00%
Total	Count	1473	204	1677
	% age	87.80%	12.20%	100.00%

5.3.8 Awareness about the contact details of nodal officers: out of 3110 respondents, very few customers 120(3.9%) were aware about the contact details of nodal officer. This was found to be higher in the case of Rel Comm (10.4%).

Awareness about the contact details of the nodal officer				
		Yes	No	Total
Bharti	Count	28	572	600
	% age	4.70%	95.30%	100.00%
BSNL	Count	12	588	600
	% age	2.00%	98.00%	100.00%
Rel Comm	Count	52	448	500
	% age	10.40%	89.60%	100.00%
HFCL	Count	2	598	600
	% age	0.30%	99.70%	100.00%
VSNL	Count	2	408	410
	% age	0.50%	99.50%	100.00%
Hathway	Count	24	376	400
	% age	6.00%	94.00%	100.00%
Total	Count	120	2990	3110
	% age	3.90%	96.10%	100.00%

5.3.9 Complaints to Nodal officer and resolution: Out of the 120 respondents who were aware of the contact details of nodal officers, 19 (15.8%) respondent had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. Mostly the complainants were the customers of Rel Comm (17).

Complaint to the nodal officer				
		Yes	No	Total
Bharti	Count	0	28	28
	% age	0.00%	100.00%	100.00%
BSNL	Count	0	12	12
	% age	0.00%	100.00%	100.00%
Rel Comm	Count	17	35	52
	% age	32.70%	67.30%	100.00%
HFCL	Count	2	0	2
	% age	100.00%	0.00%	100.00%
VSNL	Count	0	2	2
	% age	0.00%	100.00%	100.00%
Hathway	Count	0	24	24
	% age	0.00%	100.00%	100.00%
Total	Count	19	101	120
	% age	15.80%	84.20%	100.00%

All of them got feedback from Nodal officer.

Feedback from the nodal officer				
		Yes	No	Total
Rel Comm	Count	17	0	17
	% age	100.00%	0.00%	100.00%
HFCL	Count	2	0	2
	% age	100.00%	0.00%	100.00%
Total	Count	19	0	19
	% age	100.00%	0.00%	100.00%

However, out of 17 Rel Comm subscribers, nine were dissatisfied. 6 of them reported that time taken by nodal officer was too long and other 3 were of the view that nodal officer is not equipped with adequate information.

Satisfaction from nodal officer				
		Dassatisfied	Satisfied	Total
Rel Comm	Count	9	8	17
	% age	52.90%	47.10%	100.00%
HFCL	Count	0	2	2
	% age	0.00%	100.00%	100.00%
Total	Count	9	10	19
	% age	47.40%	52.60%	100.00%

5.3.10 Awareness about the contact details of Appellate Authority: out of these 3110 respondents, only 52 (1.7%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer. The trend was similar in the case of all the operators. None of HFCL and VSNL respondents were found to be aware but highest in the case of Rel Comm.

Awareness about the contact details of the Appellate Authority				
		Yes	No	Total
Bharti	Count	12	588	600
	% age	2.00%	98.00%	100.00%
BSNL	Count	2	598	600
	% age	0.30%	99.70%	100.00%
Rel Comm	Count	26	474	500
	% age	5.20%	94.80%	100.00%
HFCL	Count	0	600	600
	% age	0.00%	100.00%	100.00%
VSNL	Count	0	410	410
	% age	0.00%	100.00%	100.00%
Hathway	Count	12	388	400
	% age	3.00%	97.00%	100.00%
Total	Count	52	3058	3110
	% age	1.70%	98.30%	100.00%

5.3.11 Redressal from Appellate authority and resolution of complaint: Out these 52 respondents, who were aware on the contact details of Appellate authority, 7 of the Rel Comm customers had filed appeal to the Appellate authority in the last 12 months. Out of these 3 had received the acknowledgement whereas other 4 reported that appeal had been filed recently.

Have you filed any appeal in last 6 month?				
		Yes	No	Total
Bharti	Count	0	12	12
	% age	0.00%	100.00%	100.00%
BSNL	Count	0	2	2
	% age	0.00%	100.00%	100.00%
Rel Comm	Count	7	19	26
	% age	26.90%	73.10%	100.00%
Hathway	Count	0	12	12
	% age	0.00%	100.00%	100.00%
Total	Count	7	45	52
	% age	13.50%	86.50%	100.00%

5.3.12 Awareness about item wise charges of prepaid services: All prepaid customers were asked whether they were aware that consumers can get item wise usage charges details, on request. Only 11% reported were found to be aware. Maximum awareness was found in the case of BSNL (45.5%) and none in Rel Comm

Awareness about item wise charges of prepaid services				
		Yes	No	Total
Bharti	Count	9	72	81
	row%	11.1%	88.9%	100.0%
BSNL	Count	46	55	101
	row%	45.5%	54.5%	100.0%
Rel Comm	Count	0	148	148
	row%	0.0%	100.0%	100.0%
HFCL	Count	6	100	106
	row%	5.7%	94.3%	100.0%
TATA	Count	1	99	100
	row%	1.0%	99.0%	100.0%
Hathway	Count	1	44	45
	row%	2.2%	97.8%	100.0%
Total	Count	63	518	581
	row%	10.8%	89.2%	100.0%

5.3.13 Denial of itemized usage charges detail: None of the 63 customers reported that they were denied of itemized usage charges detail.

5.3.14 Provision of Manual of Practice by the Operators: There were 1073 respondents who were new subscribers. In other words their connections were less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 506 (47.2%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of VSNL (87.5%) whereas lowest in HFCL (20.5%).

Receipt of Manual of Practice				
		Yes	No	Total
Bharti	Count	113	159	272
	row%	41.50%	58.50%	100.00%
BSNL	Count	34	72	106
	row%	32.10%	67.90%	100.00%
Rel Comm	Count	129	136	265
	row%	48.70%	51.30%	100.00%
HFCL	Count	17	66	83
	row%	20.50%	79.50%	100.00%
VSNL	Count	118	66	184
	row%	64.10%	35.90%	100.00%
Hathway	Count	95	68	163
	row%	58.30%	41.70%	100.00%
Total	Count	506	567	1073
	row%	47.20%	52.80%	100.00%

5.3.16 OVERALL SCORE – BROADBAND SERVICES

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

S.N.	Sub Parameter	Bharti	BSNL	Rel Comm	HFCL	VSNL	Hathway
1	For pre-paid customers awareness about item-wise usage charge details on request	11.1%	45.5%	0%	5.7%	1%	2.2%
2	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	0%	0%	0%	0%	0%	0%
3	For new customers provisioning of "Manual of practice while taking the new connection	41.5%	32.1%	48.7%	20.5%	64.1%	58.3%
4	Awareness of call center number of their SPs	99%	95.8%	92.8%	94.3%	99%	98.3%
5	Penetration of customers made any complaint to the toll free number within last 12 months	99%	95.8%	92.8%	94.3%	99%	98.3%
6	Call center informing about the action taken on complaint	84%	93.1%	82.6%	94%	95%	66.7%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	89.4%	96.8%	59.7%	90.4%	88.2%	88.5%
8	Percentage satisfied with complaint resolution by call center	98.8%	98.6%	96.9%	99.2%	100%	95%
9	Awareness about of nodal officer contact details for redressing grievances	4.7%	2%	10.4%	0.3%	0.5%	6%
10	Awareness about of appellate authority contact details for redressing grievances	2%	0.3%	5.2%	0%	0%	3%

- Awareness level of call centre/ customer care help line numbers was found in the range of 92.8% (Rel Comm) and 99% (Bharti and VSNL).
- Awareness about the Nodal Officer was found to be low for five operators from 0.3% (Bharti) to 4.7%. However, in the case of Rel Comm it was 10.4%.
- Similar trend was observed in the awareness about Appellate Authority, which was 0% (HFCL and VSNL) to 5% (Rel Comm).
- Complaints to the call centre, within last 12 months, were found to be too high for all the operators. It ranged from 92.8% (Rel Comm) to 99% (VSNL).
- Awareness about item wise usage charges in the case of pre paid services was reported to be lower for most of the operators except VSNL.. It ranged from 0% (Rel Comm) to 11% (Bharti). However in the case of BSNL it was found to be 45.5%.

6. CONCLUSION & RECOMMENDATIONS

6. Conclusion and Recommendations

As discussed in Chapter 1 of the report, the main objective of the study was to:

1. To assess the Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1st July 2005 and Broadband Service dated 6th October 2006.*

Therefore, the present report deals with the subject matter as listed above of the three services – Basic service (Wireline), Cellular Mobile and Broadband – in Punjab Service Area.

Altogether 7 parameters were considered to assess the customer perception of services. The customers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = satisfied, 2 = dissatisfied and 1 = very dissatisfied. To measure the percentage of customers satisfied on various QoS parameters a simple addition method was applied by taking into account the sum of consumer who were either “Very satisfied” or “Satisfied” on particular parameter. Therefore, the proportion of sum total of “Very Satisfied” and “Satisfied” customers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

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

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

6.1 Key Takeout

6.1.1 Basic Service (Wireline):

- 1) Performance of **Bharti and HFCL** was better than other 3 operators as they met benchmark on all the parameters.
- 2) The performance of BSNL and Tata Teleservices Bharti were found to be above average. However, performance of BSNL on maintainability was under the prescribed benchmark. Whereas, as performance of Tata Teleservices was bit low on post paid billing services.
- 3) The performance level of **Rel Comm** was average as it met the benchmark level only on six parameters. Its performance was low on both the **post paid and pre paid billing services**.
- 4) **With regard to the implementation and effectiveness of grievance redressal**, most of the customers are aware of only call centre. Awareness of and approach to Nodal Office and Appellate authority was found to be very low. In fact none of the customers were aware about the Appellate authority. This is in spite of the number of complainants and dissatisfaction with the resolution provided by the customer care center. This shows that majority of customers are left unsatisfied with the resolution provided to the complainants by the call center. However, these unsatisfied customers are hardly aware of the second tier of redressal grievances and suggested by the TRAI.

6.1.2 Cellular Mobile

- 1) The performance of almost all the operators was found be low on billing service both post paid and pre paid segments.
- 2) Except Bharti and Vodafone, all other operators were found be low even on the maintainability
- 3) Rel Comm also performed low on the help services.
- 4) **With regard to the implementation and effectiveness of grievance redressal**, most of the customers are aware of only call centre. However awareness of and approach to Nodal Officer was found low. Similar trend was observed in the case of Appellate authority. This is in spite of dissatisfaction with the resolution or non resolution of complaints by call centers. This reveals that the dissatisfied customers are not aware of the second tier of redressal mechanism

6.1.3 Broadband

1. In the case of broadband, the performance of Bharti was reported better than other five operators providing broadband service in Punjab. It met the prescribed benchmark level on all the parameters.
2. Performance of **VSNL and Hathway** was slightly better than Rel Comm and HFCL as they met the benchmark on 7 parameters. VSNL's performance was found to be low on supplementary services, whereas, the performance of Hathway on prepaid billing service was low.
3. The performance of Rel Comm and HFCL was found to be slightly low network and reliability apart from pre paid billing service.
4. **With regard to the implementation and effectiveness of grievance redressal mechanism**, nearly al operators have received very high complaints and only 25% of the complainants are getting the docket number of their complaints. The awareness about contact details of nodal officers and Appellate authority has shown marginal improvement but still very low. However, most of these subscribers were associated with Rel Comm who not only forwarded their complaints to the nodal officer but also filed their appeal to the Appellate authority.

6.2 Recommendations

6.2. 1 Basic Service (Wireline):

- 1) BSNL should improve maintenance services in order to build trust with their customers. The competition is tough and loyalty of the customers could only be maintained through maintaining the services provided to the customers.
- 2) Rel Comm and Tata Teleservices require focusing more on post and prepaid customers. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.
- 3) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. A multi pronged strategy is required in order to reach to the customers. In the case of prepaid customers, a separate mechanism should be evolved to make them aware about the redressal mechanism.

6.2.2 Cellular Mobile

- 1) All operators should introduce evolve a transparent mechanism in the case of post and pre paid billing services. Although the tariffs are going further downward, the customers are still bothered on the charges they are paying especially for the Value Added Services.
- 2) Maintainability is the major issues which have been indicated by most of the customers. All operators have still to improve their network performance by improving their infrastructure facility as the number of subscribers with all the operators is increasing every day. Provision of services should be based on the capacity to maintain the customers. Operators should place a mechanism and enhance their infrastructure capability, both in terms of technology and manpower to meet the growing number of customers.

