



**A MARKET PULSE RESEARCH REPORT ON
RAJASTHAN CIRCLE
October – December, 2011**



**Telecom Regulatory
Authority of India**

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

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**The Market
Intelligence
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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

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

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

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

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

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

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

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

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

1. EXECUTIVE SUMMARY

In the period 1st October to 31th December of 2011, Market Pulse has carried out the customer satisfaction survey in Rajasthan circle.

Four basic wire-line service providers present in the circle as on December 2011 have been covered. Across 4 cities of Rajasthan circle, a sample of 2,522 basic wire-line customers has been covered. Of this, 2,321 were urban customers and remaining 201 were rural customers.

Nine cellular mobile telephone service providers present in the circle as on December 2011 have been covered. A sample of 5,183 cellular mobile phone customers was covered. Of this, 3,580 were urban customers and remaining 1,603 were rural customers.

Three broadband service providers i. e. Airtel, BSNL & Reliance present in the circle as on December 2011 have been covered. Across various points of presence in Rajasthan, a sample of 1,797 broadband customers was covered. Of this, 1,586 were urban customers and 211 were rural customers.

The following feedback was obtained from the sample of customers:

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

The key findings of this survey in Rajasthan are presented subsequently.

1.1 Basic Wire-line Service

- 92% of the basic wire-line service customers in Rajasthan circle were satisfied with overall service quality of their service providers. All the service providers met the benchmark set for overall service quality except Reliance (89%). Airtel & MTS (94%) scored highest on overall service quality.
- All the service providers met the benchmark set for provision of service.
- Only MTS (95%) met the benchmark set for billing performance postpaid. BSNL scored the lowest on postpaid billing performance.
- None of the service providers except MTS (97%) met the benchmark set for Help Services including customer grievance redressal.
- Airtel (97%) & MTS (97%) met the benchmark set for with network performance, reliability and availability while BSNL & Reliance (94%) scored slightly low than the benchmark.
- None of the service providers met the benchmark set for maintainability. BSNL (67%) scored lowest on maintainability.
- Only Reliance (90%) met the benchmark set for Supplementary and Value Added Services.
- A higher percentage of MTS (69%