6.2.2.3 Broadband

- 1) All operators should focus more on pre paid customers, especially in the billing services. A transparent accounting system should evolve so that customers do not have any doubt on the services used and thereupon charges levied.
- 2) Rel Comm and HFCL should also improve their network capability by introducing the right technology so that users could avail uninterrupted services.

ANNEXURE A

BASIC (WIRELINER) SERVICES

Section A-Service Provision

1. When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	109	6	485	600
	%age	18.2%	1.0%	80.8%	100.0%
BSNL	Count	73	28	499	600
	%age	12.2%	4.7%	83.2%	100.0%
Rel Comm	Count	127	10	463	600
	%age	21.2%	1.7%	77.2%	100.0%
Tata Teleservices	Count	129	42	429	600
	%age	21.5%	7.0%	71.5%	100.0%
HFCL	Count	20	18	562	600
	%age	3.3%	3.0%	93.7%	100.0%
Total	Count	458	104	2438	3000
	%age	15.3%	3.5%	81.3%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it?						
Service Provider		More than 15days	8-15 days	3-7 days	Less than 3 Days	Total
Bharti	Count	0	0	26	89	115
	%age	0.0%	0.0%	22.6%	77.4%	100.0%
BSNL	Count	0	4	29	68	101
	%age	0.0%	4.0%	28.7%	67.3%	100.0%
Rel Comm	Count	0	0	26	111	137
	%age	0.0%	0.0%	19.0%	81.0%	100.0%
Tata Teleservices	Count	0	0	28	143	171
	%age	0.0%	0.0%	16.4%	83.6%	100.0%
HFCL	Count	0	0	3	35	38
	%age	0.0%	0.0%	7.9%	92.1%	100.0%
Total	Count	0	4	112	446	562
	%age	0.0%	0.7%	19.9%	79.4%	100.0%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	0	107	6	115
	%age	1.7%	0.0%	93.0%	5.2%	100.0%
BSNL	Count	0	0	71	30	101
	%age	0.0%	25.0%	70.3%	29.7%	100.0%
Rel Comm	Count	0	0	119	18	137
	%age	0.0%	0.0%	86.9%	13.1%	100.0%
Tata Teleservices	Count	0	0	153	18	171
	%age	0.0%	0.0%	89.5%	10.5%	100.0%
HFCL	Count	0	0	27	11	38
	%age	0.0%	0.0%	71.1%	28.9%	100.0%
Total	Count	2	0	477	83	562
	%age	0.4%	0.0%	84.9%	14.8%	100.0%

4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	4	0	50	78	132
	%age	3.0%	0.0%	37.9%	59.1%	100.0%
BSNL	Count	0	0	3	25	28
	%age	0.0%	0.0%	10.7%	89.3%	100.0%
Rel Comm	Count	0	0	125	66	191
	%age	0.0%	0.0%	65.4%	34.6%	100.0%
Tata Teleservices	Count	0	0	91	71	162
	%age	0.0%	0.0%	56.2%	43.8%	100.0%
HFCL	Count	0	0	0	24	24
	%age	0.0%	0.0%	0.0%	100.0%	100.0%
Total	Count	4	0	269	264	537
	%age	0.7%	0.0%	50.1%	49.2%	100.00%

B. Billing Related – Post paid

5. How satisfied are you with the timely delivery if bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	10	440	144	594
	%age	0.0%	1.7%	74.1%	24.2%	100.0%
BSNL	Count	0	24	395	177	596
	%age	0.0%	4.0%	66.3%	29.7%	100.0%
Rel Comm	Count	11	13	416	150	590
	%age	1.9%	2.2%	70.5%	25.4%	100.0%
Tata Teleservices	Count	2	24	390	180	596
	%age	0.3%	4.0%	65.4%	30.2%	100.0%
HFCL	Count	2	34	509	52	597
	%age	0.3%	5.7%	85.3%	8.7%	100.0%
Total	Count	15	105	2150	703	2973
	%age	0.5%	3.5%	72.3%	23.6%	100.0%

6. How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	12	490	91	594
	%age	0.2%	2.0%	82.5%	15.3%	100.0%
BSNL	Count	0	9	484	103	596
	%age	0.0%	1.5%	81.2%	17.3%	100.0%
Rel Comm	Count	0	17	400	173	590
	%age	0.0%	2.9%	67.8%	29.3%	100.0%
Tata Teleservices	Count	1	30	435	130	596
	%age	0.2%	5.0%	73.0%	21.8%	100.0%
HFCL	Count	2	22	507	66	597
	%age	0.3%	3.7%	84.9%	11.1%	100.0%
Total	Count	4	90	2316	563	2973
	%age	0.1%	3.0%	77.9%	18.9%	100.0%

6b. Please specify the reason(s) for your dissatisfaction.					
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added service not requested	Total
Bharti	Count	4	8	8	13
	Row %	30.8%	61.5%	61.5%	
BSNL	Count	2	4	5	9
	Row %	22.2%	44.4%	55.6%	
Rel Comm	Count	4	9	8	17
	Row %	23.5%	52.9%	47.1%	
Tata Teleservices	Count	10	12	14	31
	Row %	32.3%	38.7%	45.2%	
HFCL	Count	12	18	20	24
	Row %	50.0%	75.0%	83.3%	
Total	Count	20	33	35	94
	Row %	21.3%	35.1%	37.2%	

7. Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	151	443	594
	%age	25.4%	74.6%	100.0%
BSNL	Count	78	518	596
	%age	13.1%	86.9%	100.0%
Rel Comm	Count	266	324	590
	%age	45.1%	54.9%	100.0%
Tata Teleservices	Count	254	342	596
	%age	42.6%	57.4%	100.0%
HFCL	Count	120	477	597
	%age	20.1%	79.9%	100.0%
Total	Count	869	2104	2973
	%age	29.2%	70.8%	100.0%

8. How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	17	120	12	151
	%age	1.3%	11.3%	79.5%	7.9%	100.0%
BSNL	Count	1	10	27	40	78
	%age	1.3%	12.8%	34.6%	51.3%	100.0%
Rel Comm	Count	12	27	190	37	266
	%age	4.5%	10.2%	71.4%	13.9%	100.0%
Tata Teleservices	Count	5	25	160	64	254
	%age	2.0%	9.8%	63.0%	25.2%	100.0%
HFCL	Count	0	32	88	0	120
	%age	0.0%	26.7%	73.3%	0.0%	100.0%
Total	Count	20	111	585	153	869
	%age	2.3%	12.8%	67.3%	17.6%	100.0%

9a. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	9	515	70	594
	%age	0.0%	1.5%	86.7%	11.8%	100.0%
BSNL	Count	0	2	474	120	596
	%age	0.0%	0.3%	79.5%	20.1%	100.0%
Rel Comm	Count	3	32	395	160	590
	%age	0.5%	5.4%	66.9%	27.1%	100.0%
Tata Teleservices	Count	6	20	480	90	596
	%age	1.0%	3.4%	80.5%	15.1%	100.0%
HFCL	Count	0	12	564	21	597
	%age	0.0%	2.0%	94.5%	3.5%	100.0%
Total	Count	9	75	2428	461	2973
	%age	0.3%	2.5%	81.7%	15.5%	100.0%

9b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, std, theron not given	Total
Bharti	Count	2	4	4	6	9
	%age	22.2%	44.4%	44.4%	66.7%	
BSNL	Count	2	2	0	0	2
	%age	100.0%	100.0%	0.0%	0.0%	
Rel Comm	Count	6	13	10	18	35
	%age	17.1%	37.1%	28.6%	51.4%	
Tata Teleservices	Count	4	7	8	15	26
	%age	15.4%	26.9%	30.8%	57.7%	
HFCL	Count	7	8	11	5	12
	%age	58.3%	66.7%	91.7%	41.7%	
Total	Count	13	17	19	20	84
	%age	15.5%	20.2%	22.6%	23.8%	

For Prepaid customers

10. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	5	1	6
	%age	0.0%	0.0%	83.3%	16.7%	100.0%
BSNL	Count	0	0	4	0	4
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Rel Comm	Count	0	1	8	1	10
	%age	0.0%	10.0%	80.0%	10.0%	100.0%
Tata Teleservices	Count	0	0	4	0	4
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
HFCL	Count	0	0	3	0	3
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	0	1	24	2	27
	%age	0.0%	3.7%	88.9%	7.4%	100.0%

Section-C-Help Service/Customer Care

11. Did you make a complaint or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	433	167	600
	%age	72.2%	27.8%	100.0%
BSNL	Count	383	217	600
	%age	63.8%	36.2%	100.0%
Rel Comm	Count	458	142	600
	%age	76.3%	23.7%	100.0%
Tata Teleservices	Count	481	119	600
	%age	80.2%	19.8%	100.0%
HFCL	Count	561	39	600
	%age	93.5%	6.5%	100.0%
Total	Count	2316	684	3000
	%age	77.2%	22.8%	100.0%

12. How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	16	307	110	433
	%age	0.0%	3.7%	70.9%	25.4%	100.0%
BSNL	Count	1	10	302	70	383
	%age	0.3%	2.6%	78.9%	18.3%	100.0%
Rel Comm	Count	0	19	359	80	458
	%age	0.0%	4.1%	78.4%	17.5%	100.0%
Tata Teleservices	Count	0	10	380	91	481
	%age	0.0%	2.1%	79.0%	18.9%	100.0%
HFCL	Count	9	12	410	130	561
	%age	1.6%	2.1%	73.1%	23.2%	100.0%
Total	Count	10	67	1758	481	2316
	%age	0.4%	2.9%	75.9%	20.8%	100.0%

13. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	13	320	100	433
	%age	0.0%	3.0%	73.9%	23.1%	100.0%
BSNL	Count	5	12	316	50	383
	%age	1.3%	3.1%	82.5%	13.1%	100.0%
Rel Comm	Count	4	14	340	100	458
	%age	0.9%	3.1%	74.2%	21.8%	100.0%
Tata Teleservices	Count	2	19	340	120	481
	%age	0.4%	4.0%	70.7%	24.9%	100.0%
HFCL	Count	0	20	461	80	561
	%age	0.0%	3.6%	82.2%	14.3%	100.0%
Total	Count	11	78	1777	450	2316
	%age	0.5%	3.4%	76.7%	19.4%	100.0%

14. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	13	315	100	433
	%age	1.2%	3.0%	72.7%	23.1%	100.0%
BSNL	Count	2	10	260	110	383
	%age	0.5%	2.6%	67.9%	28.7%	100.0%
Rel Comm	Count	1	17	300	140	458
	%age	0.2%	3.7%	65.5%	30.6%	100.0%
Tata Teleservices	Count	0	21	320	140	481
	%age	0.0%	4.4%	66.5%	29.1%	100.0%
HFCL	Count	4	22	355	180	561
	%age	0.7%	3.9%	63.3%	32.1%	100.0%
Total	Count	12	83	1550	670	2316
	%age	0.5%	3.6%	66.9%	28.9%	100.0%

15. How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	17	260	156	433
	%age	0.0%	3.9%	60.0%	36.0%	100.0%
BSNL	Count	1	8	283	91	383
	%age	0.3%	2.1%	73.9%	23.8%	100.0%
Rel Comm	Count	6	12	310	130	458
	%age	1.3%	2.6%	67.7%	28.4%	100.0%
Tata Teleservices	Count	10	21	280	170	481
	%age	2.1%	4.4%	58.2%	35.3%	100.0%
HFCL	Count	2	19	420	120	561
	%age	0.4%	3.4%	74.9%	21.4%	100.0%
Total	Count	19	77	1553	667	2316
	%age	0.8%	3.3%	67.1%	28.8%	100.0%

Section D-Network Performance, Reliability & Availability

16. How satisfied are you with the availability of working telephone (dial tone)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	392	204	600
	%age	0.0%	0.7%	65.3%	34.0%	100.0%
BSNL	Count	3	10	501	86	600
	%age	0.5%	1.7%	83.5%	14.3%	100.0%
Rel Comm	Count	0	0	447	153	600
	%age	0.0%	0.0%	74.5%	25.5%	100.0%
Tata Teleservices	Count	0	2	447	151	600
	%age	0.0%	0.3%	74.5%	25.2%	100.0%
HFCL	Count	0	10	440	150	600
	%age	0.0%	1.7%	73.3%	25.0%	100.0%
Total	Count	3	26	2227	744	3000
	%age	0.1%	0.9%	74.2%	24.8%	100.0%

17. How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	0	441	157	600
	%age	0.3%	0.0%	73.5%	26.2%	100.0%
BSNL	Count	3	10	468	119	600
	%age	0.5%	1.7%	78.0%	19.8%	100.0%
Rel Comm	Count	0	1	423	176	600
	%age	0.0%	0.2%	70.5%	29.3%	100.0%
Tata Teleservices	Count	2	0	422	176	600

17. How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
HFCL	%age	0.3%	0.0%	70.3%	29.3%	100.0%
	Count	0	8	438	154	600
	%age	0.0%	1.3%	73.0%	25.7%	100.0%
Total	Count	7	19	2192	782	3000
	%age	0.2%	0.6%	73.1%	26.1%	100.0%

18. How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	22	13	430	135	600
	%age	3.7%	2.2%	71.7%	22.5%	100.0%
BSNL	Count	21	13	466	100	600
	%age	3.5%	2.2%	77.7%	16.7%	100.0%
Rel Comm	Count	14	5	455	126	600
	%age	2.3%	0.8%	75.8%	21.0%	100.0%
Tata Teleservices	Count	10	8	449	133	600
	%age	1.7%	1.3%	74.8%	22.2%	100.0%
HFCL	Count	10	8	430	152	600
	%age	1.7%	1.3%	71.7%	25.3%	100.0%
Total	Count	77	47	2230	646	3000
	%age	2.6%	1.6%	74.3%	21.5%	100.0%

Section E-Maintainability

19. Have you experienced fault in your telephone connection in the last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	394	206	600
	%age	65.7%	34.3%	100.0%
BSNL	Count	360	240	600
	%age	60.0%	40.0%	100.0%
Rel Comm	Count	410	190	600
	%age	68.3%	31.7%	100.0%
Tata Teleservices	Count	440	160	600
	%age	73.3%	26.7%	100.0%
HFCL	Count	538	62	600
	%age	89.7%	10.3%	100.0%
Total	Count	2142	858	3000
	%age	71.4%	28.6%	100.0%

20. How many times your telephone became faulty in the last one month?						
Service Provider		More than 3 times	2-3 Times	One Time	Nil	Total
Bharti	Count	0	326	60	8	394
	%age	0.0%	82.7%	15.2%	2.0%	100.0%
BSNL	Count	7	183	111	59	360
	%age	1.9%	50.8%	30.8%	16.4%	100.0%
Rel Comm	Count	0	304	102	4	410
	%age	0.0%	74.1%	24.9%	1.0%	100.0%
Tata Teleservices	Count	4	318	94	24	440
	%age	0.9%	72.3%	21.4%	5.5%	100.0%
HFCL	Count	2	325	163	48	538
	%age	0.4%	60.4%	30.3%	8.9%	100.0%
Total	Count	13	1456	530	143	2142
	%age	0.6%	68.0%	24.7%	6.7%	100.0%

21. How long did it take generally for repairing the fault after lodging complaint?						
Service Provider		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
Bharti	Count	4	4	362	24	394
	%age	1.0%	1.0%	91.9%	6.1%	100.0%
BSNL	Count	10	47	261	42	360
	%age	2.8%	13.1%	72.5%	11.7%	100.0%
Rel Comm	Count	0	2	354	54	410
	%age	0.0%	0.5%	86.3%	13.2%	100.0%
Tata Teleservices	Count	8	4	344	84	440
	%age	1.8%	0.9%	78.2%	19.1%	100.0%
HFCL	Count	2	0	330	206	538
	%age	0.4%	0.0%	61.3%	38.3%	100.0%
Total	Count	24	57	1651	410	2142
	%age	1.1%	2.7%	77.1%	19.1%	100.0%

22. How satisfied are you with the fault repair service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	4	292	94	394
	%age	1.0%	1.0%	74.1%	23.9%	100.0%
BSNL	Count	10	47	243	60	360
	%age	2.8%	13.1%	67.5%	16.7%	100.0%
Rel Comm	Count	0	8	308	94	410
	%age	0.0%	2.0%	75.1%	22.9%	100.0%
Tata Teleservices	Count	8	4	352	76	440
	%age	1.8%	0.9%	80.0%	17.3%	100.0%
HFCL	Count	2	8	442	86	538
	%age	0.4%	1.5%	82.2%	16.0%	100.0%
Total	Count	17	46	1657	422	2142
	%age	0.8%	2.1%	77.4%	19.7%	100.0%

Section F-Supplementary Services

23. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	176	424	600
	%age	29.3%	70.7%	100.0%
BSNL	Count	279	321	600
	%age	46.5%	53.5%	100.0%
Rel Comm	Count	184	416	600
	%age	30.7%	69.3%	100.0%
Tata Teleservices	Count	201	399	600
	%age	33.5%	66.5%	100.0%
HFCL	Count	334	266	600
	%age	55.7%	44.3%	100.0%
Total	Count	1174	1826	3000
	%age	39.1%	60.9%	100.0%

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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied
Bharti	Count	2	2	162
	%age	1.1%	1.1%	92.0%
BSNL	Count	5	13	244
	%age	1.8%	4.7%	87.5%
Rel Comm	Count	0	1	181
	%age	0.0%	0.5%	98.4%
Tata Teleservices	Count	8	0	187
	%age	4.0%	0.0%	93.0%
HFCL	Count	0	8	317
	%age	0.0%	2.4%	94.9%
Total	Count	15	24	1091
	%age	1.3%	2.0%	92.9%

Section G-Overall Satisfaction

25a. How satisfied are you with the overall quality of your telephone service?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	10	530	60	600
	%age	0.0%	1.7%	88.3%	10.0%	100.0%
BSNL	Count	0	11	494	95	600
	%age	0.0%	1.8%	82.3%	15.8%	100.0%
Rel Comm	Count	0	10	530	60	600
	%age	0.0%	1.7%	88.3%	10.0%	100.0%
Tata Teleservices	Count	0	10	560	30	600
	%age	0.0%	1.7%	93.3%	5.0%	100.0%
HFCL	Count	0	4	543	53	600
	%age	0.0%	0.7%	90.5%	8.8%	100.0%
Total	Count	0	45	2657	298	3000
	%age	0.0%	1.5%	88.6%	9.9%	100.0%

25b, Please specify the reason for dissatisfaction

Service Provider		Billing problem	Maintain ability	Helpline service/cust omer care	Network performance, reliability	Supplem-entary services	TOTAL
Bharti	Count	10	5	3	9	4	10
	%age	100.0%	50.0%	30.0%	90.0%	40.0%	100.0%
BSNL	Count	9	4	8	6	10	11
	%age	81.8%	36.4%	72.7%	54.5%	90.9%	100.0%
Rel Comm	Count	9	4	4	5	5	10
	%age	90.0%	40.0%	40.0%	50.0%	50.0%	100.0%
Tata Teleservices	Count	4	3	7	4	3	10
	%age	40.0%	30.0%	70.0%	40.0%	30.0%	100.0%
HFCL	Count	2	1	1	1	3	4
	%age	50.0%	25.0%	25.0%	25.0%	75.0%	100.0%
Total	Count	30	14	16	21	22	45
	%age	66.7%	31.1%	35.6%	46.7%	48.9%	100.0%

H. General Information

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?				
Service Provider		Yes	No	Total
Bharti	Count	63	52	115
	%age	54.8%	45.2%	100.0%
BSNL	Count	55	46	101
	%age	54.5%	45.5%	100.0%
Rel Comm	Count	42	95	137
	%age	30.7%	69.3%	100.0%
Tata Teleservices	Count	73	98	171
	%age	42.7%	57.3%	100.0%
HFCL	Count	20	18	38
	%age	52.6%	47.4%	100.0%
Total	Count	253	309	562
	%age	45.0%	55.0%	100.0%

27. Have you terminated a phone connection that you had in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	0	600	600
	%age	0%	100.0%	100.0%
BSNL	Count	0	600	600
	%age	0%	100.0%	100.0%
Rel Comm	Count	0	600	600
	%age	0%	100.0%	100.0%
Tata Teleservices	Count	0	600	600
	%age	0%	100.0%	100.0%
HFCL	Count	0	600	600
	%age	0%	100.0%	100.0%
Total	Count	0	3000	3000
	%age	0%	100.0%	100.0%

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.					
Service providers		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	0	17	583	600
	%age	.0%	2.8%	97.2%	100.0%
BSNL	Count	7	16	577	600
	%age	1.2%	2.7%	96.2%	100.0%
Rel Comm	Count	3	20	577	600
	%age	.5%	3.3%	96.2%	100.0%
Tata Teleservices	Count	1	20	579	600
	%age	.2%	3.3%	96.5%	100.0%
HFCL	Count	4	0	596	600
	%age	.7%	.0%	99.3%	100.0%
Total	Count	15	73	2912	3000
	%age	.5%	2.4%	97.1%	100.0%

32a. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?						
Service provider		Continued receiving	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	0	0	1	16	17
	%age	.0%	.0%	5.9%	94.1%	100.0%
BSNL	Count	2	0	0	14	16
	%age	12.5%	.0%	.0%	87.5%	100.0%
Rel Comm	Count	3	0	2	15	20
	%age	15.0%	.0%	10.0%	75.0%	100.0%
Tata Teleservices	Count	2	6	0	12	20
	%age	10.0%	30.0%	.0%	60.0%	100.0%
Total	Count	7	6	3	57	73
	%age	9.6%	8.2%	4.1%	78.1%	100.0%

CELLULAR (Mobile Services)

A. SERVICE PROVISION

1. When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	27	40	533	600
	%age	4.5%	6.7%	88.8%	100.0%
Vodafone	Count	75	32	493	600
	%age	12.5%	5.3%	82.2%	100.0%
BSNL	Count	19	36	545	600
	%age	3.2%	6.0%	90.8%	100.0%
Rel Comm	Count	70	53	477	600
	%age	11.7%	8.8%	79.5%	100.0%
Tata Teleservices	Count	122	61	417	600
	%age	20.3%	10.2%	69.5%	100.0%
Spice	Count	63	71	466	600
	%age	10.5%	11.8%	77.7%	100.0%
HFCL	Count	78	43	479	600
	%age	13.0%	7.2%	79.8%	100.0%
Total	Count	454	336	3410	4200
	%age	10.8%	8.0%	81.2%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it; Service Provider Wise						
Service Provider		More than 7 days	4-7 days	2-3 days	One day	Total
Bharti	Count	3	20	30	14	67
	%age	4.5%	29.9%	44.8%	20.9%	100.0%
Vodafone	Count	0	28	37	42	107
	%age	0.0%	26.2%	34.6%	39.3%	100.0%
BSNL	Count	0	19	19	17	55
	%age	0.0%	34.5%	34.5%	30.9%	100.0%
Rel Comm	Count	4	24	60	35	123
	%age	3.3%	19.5%	48.8%	28.5%	100.0%
Tata Teleservices	Count	0	15	115	53	183
	%age	0.0%	8.2%	62.8%	29.0%	100.0%
Spice	Count	4	34	40	56	134
	%age	3.0%	25.4%	29.9%	41.8%	100.0%
HFCL	Count	4	20	58	39	121
	%age	3.3%	16.5%	47.9%	32.2%	100.0%
Total	Count	15	160	359	256	790
	%age	1.9%	20.3%	45.4%	32.4%	100.0%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	55	7	67
	%age	0.0%	7.5%	82.1%	10.4%	100.0%
Vodafone	Count	0	8	92	7	107
	%age	0.0%	7.5%	86.0%	6.5%	100.0%
BSNL	Count	2	3	40	10	55
	%age	3.6%	5.5%	72.7%	18.2%	100.0%
Rel Comm	Count	1	9	89	24	123
	%age	0.8%	7.3%	72.4%	19.5%	100.0%
Tata Teleservices	Count	0	11	154	18	183
	%age	0.0%	6.0%	84.2%	9.8%	100.0%
Spice	Count	4	7	117	6	134

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
	%age	3.0%	5.2%	87.3%	4.5%	100.0%
HFCL	Count	4	8	98	11	121
	%age	3.3%	6.6%	81.0%	9.1%	100.0%
Total	Count	11	51	645	83	790
	%age	1.4%	6.5%	81.6%	10.5%	100.0%

4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment; Service Provider Wise						
Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	0	0	142	132	274
	%age	0	0.0%	51.8%	48.2%	100.0%
Vodafone	Count	0	0	116	82	198
	%age	0	0.0%	58.6%	41.4%	100.0%
BSNL	Count	0	0	141	77	218
	%age	0	0.0%	64.7%	35.3%	100.0%
Rel Comm	Count	0	2	113	98	213
	%age	0	0.9%	53.1%	46.0%	100.0%
Tata Teleservices	Count	0	0	165	119	284
	%age	0	0.0%	58.1%	41.9%	100.0%
Spice	Count	0	0	48	104	152
	%age	0	0.0%	31.6%	68.4%	100.0%
HFCL	Count	0	0	157	111	268
	%age	0	0.0%	58.6%	41.4%	100.0%
Total	Count	0	2	882	723	1607
	%age	0.0%	0.1%	54.9%	45.0%	100.0%

B. BILLING RELATED – PREPAID

Q.5(a) How satisfied are you with the accuracy of charges, i.e. amount deducted on every usage?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	21	465	70	560
	%age	0.7%	3.8%	83.0%	12.5%	100.00%
Vodafone	Count	0	12	487	65	564
	%age	0.0%	2.1%	86.3%	11.5%	100.00%
BSNL	Count	1	28	460	81	570
	%age	0.2%	4.9%	80.7%	14.2%	100.00%
Rel Comm	Count	6	29	455	56	546
	%age	1.1%	5.3%	83.3%	10.3%	100.00%
Tata Teleservices	Count	7	26	439	68	540
	%age	1.3%	4.8%	81.3%	12.6%	100.00%
Spice	Count	2	20	327	209	558
	%age	0.4%	3.6%	58.6%	37.5%	100.00%
HFCL	Count	6	31	466	39	542
	%age	1.1%	5.7%	86.0%	7.2%	100.00%
Total	Count	26	167	3099	588	3880
	%age	0.7%	4.3%	79.9%	15.2%	100.00%

Q.5(b) Please specify the reason(s) for your dissatisfaction						
Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	Charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	0	31	279	42	352
	%age	0.0%	8.8%	79.3%	11.9%	100.00%
Vodafone	Count	2	30	281	21	334
	%age	0.6%	9.0%	84.1%	6.3%	100.00%
BSNL	Count	9	41	246	11	307
	%age	2.9%	13.4%	80.1%	3.6%	100.00%
Rel Comm	Count	0	36	260	20	316
	%age	0.0%	11.4%	82.3%	6.3%	100.00%
Tata Teleservices	Count	1	15	242	32	290
	%age	0.3%	5.2%	83.4%	11.0%	100.00%
Spice	Count	0	16	172	15	203
	%age	0.0%	7.9%	84.7%	7.4%	100.00%
HFCL	Count	1	31	275	26	333
	%age	0.3%	9.3%	82.6%	7.8%	100.00%
Total	Count	13	200	1755	167	2135
	%age	0.6%	9.4%	82.2%	7.8%	100.00%

Q.5(c) Have you made anti complaint related to charging / credit/waiver/ validity/ adjustment an last 12 months.				
Service provider		Yes	No	Total
Bharti	Count	352	208	560
	%age	62.9%	37.1%	100.00%
Vodafone	Count	334	230	564
	%age	59.2%	40.8%	100.00%
BSNL	Count	307	263	570
	%age	53.9%	46.1%	100.00%
Rel Comm	Count	316	230	546
	%age	57.9%	42.1%	100.00%
Tata Teleservices	Count	290	250	540
	%age	53.7%	46.3%	100.00%
Spice	Count	203	355	558
	%age	36.4%	63.6%	100.00%
HFCL	Count	333	209	542
	%age	61.4%	38.6%	100.00%
Total	Count	2135	1745	3880
	%age	55.0%	45.0%	100.00%

Q.5 (d) How satisfied are you with the process of resolution of complaints relating to charging?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	31	279	42	352
	%age	0.0%	8.8%	79.3%	11.9%	100.0%
Vodafone	Count	2	30	281	21	334
	%age	0.6%	9.0%	84.1%	6.3%	100.0%
BSNL	Count	9	41	246	11	307
	%age	2.9%	13.4%	80.1%	3.6%	100.0%
Rel Comm	Count	0	36	260	20	316
	%age	0.0%	11.4%	82.3%	6.3%	100.0%
Tata Teleservices	Count	1	15	242	32	290
	%age	0.3%	5.2%	83.4%	11.0%	100.0%
Spice	Count	0	16	172	15	203
	%age	0.0%	7.9%	84.7%	7.4%	100.0%
HFCL	Count	1	31	275	26	333
	%age	0.3%	9.3%	82.6%	7.8%	100.0%
Total	Count	13	200	1755	167	2135
	%age	0.6%	9.4%	82.2%	7.8%	100.0%

C. BILLING RELATED- POSTPAID CUSTOMERS

6. How satisfied are you with the timely delivery of bills; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	22	18	40
	%age	0.0%	0.0%	55.0%	45.0%	100.0%
Vodafone	Count	0	0	27	9	36
	%age	0.0%	0.0%	75.0%	25.0%	100.0%
BSNL	Count	0	2	20	8	30
	%age	0.0%	6.7%	66.7%	26.7%	100.0%
Rel Comm	Count	0	2	37	15	54
	%age	0.0%	3.7%	68.5%	27.8%	100.0%
Tata Teleservices	Count	0	0	54	6	60
	%age	0.0%	0.0%	90.0%	10.0%	100.0%
Spice	Count	0	0	21	21	42
	%age	0.0%	0.0%	50.0%	50.0%	100.0%
HFCL	Count	0	0	32	26	58
	%age	0.0%	0.0%	55.2%	44.8%	100.0%
Total	Count	0	4	213	103	320
	%age	0.0%	1.3%	66.6%	32.2%	100.0%

7 (a) How satisfied are you with the accuracy of the bills; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	34	0	40
	%age	0.0%	15.0%	85.0%	0.0%	100.0%
Vodafone	Count	0	9	27	0	36
	%age	0.0%	25.0%	75.0%	0.0%	100.0%
BSNL	Count	0	2	26	2	30
	%age	0.0%	6.7%	86.7%	6.7%	100.0%
Rel Comm	Count	2	19	29	4	54
	%age	3.7%	35.2%	53.7%	7.4%	100.0%
Tata Teleservices	Count	0	19	41	0	60
	%age	0.0%	31.7%	68.3%	0.0%	100.0%
Spice	Count	0	14	28	0	42

7 (a) How satisfied are you with the accuracy of the bills; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
	%age	0.0%	33.3%	66.7%	0.0%	100.0%
HFCL	Count	0	11	47	0	58
	%age	0.0%	19.0%	81.0%	0.0%	100.0%
Total	Count	2	80	232	6	320
	%age	0.6%	25.0%	72.5%	1.9%	100.0%

7 (b) Please specify the reason(s)						
Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	Charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	2	2	5	6	6
	%age	33.3%	33.3%	83.3%	100.0%	100.0%
Vodafone	Count	2	3	3	8	9
	%age	22.2%	33.3%	33.3%	88.9%	100.0%
BSNL	Count	0	2	2	2	2
	%age	0.0%	100.0%	100.0%	100.0%	100.0%
Rel Comm	Count	6	5	15	12	21
	%age	28.6%	23.8%	71.4%	57.1%	100.0%
Tata Teleservices	Count	4	7	11	15	19
	%age	21.1%	36.8%	57.9%	78.9%	100.0%
Spice	Count	3	4	7	9	14
	%age	21.4%	28.6%	50.0%	64.3%	100.0%
HFCL	Count	2	2	7	7	11
	%age	18.2%	18.2%	63.6%	63.6%	100.0%
Total	Count	19	25	50	59	82
	%age	23.2%	30.5%	61.0%	72.0%	100.0%

8. Have you made any billing related complaints in last 12 months; Service Provider Wise				
Service provider		Yes	No	Total
Bharti	Count	8	32	40
	%age	20.0%	80.0%	100.0%
Vodafone	Count	18	18	36
	%age	50.0%	50.0%	100.0%
BSNL	Count	15	15	30
	%age	50.0%	50.0%	100.0%
Rel Comm	Count	7	47	54
	%age	13.0%	87.0%	100.0%
Tata Teleservices	Count	26	34	60
	%age	43.3%	56.7%	100.0%
Spice	Count	13	29	42
	%age	31.0%	69.0%	100.0%
HFCL	Count	11	47	58
	%age	19.0%	81.0%	100.0%
Total	Count	98	222	320
	%age	30.6%	69.4%	100.0%

9. How satisfied are you with the process of resolution of billing complaints; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	7	0	8
	%age	0.0%	12.5%	87.5%	0.0%	100.0%
Vodafone	Count	0	5	13	0	18
	%age	0.0%	27.8%	72.2%	0.0%	100.0%
BSNL	Count	0	1	14	0	15
	%age	0.0%	6.7%	93.3%	0.0%	100.0%
Rel Comm	Count	0	2	5	0	7
	%age	0.0%	57.1%	42.9%	0.0%	100.0%
Tata Teleservices	Count	0	7	19	0	26
	%age	0.0%	26.9%	73.1%	0.0%	100.0%
Spice	Count	0	0	12	1	13
	%age	0.0%	0.0%	92.3%	7.7%	100.0%
HFCL	Count	0	5	6	0	11
	%age	0.0%	45.5%	54.5%	0.0%	100.0%
Total	Count	0	21	76	1	98
	%age	0.0%	24.5%	74.5%	1.0%	100.0%

10 (a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	26	14	40
	%age	0.0%	0.0%	65.0%	35.0%	100.0%
Vodafone	Count	0	0	36	0	36
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
BSNL	Count	0	0	26	4	30
	%age	0.0%	0.0%	86.7%	13.3%	100.0%
Rel Comm	Count	0	2	32	20	54
	%age	0.0%	3.7%	59.3%	37.0%	100.0%
Tata Teleservices	Count	0	0	50	10	60
	%age	0.0%	0.0%	83.3%	16.7%	100.0%
Spice	Count	0	4	36	2	42
	%age	0.0%	9.5%	85.7%	4.8%	100.0%
HFCL	Count	0	0	38	20	58
	%age	0.0%	0.0%	65.5%	34.5%	100.0%
Total	Count	0	8	242	70	320
	%age	0.0%	2.5%	75.6%	21.9%	100.0%

10 (b) Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Total
Rel Comm	Count	1	0	3	3	4
	%age	25.0%	0.0%	75.0%	75.0%	100.0%
Spice	Count	0	1	3	3	4
	%age	0.0%	25.0%	75.0%	75.0%	100.0%
Total	Count	1	1	6	6	8
	%age	12.5%	12.5%	75.0%	75.0%	100.0%

D. HELP SERVICES

11. Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider? : Service provider wise				
Service provider		YES	NO	Total
Bharti	Count	492	108	600
	%age	82.0%	18.0%	100.0%
Vodafone	Count	478	122	600
	%age	79.7%	20.3%	100.0%
BSNL	Count	499	101	600
	%age	83.2%	16.8%	100.0%
Rel Comm	Count	527	73	600
	%age	87.8%	12.2%	100.0%
Tata Teleservices	Count	527	73	600
	%age	87.8%	12.2%	100.0%
Spice	Count	567	33	600
	%age	94.5%	5.5%	100.0%
HFCL	Count	476	124	600
	%age	79.3%	20.7%	100.0%
Total	Count	3566	634	4200
	%age	84.9%	15.1%	100.0%

12. How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	20	386	81	492
	%age	1.00%	4.10%	78.50%	16.50%	100.00%
Vodafone	Count	8	27	390	53	478
	%age	1.70%	5.60%	81.60%	11.10%	100.00%
BSNL	Count	8	39	402	50	499
	%age	1.60%	7.80%	80.60%	10.00%	100.00%
Rel Comm	Count	10	50	407	60	527
	%age	1.90%	9.50%	77.20%	11.40%	100.00%
Tata Teleservices	Count	2	12	427	86	527
	%age	0.40%	2.30%	81.00%	16.30%	100.00%
Spice	Count	4	11	474	78	567
	%age	0.70%	1.90%	83.60%	13.80%	100.00%
HFCL	Count	5	29	380	62	476
	%age	1.10%	6.10%	79.80%	13.00%	100.00%
Total	Count	42	188	2866	470	3566
	%age	1.20%	5.30%	80.40%	13.20%	100.00%

13. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	19	15	207	251	492
	%age	3.9%	3.0%	42.1%	51.0%	100.0%
Vodafone	Count	31	6	170	271	478
	%age	6.5%	1.3%	35.6%	56.7%	100.0%
BSNL	Count	28	14	188	269	499
	%age	5.6%	2.8%	37.7%	53.9%	100.0%
Rel Comm	Count	42	14	185	286	527
	%age	8.0%	2.7%	35.1%	54.3%	100.0%
Tata Teleservices	Count	12	7	187	321	527
	%age	2.3%	1.3%	35.5%	60.9%	100.0%

13. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Spice	Count	10	9	181	367	567
	%age	1.8%	1.6%	31.9%	64.7%	100.0%
HFCL	Count	23	13	195	245	476
	%age	4.8%	2.7%	41.0%	51.5%	100.0%
Total	Count	165	78	1313	2010	3566
	%age	4.6%	2.2%	36.8%	56.4%	100.0%

14. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	9	27	264	192	492
	%age	1.8%	5.5%	53.7%	39.0%	100.0%
Vodafone	Count	10	39	267	162	478
	%age	2.1%	8.2%	55.9%	33.9%	100.0%
BSNL	Count	8	40	280	171	499
	%age	1.6%	8.0%	56.1%	34.3%	100.0%
Rel Comm	Count	15	52	295	165	527
	%age	2.8%	9.9%	56.0%	31.3%	100.0%
Tata Teleservices	Count	8	19	294	206	527
	%age	1.5%	3.6%	55.8%	39.1%	100.0%
Spice	Count	23	29	365	150	567
	%age	4.1%	5.1%	64.4%	26.5%	100.0%
HFCL	Count	10	34	251	181	476
	%age	2.1%	7.1%	52.7%	38.0%	100.0%
Total	Count	83	240	2016	1227	3566
	%age	2.3%	6.7%	56.5%	34.4%	100.0%

15. How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	19	15	311	147	492
	%age	3.9%	3.0%	63.2%	29.9%	100.0%
Vodafone	Count	29	6	340	103	478
	%age	6.1%	1.3%	71.1%	21.5%	100.0%
BSNL	Count	28	27	340	104	499
	%age	5.6%	5.4%	68.1%	20.8%	100.0%
Rel Comm	Count	39	24	352	112	527
	%age	7.4%	4.6%	66.8%	21.3%	100.0%
Tata Teleservices	Count	12	2	385	128	527
	%age	2.3%	0.4%	73.1%	24.3%	100.0%
Spice	Count	11	11	438	107	567
	%age	1.9%	1.9%	77.2%	18.9%	100.0%
HFCL	Count	24	20	318	114	476
	%age	5.0%	4.2%	66.8%	23.9%	100.0%
Total	Count	162	105	2484	815	3566
	%age	4.5%	2.9%	69.7%	22.9%	100.0%

E. NETWORK PERFORMANCE

Q.16 How satisfied are you with the availability of signal of your service provider in your locality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	248	352	600
	%age	0.0%	0.0%	41.3%	58.7%	100.0%
Vodafone	Count	0	3	338	259	600
	%age	0.0%	0.5%	56.3%	43.2%	100.0%
BSNL	Count	0	20	437	143	600
	%age	0.0%	3.3%	72.8%	23.8%	100.0%
Rel Comm	Count	4	2	328	266	600
	%age	0.7%	0.3%	54.7%	44.3%	100.0%
Tata Teleservices	Count	0	0	385	215	600
	%age	0.0%	0.0%	64.2%	35.8%	100.0%
Spice	Count	2	0	476	122	600
	%age	0.3%	0.0%	79.3%	20.3%	100.0%
HFCL	Count	0	9	333	258	600
	%age	0.0%	1.5%	55.5%	43.0%	100.0%
Total	Count	6	34	2545	1615	4200
	%age	0.1%	0.8%	60.6%	38.5%	100.0%

Q.17 How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	266	334	600
	%age	0.0%	0.0%	44.3%	55.7%	100.0%
Vodafone	Count	3	6	230	361	600
	%age	0.5%	1.0%	38.3%	60.2%	100.0%
BSNL	Count	2	28	290	280	600
	%age	0.3%	4.7%	48.3%	46.7%	100.0%
Rel Comm	Count	0	7	241	352	600
	%age	0.0%	1.2%	40.2%	58.7%	100.0%
Tata Teleservices	Count	0	8	240	352	600
	%age	0.0%	1.3%	40.0%	58.7%	100.0%
Spice	Count	0	15	246	339	600
	%age	0.0%	2.5%	41.0%	56.5%	100.0%
HFCL	Count	1	10	290	299	600
	%age	0.2%	1.7%	48.3%	49.8%	100.0%
Total	Count	6	74	1803	2317	4200
	%age	0.1%	1.8%	42.9%	55.2%	100.0%

Q.18 How often does your call drops during conversation?						
Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	0	0	456	144	600
	%age	0.0%	0.0%	76.0%	24.0%	100.0%
Vodafone	Count	0	9	496	95	600
	%age	0.0%	1.5%	82.7%	15.8%	100.0%
BSNL	Count	0	21	502	77	600
	%age	0.0%	3.5%	83.7%	12.8%	100.0%
Rel Comm	Count	2	3	474	121	600
	%age	0.3%	0.5%	79.0%	20.2%	100.0%
Tata Teleservices	Count	0	8	520	72	600
	%age	0.0%	1.3%	86.7%	12.0%	100.0%
Spice	Count	2	23	491	84	600
	%age	0.3%	3.8%	81.8%	14.0%	100.0%

Q.18 How often does your call drops during conversation?						
HFCL	Count	0	11	487	102	600
	%age	0.0%	1.8%	81.2%	17.0%	100.0%
Total	Count	4	75	3426	695	4200
	%age	0.1%	1.8%	81.6%	16.5%	100.0%

Q.19 How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	307	293	600
	%age	0.0%	0.0%	51.2%	48.8%	100.0%
Vodafone	Count	3	0	284	313	600
	%age	0.5%	0.0%	47.3%	52.2%	100.0%
BSNL	Count	6	22	370	202	600
	%age	1.0%	3.7%	61.7%	33.7%	100.0%
Rel Comm	Count	4	4	300	292	600
	%age	0.7%	0.7%	50.0%	48.7%	100.0%
Tata Teleservices	Count	5	0	332	263	600
	%age	0.8%	0.0%	55.3%	43.8%	100.0%
Spice	Count	6	14	400	180	600
	%age	1.0%	2.3%	66.7%	30.0%	100.0%
HFCL	Count	4	7	319	270	600
	%age	0.7%	1.2%	53.2%	45.0%	100.0%
Total	Count	28	47	2312	1813	4200
	%age	0.7%	1.1%	55.0%	43.2%	100.0%

F. MAINTAINABILITY

Q.20 How often your mobile handsets faces problem of signal?						
Service provider		Never	Occasionally	Frequently	Very Frequently	Total
Bharti	Count	0	0	395	205	600
	%age	0.0%	0.0%	65.8%	34.2%	100.0%
Vodafone	Count	0	3	490	107	600
	%age	0.0%	0.5%	81.7%	17.8%	100.0%
BSNL	Count	0	8	495	97	600
	%age	0.0%	1.3%	82.5%	16.2%	100.0%
Rel Comm	Count	4	0	493	103	600
	%age	0.7%	0.0%	82.2%	17.2%	100.0%
Tata Teleservices	Count	0	0	515	85	600
	%age	0.0%	0.0%	85.8%	14.2%	100.0%
Spice	Count	0	0	539	61	600
	%age	0.0%	0.0%	89.8%	10.2%	100.0%
HFCL	Count	0	5	485	110	600
	%age	0.0%	0.8%	80.8%	18.3%	100.0%
Total	Count	4	16	3412	768	4200
	%age	0.1%	0.4%	81.2%	18.3%	100.0%

Q.21 How satisfied are you with the availability of network signal?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	29	311	260	600
	%age	0.0%	4.8%	51.8%	43.3%	100.0%
Vodafone	Count	3	30	287	280	600
	%age	0.5%	5.0%	47.8%	46.7%	100.0%
BSNL	Count	9	51	320	220	600

	%age	1.5%	8.5%	53.3%	36.7%	100.0%
Rel Comm	Count	8	29	280	286	600
	%age	1.3%	4.8%	46.7%	47.7%	100.0%
Tata Teleservices	Count	8	50	262	280	600
	%age	1.3%	8.3%	43.7%	46.7%	100.0%
Spice	Count	13	63	350	174	600
	%age	2.2%	10.5%	58.3%	29.0%	100.0%
HFCL	Count	6	40	320	234	600
	%age	1.0%	6.7%	53.3%	39.0%	100.0%
Total	Count	47	292	2130	1734	4200
	%age	1.1%	7.0%	50.7%	41.3%	100.0%

Q. 22 Are you satisfied with the restoration of network (signal) problems?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	10	453	135	600
	%age	0.3%	1.7%	75.5%	22.5%	100.0%
Vodafone	Count	4	12	504	80	600
	%age	0.7%	2.0%	84.0%	13.3%	100.0%
BSNL	Count	8	22	490	80	600
	%age	1.3%	3.7%	81.7%	13.3%	100.0%
Rel Comm	Count	4	16	500	80	600
	%age	0.7%	2.7%	83.3%	13.3%	100.0%
Tata Teleservices	Count	7	13	480	100	600
	%age	1.2%	2.2%	80.0%	16.7%	100.0%
Spice	Count	4	14	496	86	600
	%age	0.7%	2.3%	82.7%	14.3%	100.0%
HFCL	Count	2	29	470	99	600
	%age	0.3%	4.8%	78.3%	16.5%	100.0%
Total	Count	31	116	3393	660	4200
	%age	0.7%	2.8%	80.8%	15.7%	100.0%

G. SUPPLEMENTARY SERVICES

23. Do you use value added services like roaming, ring-tone, GPRS, e-mail, voice mail or any other such services?				
Service provider		Yes	No	Total
Bharti	Count	212	388	600
	%age	35.3%	64.7%	100.0%
Vodafone	Count	223	377	600
	%age	37.2%	62.8%	100.0%
BSNL	Count	227	373	600
	%age	37.8%	62.2%	100.0%
Rel Comm	Count	263	337	600
	%age	43.8%	56.2%	100.0%
Tata Teleservices	Count	246	354	600
	%age	41.0%	59.0%	100.0%
Spice	Count	268	332	600
	%age	44.7%	55.3%	100.0%
HFCL	Count	186	414	600
	%age	31.0%	69.0%	100.0%
Total	Count	1625	2575	4200
	%age	38.7%	61.3%	100.0%

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

Service provider		Yes	No	Total
Bharti	Count	210	2	212
	%age	99.1%	0.9%	100.0%
Vodafone	Count	215	8	223
	%age	96.4%	3.6%	100.0%
BSNL	Count	223	4	227
	%age	98.2%	1.8%	100.0%
Rel Comm	Count	254	9	263
	%age	96.6%	3.4%	100.0%
Tata Teleservices	Count	236	10	246
	%age	95.9%	4.1%	100.0%
Spice	Count	247	21	268
	%age	92.2%	7.8%	100.0%
HFCL	Count	183	3	186
	%age	98.4%	1.6%	100.0%
Total	Count	1568	57	1625
	%age	96.5%	3.5%	100.0%

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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	208	0	212
	%age	0.0%	1.9%	98.1%	0.0%	100.0%
Vodafone	Count	3	10	206	4	223
	%age	1.3%	4.5%	92.4%	1.8%	100.0%
BSNL	Count	0	6	221	0	227
	%age	0.0%	2.6%	97.4%	0.0%	100.0%
Rel Comm	Count	4	7	250	2	263
	%age	1.5%	2.7%	95.1%	0.8%	100.0%
Tata Teleservices	Count	0	10	228	8	246
	%age	0.0%	4.1%	92.7%	3.3%	100.0%
Spice	Count	0	13	245	10	268
	%age	0.0%	4.9%	91.4%	3.7%	100.0%
HFCL	Count	1	4	181	0	186
	%age	0.5%	2.2%	97.3%	0.0%	100.0%
Total	Count	8	54	1539	24	1625
	%age	0.5%	3.3%	94.7%	1.5%	100.0%

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?

Service provider		Yes	No	Total
Bharti	Count	46	166	212
	%age	21.7%	78.3%	100.0%
Vodafone	Count	40	183	223
	%age	17.9%	82.1%	100.0%
BSNL	Count	86	141	227
	%age	37.9%	62.1%	100.0%
Rel Comm	Count	75	188	263
	%age	28.5%	71.5%	100.0%
Tata Teleservices	Count	78	168	246
	%age	31.7%	68.3%	100.0%
Spice	Count	182	86	268
	%age	67.9%	32.1%	100.0%
HFCL	Count	27	159	186
	%age	14.5%	85.5%	100.0%
Total	Count	534	1091	1625
	%age	32.9%	67.1%	100.0%

27. Have you been informed of the charges of value added services before its activation and immediately after its activation?						
Service provider		Yes before and after activation	Yes only after activation	Yes only before activation	No in both Cases	Total
Bharti	Count	116	38	52	6	212
	%age	54.7%	17.9%	24.5%	2.8%	100.0%
Vodafone	Count	73	47	101	2	223
	%age	32.7%	21.1%	45.3%	0.9%	100.0%
BSNL	Count	80	80	63	4	227
	%age	35.2%	35.2%	27.8%	1.8%	100.0%
Rel Comm	Count	103	91	58	11	263
	%age	39.2%	34.6%	22.1%	4.2%	100.0%
Tata Teleservices	Count	86	73	71	16	246
	%age	35.0%	29.7%	28.9%	6.5%	100.0%
Spice	Count	69	118	74	7	268
	%age	25.7%	44.0%	27.6%	2.6%	100.0%
HFCL	Count	57	56	70	3	186
	%age	30.6%	30.1%	37.6%	1.6%	100.0%
Total	Count	584	503	489	49	1625
	%age	35.9%	31.0%	30.1%	3.0%	100.0%

28. Have you been informed of the charges for value added service(VAS) in advance of its renewal/ recharging				
Service provider		Yes	No	Total
Bharti	Count	82	130	212
	%age	38.7%	61.3%	100.0%
Vodafone	Count	70	153	223
	%age	31.4%	68.6%	100.0%
BSNL	Count	106	121	227
	%age	46.7%	53.3%	100.0%
Rel Comm	Count	115	148	263
	%age	43.7%	56.3%	100.0%
Tata Teleservices	Count	124	122	246
	%age	50.4%	49.6%	100.0%
Spice	Count	212	56	268
	%age	79.1%	20.9%	100.0%
HFCL	Count	36	150	186
	%age	19.4%	80.6%	100.0%
Total	Count	745	880	1625
	%age	45.8%	54.2%	100.0%

H. OVERALL CUSTOMER SATISFACTION

29 (a)How satisfied are you with the overall quality of your mobile service; Service provider wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	16	447	135	600
	%age	0.3%	2.7%	74.5%	22.5%	100.0%
Vodafone	Count	2	21	480	97	600
	%age	0.3%	3.5%	80.0%	16.2%	100.0%
BSNL	Count	2	47	461	90	600
	%age	0.3%	7.8%	76.8%	15.0%	100.0%
Rel Comm	Count	7	41	448	104	600
	%age	1.2%	6.8%	74.7%	17.3%	100.0%
Tata Teleservices	Count	0	17	457	126	600
	%age	0.0%	2.8%	76.2%	21.0%	100.0%
Spice	Count	9	57	368	166	600

	%age	1.5%	9.5%	61.3%	27.7%	100.0%
HFCL	Count	1	20	484	95	600
	%age	0.2%	3.3%	80.7%	15.8%	100.0%
Total	Count	23	219	3145	813	4200
	%age	0.5%	5.2%	74.9%	19.4%	100.0%

Q29B-Please specify the reason(s) for your dissatisfaction.					
OPERATOR		BILLING PROBLEM	NETWORK PROBLEM	PROBLEM WITH HELPLINE/CUSTOMER CARE	TOTAL
Bharti	Count	7	5	6	18
	%age	38.9%	27.8%	33.3%	
Vodafone	Count	12	7	4	23
	%age	52.2%	30.4%	17.4%	
BSNL	Count	13	21	8	42
	%age	31.0%	50.0%	19.0%	
Rel Comm	Count	8	8	8	24
	%age	33.3%	33.3%	33.3%	
Tata Teleservices	Count	7	8	2	17
	%age	41.2%	47.1%	11.8%	
Spice	Count	21	32	13	66
	%age	31.8%	48.5%	19.7%	
HFCL	Count	5	10	6	21
	%age	23.8%	47.6%	28.6%	
Total	Count	73	91	47	211
	%age	34.6%	43.1%	22.3%	

GENERAL INFORMATION

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?				
Service provider		Yes	No	Total
Bharti	Count	16	51	67
	%age	23.90%	76.10%	100.00%
Vodafone	Count	12	95	107
	%age	11.20%	88.80%	100.00%
BSNL	Count	4	51	55
	%age	7.30%	92.70%	100.00%
Rel Comm	Count	37	86	123
	%age	30.10%	69.90%	100.00%
Tata Teleservices	Count	8	175	183
	%age	4.40%	95.60%	100.00%
Spice	Count	35	99	134
	%age	26.10%	73.90%	100.00%
HFCL	Count	39	82	121
	%age	32.20%	67.80%	100.00%
Total	Count	151	639	790
	%age	19.10%	80.90%	100.00%

31. If at any time you had terminated your mobile connection, how many days, it took for the termination?						
Previous service providers		> 7 days	4-7 days	2-3 days	1 day	Total
Bharti	Count	2	0	169	220	391
	%age	0.50%	0.00%	43.20%	56.30%	100.00%
Vodafone	Count	0	0	147	135	282
	%age	0.00%	0.00%	52.10%	47.90%	100.00%
BSNL	Count	1	0	172	125	298
	%age	0.30%	0.00%	57.70%	41.90%	100.00%
Rel Comm	Count	2	2	130	156	290
	%age	0.70%	0.70%	44.80%	53.80%	100.00%
Tata Teleservices	Count	0	0	178	153	331
	%age	0.00%	0.00%	53.80%	46.20%	100.00%
Spice	Count	1	0	58	132	191
	%age	0.50%	0.00%	30.40%	69.10%	100.00%
HFCL	Count	2	0	182	169	353
	%age	0.60%	0.00%	51.60%	47.90%	100.00%
Total	Count	8	2	1036	1090	2136
	%age	0.40%	0.10%	48.50%	51.00%	100.00%

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?				
Service provider		Yes	No	Total
Bharti	Count	238	362	600
	%age	39.70%	60.30%	100.00%
Vodafone	Count	137	463	600
	%age	22.80%	77.20%	100.00%
BSNL	Count	148	452	600
	%age	24.70%	75.30%	100.00%
Rel Comm	Count	173	427	600
	%age	28.80%	71.20%	100.00%
Tata Teleservices	Count	95	505	600
	%age	15.80%	84.20%	100.00%
Spice	Count	55	545	600
	%age	9.20%	90.80%	100.00%
HFCL	Count	213	387	600
	%age	35.50%	64.50%	100.00%
Total	Count	1059	3141	4200
	%age	25.20%	74.80%	100.00%

33. Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and not applicable currently?				
Service provider		Yes	No	Total
Bharti	Count	560	40	600
	%age	93.30%	6.70%	100.00%
Vodafone	Count	549	51	600
	%age	91.50%	8.50%	100.00%
BSNL	Count	552	48	600
	%age	92.00%	8.00%	100.00%
Rel Comm	Count	558	42	600
	%age	93.00%	7.00%	100.00%
Tata Teleservices	Count	511	89	600
	%age	85.20%	14.80%	100.00%
Spice	Count	524	76	600

33. Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and not applicable currently?				
Service provider		Yes	No	Total
HFCL	%age	87.30%	12.70%	100.00%
	Count	562	38	600
	%age	93.70%	6.30%	100.00%
Total	Count	3816	384	4200
	%age	90.90%	9.10%	100.00%

34. Did your service provider adjust your security deposit in the bill raised after you requested for termination.				
Previous Service provider		Yes	No	Total
Bharti	Count	359	32	391
	%age	91.8%	8.2%	100.0%
Vodafone	Count	265	17	282
	%age	94.0%	6.0%	100.0%
BSNL	Count	245	53	298
	%age	82.2%	17.8%	100.0%
Rel Comm	Count	254	36	290
	%age	87.6%	12.4%	100.0%
Tata Teleservices	Count	300	31	331
	%age	90.6%	9.4%	100.0%
Spice	Count	156	35	191
	%age	81.7%	18.3%	100.0%
HFCL	Count	322	31	353
	%age	91.2%	8.8%	100.0%
Total	Count	1901	235	2136
	%age	89.0%	11.0%	100.0%

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

Service provider		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	65	15	520	600
	%age	10.80%	2.50%	86.70%	100.00%
Vodafone	Count	29	21	550	600
	%age	4.80%	3.50%	91.70%	100.00%
BSNL	Count	31	9	560	600
	%age	5.20%	1.50%	93.30%	100.00%
Rel Comm	Count	39	17	544	600
	%age	6.50%	2.80%	90.70%	100.00%
Tata Teleservices	Count	22	9	569	600
	%age	3.70%	1.50%	94.80%	100.00%
Spice	Count	9	1	590	600
	%age	1.50%	0.20%	98.30%	100.00%
HFCL	Count	53	16	531	600
	%age	8.80%	2.70%	88.50%	100.00%
Total	Count	248	88	3864	4200
	%age	5.90%	2.10%	92.00%	100.00%

36a. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?

Service provider		Continued receiving	Slight decrease	Stopped receiving	Total
Bharti	Count	0	2	13	15
	%age	0.00%	13.30%	86.70%	100.00%
Vodafone	Count	0	0	21	21
	%age	0.00%	0.00%	100.00%	100.00%
BSNL	Count	0	0	9	9
	%age	0.00%	0.00%	100.00%	100.00%
Rel Comm	Count	4	0	13	17
	%age	23.50%	0.00%	76.50%	100.00%
Tata Teleservices	Count	0	0	9	9
	%age	0.00%	0.00%	100.00%	100.00%
Spice	Count	0	0	1	1
	%age	0.00%	0.00%	100.00%	100.00%
HFCL	Count	0	0	16	16
	%age	0.00%	0.00%	100.00%	100.00%
Total	Count	4	2	82	88
	%age	4.50%	2.30%	93.20%	100.00%

36b. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for NDNC registry?				
Service provider		Yes	No	Total
Bharti	Count	0	2	2
	%age	0.0%	100.0%	100.0%
	%age	4	0	4
Rel Comm	Count	100.0%	0.0%	100.0%
	%age	4	2	6
Total	Count	66.7%	33.3%	100.0%
	%age	0	2	2

BROADBAND Section A-Service Provision

1. When did you last apply for a phone connection?					
Service Provider		Less than 6 months	6-12 months	More than 12 Months	Total
Bharti	Count	116	156	328	600
	%age	19.3%	26.0%	54.7%	100.0%
BSNL	Count	21	85	494	600
	%age	3.5%	14.2%	82.3%	100.0%
Rel Comm	Count	102	163	235	500
	%age	20.4%	32.6%	47.0%	100.0%
HFCL	Count	33	50	517	600
	%age	5.5%	8.3%	86.2%	100.0%
VSNL	Count	34	150	226	410
	%age	8.3%	36.6%	55.1%	100.0%
Hathway	Count	119	44	237	400
	%age	29.8%	11.0%	59.3%	100.0%
Total	Count	425	648	2037	3110
	%age	13.7%	20.8%	65.5%	100.0%

After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Provider		Within 15 working days	More than 15 working days	Total
Bharti	Count	245	27	272
	%age	90.1%	9.9%	100.0%
BSNL	Count	97	9	106
	%age	91.5%	8.5%	100.0%
Rel Comm	Count	252	13	265
	%age	95.1%	4.9%	100.0%
HFCL	Count	64	19	83
	%age	77.1%	22.9%	100.0%
VSNL	Count	136	48	184
	%age	73.9%	26.1%	100.0%
Hathway	Count	160	3	163
	%age	98.2%	1.8%	100.0%
Total	Count	954	119	1073
	%age	88.9%	11.1%	100.00%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	0	194	75	272
	%age	1.1%	0.0%	71.3%	27.6%	100.0%
BSNL	Count	2	0	50	54	106
	%age	1.9%	0.0%	47.2%	50.9%	100.0%
Rel Comm	Count	0	3	141	121	265
	%age	0.0%	1.1%	53.2%	45.7%	100.0%
HFCL	Count	3	3	55	22	83
	%age	3.6%	3.6%	66.3%	26.5%	100.0%
VSNL	Count	6	15	155	8	184
	%age	3.3%	8.2%	84.2%	4.3%	100.0%
Hathway	Count	1	2	105	55	163
	%age	0.6%	1.2%	64.4%	33.7%	100.0%
Total	Count	15	23	700	335	1073
	%age	1.4%	2.1%	65.2%	31.2%	100.0%

4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	20	31	236	45	332
	%age	6.0%	9.3%	71.1%	13.6%	100.0%
BSNL	Count	4	18	356	79	457
	%age	0.9%	3.9%	77.9%	17.3%	100.0%
Rel Comm	Count	25	18	186	22	251
	%age	10.0%	7.2%	74.1%	8.8%	100.0%
HFCL	Count	6	39	347	93	485
	%age	1.2%	8.0%	71.5%	19.2%	100.0%
VSNL	Count	29	130	136	16	311
	%age	9.3%	41.8%	43.7%	5.1%	100.0%
Hathway	Count	1	7	122	20	150
	%age	0.7%	4.7%	81.3%	13.3%	100.0%
Total	Count	85	243	1383	275	1986
	%age	4.3%	12.2%	69.6%	13.8%	100.0%

Section-B-Billing Related(only for post-paid customers)

4. How satisfied are you with the timely delivery if bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	235	281	519
	%age	0.0%	0.6%	45.3%	54.1%	100.0%
BSNL	Count	0	0	359	140	499
	%age	0.0%	0.0%	71.9%	28.1%	100.0%
Rel Comm	Count	0	5	150	197	352
	%age	0.0%	1.4%	42.6%	56.0%	100.0%
HFCL	Count	0	12	320	162	494
	%age	0.0%	2.4%	64.8%	32.8%	100.0%
VSNL	Count	0	0	156	154	310
	%age	0.0%	0.0%	50.3%	49.7%	100.0%
Shyam	Count	0	1	110	244	355
	%age	0.0%	0.3%	31.0%	68.7%	100.0%
Total	Count	0	21	1330	1178	2529
	%age	0.0%	0.8%	52.6%	46.6%	100.0%

5a. How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	408	108	519
	%age	0.0%	0.6%	78.6%	20.8%	100.0%
BSNL	Count	0	2	314	183	499
	%age	0.0%	0.4%	62.9%	36.7%	100.0%
Rel Comm	Count	0	8	290	54	352
	%age	0.0%	2.3%	82.4%	15.3%	100.0%
HFCL	Count	4	18	352	120	494
	%age	0.8%	3.6%	71.3%	24.3%	100.0%
VSNL	Count	0	0	240	70	310
	%age	0.0%	0.0%	77.4%	22.6%	100.0%
Hathway	Count	0	2	285	68	355
	%age	0.0%	0.6%	80.3%	19.2%	100.0%
Total	Count	4	33	1889	603	2529
	%age	0.2%	1.3%	74.7%	23.8%	100.0%

5b. Please specify the reason(s) for your dissatisfaction.						
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added service not requested	Charges for services not used	Total
Bharti	Count	1	2	2	3	3
	Row %	33.3%	66.7%	66.7%	100.0%	
BSNL	Count	0	0	0	2	2
	Row %	0.0%	0.0%	0.0%	100.0%	
Rel Comm	Count	5	5	7	4	8
	Row %	62.5%	62.5%	87.5%	50.0%	
HFCL	Count	3	2	7		22
	Row %	13.6%	9.1%	31.8%	0.0%	
VSNL	Count	0	0	0	0	0
	Row %	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Hathway	Count	2	2	2	2	2
	Row %	100.0%	100.0%	100.0%	100.0%	
Total	Count	11	11	18	11	37
	Row %	29.7%	29.7%	48.6%	29.7%	

6. Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	197	322	519
	%age	38.0%	62.0%	100.0%
BSNL	Count	352	147	499
	%age	70.5%	29.5%	100.0%
Rel Comm	Count	151	201	352
	%age	42.9%	57.1%	100.0%
HFCL	Count	278	216	494
	%age	56.3%	43.7%	100.0%
VSNL	Count	58	252	310
	%age	18.7%	81.3%	100.0%
Hathway	Count	201	154	355
	%age	56.6%	43.4%	100.0%
Total	Count	1237	1292	2529
	%age	48.9%	51.1%	100.0%

7. How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	151	46	197
	%age	0.0%	0.0%	76.6%	23.4%	100.0%
BSNL	Count	0	0	245	107	352
	%age	0.0%	0.0%	69.6%	30.4%	100.0%
Rel Comm	Count	0	5	117	29	151
	%age	0.0%	3.3%	77.5%	19.2%	100.0%
HFCL	Count	4	12	206	56	278
	%age	1.4%	4.3%	74.1%	20.1%	100.0%
VSNL	Count	0	0	51	7	58
	%age	0.0%	0.0%	87.9%	12.1%	100.0%
Hathway	Count	0	5	141	55	201
	%age	0.0%	2.5%	70.1%	27.4%	100.0%
Total	Count	4	22	911	300	1237
	%age	0.3%	1.8%	73.6%	24.3%	100.0%

8a. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	454	59	519
	%age	0.0%	1.2%	87.5%	11.4%	100.0%
BSNL	Count	0	3	375	121	499
	%age	0.0%	0.6%	75.2%	24.2%	100.0%
Rel Comm	Count	5	5	306	36	352
	%age	1.4%	1.4%	86.9%	10.2%	100.0%
HFCL	Count	4	12	368	110	494
	%age	0.8%	2.4%	74.5%	22.3%	100.0%
VSNL	Count	0	0	275	35	310
	%age	0.0%	0.0%	88.7%	11.3%	100.0%
Hathway	Count	0	8	279	68	355
	%age	0.0%	2.3%	78.6%	19.2%	100.0%
Total	Count	9	34	2057	429	2529
	%age	0.4%	1.3%	81.3%	17.0%	100.00%

8b. Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service Provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local ,std,	Total
Bharti	Count	1	3	4	5	6
	%age	16.7%	50.0%	66.7%	83.3%	
BSNL	Count	2	0	0	3	3
	%age	66.7%	0.0%	0.0%	100.0%	
Rel Comm	Count	3	5	3	8	10
	%age	30.0%	50.0%	30.0%	80.0%	
HFCL	Count	0	4	10	6	16
	%age	0.0%	13.8%	65.5%	20.7%	
VSNL	Count	2	9	5	11	0
	%age	0.0%	0.0%	0.0%	0.0%	
Hathway	Count	3	7	10	8	8
	%age	0.2%	4.0%	79.8%	16.0%	
Total	Count	11	28	32	41	43
	%age	25.6%	65.1%	74.4%	95.3%	

Prepaid:

9a. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage ?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	67	8	81
	%age	0.0%	7.5%	82.5%	10.0%	100.0%
BSNL	Count	0	12	89	0	101
	%age	0.0%	11.5%	88.5%	0.0%	100.0%
Rel Comm	Count	0	25	74	49	148
	%age	0.0%	16.7%	50.0%	33.3%	100.0%
HFCL	Count	0	15	69	22	106
	%age	0.0%	13.8%	65.5%	20.7%	100.0%
VSNL	Count	0	14	66	21	100
	%age	0.0%	13.8%	65.5%	20.7%	100.0%
Hathway	Count	0	6	39	0	45
	%age	0.0%	13.0%	87.0%	0.0%	100.0%
Total	Count	0	78	404	100	581
	%age	0.0%	12.3%	73.4%	14.3%	100.0%

Section-C-Help Service/Customer Care

10. Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider? : Service provider wise				
Service Provider		Yes	No	Total
Bharti	Count	424	176	600
	%age	70.7%	29.3%	100.0%
BSNL	Count	513	87	600
	%age	85.5%	14.5%	100.0%
Rel Comm	Count	302	198	500
	%age	60.4%	39.6%	100.0%
HFCL	Count	467	133	600
	%age	77.8%	22.2%	100.0%
VSNL	Count	262	148	410
	%age	63.9%	36.1%	100.0%
Hathway	Count	193	207	400
	%age	48.3%	51.8%	100.0%
Total	Count	2161	949	3110
	%age	69.5%	30.5%	100.0%

11. How satisfied are you with the ease of access of call centre/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	12	322	96	424
	%age	0.0%	2.8%	75.9%	22.6%	100.0%
BSNL	Count	2	3	392	116	513
	%age	0.4%	0.6%	76.4%	22.6%	100.0%
Rel Comm	Count	0	6	250	46	302
	%age	0.0%	2.0%	82.8%	15.2%	100.0%
HFCL	Count	0	2	373	92	467
	%age	0.0%	0.4%	79.9%	19.7%	100.0%
VSNL	Count	0	0	205	57	262
	%age	0.0%	0.0%	78.2%	21.8%	100.0%
Hathway	Count	0	9	117	67	193
	%age	0.0%	4.7%	60.6%	34.7%	100.0%
Total	Count	2	26	1659	474	2161
	%age	0.1%	1.2%	76.8%	21.9%	100.00%

12. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	323	101	424
	%age	0.0%	0.0%	76.2%	23.8%	100.0%
BSNL	Count	2	3	351	157	513
	%age	0.4%	0.6%	68.4%	30.6%	100.0%
Rel Comm	Count	0	6	238	58	302
	%age	0.0%	2.0%	78.8%	19.2%	100.0%
HFCL	Count	0	2	344	121	467
	%age	0.0%	0.4%	73.7%	25.9%	100.0%
VSNL	Count	0	0	182	80	262
	%age	0.0%	0.0%	69.5%	30.5%	100.0%
Hathway	Count	0	7	155	31	193
	%age	0.0%	3.6%	80.3%	16.1%	100.0%
Total	Count	2	18	1593	548	2161
	%age	0.1%	0.8%	73.7%	25.4%	100.00%

13. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	309	112	424
	%age	0.0%	0.7%	72.9%	26.4%	100.0%
BSNL	Count	2	3	380	128	513
	%age	0.4%	0.6%	74.1%	25.0%	100.0%
Rel Comm	Count	0	10	230	62	302
	%age	0.0%	3.3%	76.2%	20.5%	100.0%
HFCL	Count	0	5	378	84	467
	%age	0.0%	1.1%	80.9%	18.0%	100.0%
VSNL	Count	0	0	187	75	262
	%age	0.0%	0.0%	71.4%	28.6%	100.0%
Hathway	Count	0	14	150	29	193
	%age	0.0%	7.3%	77.7%	15.0%	100.0%
Total	Count	2	35	1634	490	2161
	%age	0.1%	1.6%	75.6%	22.7%	100.00%

14. How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	302	119	424
	%age	0.0%	0.7%	71.2%	28.1%	100.0%
BSNL	Count	2	3	377	131	513
	%age	0.4%	0.6%	73.5%	25.5%	100.0%
Rel Comm	Count	0	9	230	63	302
	%age	0.0%	3.0%	76.2%	20.9%	100.0%
HFCL	Count	0	5	403	59	467
	%age	0.0%	1.1%	86.3%	12.6%	100.0%
VSNL	Count	0	0	164	98	262
	%age	0.0%	0.0%	62.6%	37.4%	100.0%
Hathway	Count	6	2	155	30	193
	%age	3.1%	1.0%	80.3%	15.5%	100.0%
Total	Count	8	22	1631	500	2161
	%age	0.4%	1.0%	75.5%	23.1%	100.00%

Section D-Network Performance,Reliability & Availability

15. How satisfied are you with the speed of Broadband connection?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	14	26	410	150	600
	%age	2.3%	4.3%	68.3%	25.0%	100.0%
BSNL	Count	12	27	460	101	600
	%age	2.0%	4.5%	76.7%	16.8%	100.0%
Rel Comm	Count	26	64	350	60	500
	%age	5.2%	12.8%	70.0%	12.0%	100.0%
HFCL	Count	39	71	430	60	600
	%age	6.5%	11.8%	71.7%	10.0%	100.0%
VSNL	Count	12	28	270	100	410
	%age	2.9%	6.8%	65.9%	24.4%	100.0%
Hathway	Count	12	28	290	70	400
	%age	3.0%	7.0%	72.5%	17.5%	100.0%
Total	Count	115	244	2210	541	3110
	%age	3.7%	7.8%	71.1%	17.4%	100.0%

16. How satisfied are you with the amount of time for which service is up and working?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	20	26	410	144	600
	%age	3.3%	4.3%	68.3%	24.0%	100.0%
BSNL	Count	22	27	460	91	600
	%age	3.7%	4.5%	76.7%	15.2%	100.0%
Rel Comm	Count	30	39	356	75	500
	%age	6.0%	7.8%	71.2%	15.0%	100.0%
HFCL	Count	12	64	447	77	600
	%age	2.0%	10.7%	74.5%	12.8%	100.0%
VSNL	Count	10	30	262	108	410
	%age	2.4%	7.3%	63.9%	26.3%	100.0%
Hathway	Count	10	22	306	72	400
	%age	2.5%	5.5%	76.5%	18.0%	100.0%
Total	Count	104	208	2241	567	3110
	%age	3.3%	6.7%	72.1%	18.2%	100.0%

Section E-Maintainability

17. How often do you face problem with your broadband connection						
Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	0	0	428	172	600
	%age	0.0%	0.0%	71.3%	28.7%	100.0%
BSNL	Count	2	8	511	79	600
	%age	0.3%	1.3%	85.2%	13.2%	100.0%
Rel Comm	Count	0	6	395	99	500
	%age	0.0%	1.2%	79.0%	19.8%	100.0%
HFCL	Count	0	13	523	64	600
	%age	0.0%	2.2%	87.2%	10.7%	100.0%
VSNL	Count	0	0	310	100	410
	%age	0.0%	0.0%	75.6%	24.4%	100.0%
Hathway	Count	0	0	349	51	400
	%age	0.0%	0.0%	87.3%	12.8%	100.0%
Total	Count	2	27	2516	565	3110
	%age	0.1%	0.9%	80.9%	18.2%	100.0%

18. What was the broadband connection problem faced by you in last twelve months related to, please specify?				
Service Provider		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider.	Total
BSNL	Count	0	10	10
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	0	6	6
	%age	0.0%	100.0%	100.0%
HFCL	Count	2	11	13
	%age	15.4%	84.6%	100.0%
Total	Count	2	27	29
	%age	6.9%	93.1%	100.0%

19. How satisfied are you with the restoration Broadband connection						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	6	324	95	428
	%age	0.7%	1.4%	75.7%	22.2%	100.0%
BSNL	Count	4	15	452	50	521
	%age	0.8%	2.9%	86.8%	9.6%	100.0%
Rel Comm	Count	0	9	365	27	401
	%age	0.0%	2.2%	91.0%	6.7%	100.0%
HFCL	Count	0	17	457	62	536
	%age	0.0%	3.2%	85.3%	11.6%	100.0%
VSNL	Count	0	6	228	76	310
	%age	0.0%	1.9%	73.5%	24.5%	100.0%
Hathway	Count	0	15	305	29	349
	%age	0.0%	4.3%	87.4%	8.3%	100.0%
Total	Count	7	68	2131	339	2545
	%age	0.3%	2.7%	83.7%	13.3%	100.0%

Section F-Supplementary Services

20. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	59	541	600
	%age	9.8%	90.2%	100.0%
BSNL	Count	35	565	600
	%age	5.8%	94.2%	100.0%
Rel Comm	Count	136	364	500
	%age	27.2%	72.8%	100.0%
HFCL	Count	52	548	600
	%age	8.7%	91.3%	100.0%
VSNL	Count	8	402	410
	%age	2.0%	98.0%	100.0%
Hathway	Count	40	360	400
	%age	10.0%	90.0%	100.0%
Total	Count	330	2780	3110
	%age	10.6%	89.4%	100.0%

21. How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	43	10	59
	%age	0.0%	10.2%	72.9%	16.9%	100.0%
BSNL	Count	2	4	29	0	35
	%age	5.7%	11.4%	82.9%	0.0%	100.0%
Rel Comm	Count	3	2	97	34	136
	%age	2.2%	1.5%	71.3%	25.0%	100.0%
HFCL	Count	0	4	43	5	52
	%age	0.0%	7.7%	82.7%	9.6%	100.0%
VSNL	Count	0	2	6	0	8
	%age	0.0%	25.0%	75.0%	0.0%	100.0%
Hathway	Count	0	2	35	3	40
	%age	0.0%	5.0%	87.5%	7.5%	100.0%
Total	Count	5	20	253	52	330
	%age	1.5%	6.1%	76.7%	15.8%	100.0%

Section G-Overall Satisfaction

22a. How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	6	24	500	70	600
	%age	1.0%	4.0%	83.3%	11.7%	100.0%
BSNL	Count	2	24	510	64	600
	%age	0.3%	4.0%	85.0%	10.7%	100.0%
Rel Comm	Count	4	16	430	50	500
	%age	0.8%	3.2%	86.0%	10.0%	100.0%
HFCL	Count	2	18	530	50	600
	%age	0.3%	3.0%	88.3%	8.3%	100.0%
VSNL	Count	10	19	351	30	410
	%age	2.4%	4.6%	85.6%	7.3%	100.0%
Hathway	Count	11	9	370	10	400
	%age	2.8%	2.3%	92.5%	2.5%	100.0%
Total	Count	35	110	2691	274	3110
	%age	1.1%	3.5%	86.5%	8.8%	100.0%

22b. Please specify the reasons for dissatisfaction							
Service Provider		Billing problem	Maintain-ability	Helpline service/customer care	Network performance, reliability	Supplementary services	Total
Bharti	Count	9	2	6	2	5	30
	%age	30.0%	6.7%	20.0%	6.7%	16.7%	
BSNL	Count	6	5	10	7	12	26
	%age	23.1%	19.2%	38.5%	26.9%	46.2%	
Rel Comm	Count	12	5	16	19	9	20
	%age	60.0%	25.0%	80.0%	95.0%	45.0%	
HFCL	Count	4	11	26	16	8	20
	%age	20.0%	55.0%	130.0%	80.0%	40.0%	
VSNL	Count	4	11	26	26	8	29
	%age	13.8%	37.9%	89.7%	89.7%	27.6%	
Hathway	Count	6	14	17	12	10	20
	%age	30.0%	70.0%	85.0%	60.0%	50.0%	
Total	Count	31	23	58	54	34	145
	%age	21.4%	15.9%	40.0%	37.2%	23.4%	

Note: sum may not add due to multiple response question

I. General

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
		Yes	No	Total
Bharti	Count	353	247	600
	% age	58.80%	41.20%	100.00%
BSNL	Count	148	452	600
	% age	24.70%	75.30%	100.00%
Rel Comm	Count	392	108	500
	% age	78.40%	21.60%	100.00%
HFCL	Count	211	389	600
	% age	35.20%	64.80%	100.00%
VSNL	Count	98	312	410
	% age	23.90%	76.10%	100.00%
Hathway	Count	310	90	400
	% age	77.50%	22.50%	100.00%
Total	Count	1512	1598	3110
	% age	48.60%	51.40%	100.00%

Annexure B

Questionnaires



SURVEY OF BASIC SERVICE (WIRELINER) YEAR 2009-2010

Name: _____	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Tel: _____	Age (in years): <input type="checkbox"/> less than 25 <input type="checkbox"/> 25-60 <input type="checkbox"/> more than 60
Operator: <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rel Com	Usage Type : <input type="checkbox"/> Residential <input type="checkbox"/> Commercial
<input type="checkbox"/> TATA <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL <input type="checkbox"/> Shyam	Area: <input type="checkbox"/> Rural <input type="checkbox"/> Urban
State: _____ District: _____	User Type: <input type="checkbox"/> Postpaid <input type="checkbox"/> Prepaid
Address: _____	Mode of Interview: <input type="checkbox"/> Telephonic <input type="checkbox"/> In-person
Name of SDCA (only for surveyor): _____	Signature of Subscriber _____
Name of Exchange (only for surveyor) _____	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 —▶(If >12 month, go to Q 4)
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 pos-tpaid 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
6a. 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)) 6(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> Charges not as per tariff plan subscribed <input type="checkbox"/> Tariff plan changed without information <input type="checkbox"/> Charged for value added services not subscribed <input type="checkbox"/> Charged for calls/services not made/used <input type="checkbox"/> Others (please specify) _____
7. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> Yes No <input type="checkbox"/> —▶ (If no, go to Q 9 (a))
8. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> 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"/> 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 Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> Difficult to read the bill <input type="checkbox"/> Difficult to understand the language <input type="checkbox"/> Calculations not clear <input type="checkbox"/> Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given



	5 Others (please specify) _____
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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 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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

19. 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"/> 3 One time <input type="checkbox"/> 2 2-3 times <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"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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 supplementary services / value added service provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

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
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(Ask this question only if 1 OR 2 is coded in Q25(a))	1. _____
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25(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)	
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 - 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
(Ask only if yes in Q31)	
32a. 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 Q32 (a))	
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32.(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)

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

33. 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
34. 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 40)
35. 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 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
36. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



37. 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) 38. 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)
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 filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 49)
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)
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



<p>(Q49 to Q51 are for prepaid customers only)</p> <p>49. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 52)</p>
<p>50. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 52)</p>
<p>51. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<p>If coded 1 and 2 in Q.1.</p> <p>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?"</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

<p>Name of the interviewer: _____ Date: _____</p> <p>Name of the scrutinizer: _____ Date: _____</p> <p>Back-check done by : _____ Date of back check: _____</p> <p>Name of field officer: _____</p>

SURVEY OF MOBILE TELEPHONE SERVICE: YEAR 2009-2010

Name: _____		Gender: <input type="checkbox"/> 1 Male <input type="checkbox"/> 2 Female	
Tel: _____		Age (in years): <input type="checkbox"/> 1 less than 25 <input type="checkbox"/> 2 25-60 <input type="checkbox"/> 3 more than 60	
Operator: <input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Comm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others (Specify).....		Occupation: <input type="checkbox"/> 1 Service <input type="checkbox"/> 2 Business/self employed <input type="checkbox"/> 3 Student <input type="checkbox"/> 4 Housewife <input type="checkbox"/> 5 Retired	
Area: <input type="checkbox"/> 1 Rural <input type="checkbox"/> 2 Urban		Type: <input type="checkbox"/> 1 GSM <input type="checkbox"/> 2 CDMA	
State: _____ District _____		User Type: <input type="checkbox"/> 1 Postpaid <input type="checkbox"/> 2 Prepaid	
Address: _____		Mode of Interview: <input type="checkbox"/> 1 Telephonic <input type="checkbox"/> 2 In-person	
		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)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not 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
(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. (multiple	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information



code)	<input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 10(a))
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
10(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction. (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)

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 <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,	<input type="checkbox"/> 1 Yes
--	--------------------------------

GPRS, e-mail, voice mail or any other such services	<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)) 29(b) Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____
H. GENERAL INFORMATION	
Ask this question only if 1 OR 2 is coded in Q1)	
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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 > 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) 36a. 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)

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 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)	<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)
42. Please specify the reason(s) for your dissatisfaction. (multiple code)	
43. 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
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)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Please specify the reason(s) for your dissatisfaction. (multiple code)	
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"/> Yes <input type="checkbox"/> No → (if no go to Q 53)
51. Did you receive any acknowledgement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
52. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently
(Q 53 to Q 54 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"/> Yes <input type="checkbox"/> No (if no go to Q 56)
54. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if no go to Q 56)
55. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> technical problem <input type="checkbox"/> Others (please specify)
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 telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> 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 BROADBAND SERVICE (WIRELINER) YEAR 2009-2010

Name: _____		Gender: <input type="checkbox"/> 1 Male <input type="checkbox"/> 2 Female
Tel: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		Age (in years): <input type="checkbox"/> 1 less than 25 <input type="checkbox"/> 2 25-60 <input type="checkbox"/> 3 more than 60
Email <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Operator: <input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Com <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 21 VSNL <input type="checkbox"/> 22 Sify <input type="checkbox"/> 23 Asianet		
<input type="checkbox"/> 24 Ortel <input type="checkbox"/> 25 You Telcom <input type="checkbox"/> 26 Hathway <input type="checkbox"/> 27 Others _____		Usage Type : <input type="checkbox"/> 1 Residential <input type="checkbox"/> 2 Commercial
State: _____ District _____		Area: <input type="checkbox"/> 1 Rural <input type="checkbox"/> 2 Urban
Address: _____		User Type: <input type="checkbox"/> 1 Postpaid <input type="checkbox"/> 2 Prepaid
Name of SDCA (only for surveyor): _____		Mode of Interview: <input type="checkbox"/> 1 Telephonic <input type="checkbox"/> 2 In-person
Name of Exchange (only for surveyor): _____		<input type="checkbox"/> 3 e-mail <input type="checkbox"/> 4 Web/online
Signature of Subscriber _____		Date : _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for broadband 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 3)
1(b). After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 15 working days <input type="checkbox"/> 2 More than 15 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 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 days <input type="checkbox"/> 0 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a). How satisfied are you with the 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 Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)
6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 8(a))
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied



	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a))	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)	
8(b) Please specify the reason(s) for your dissatisfaction. (multiple code)		

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

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

	and modem provided by the service provider.
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

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

H. OVERALL CUSTOMER SATISFACTION

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

I. 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
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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



	<p>long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
30. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 0 Not applicable</p>
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?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q36)</p>
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?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 36)</p>
33. Did the Nodal Officer intimate you about the decision taken on your complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
34. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<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>
(Ask this question only if 1 OR 2 is coded in Q34)	
35. Please specify the reason(s) for your dissatisfaction. (multiple code)	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
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?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)</p>
37. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)</p>
38. Did you receive any acknowledgement?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
39. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
(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?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
41. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 43)</p>
42. What were the reason(s) for denying your request?	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem</p>

	<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: _____

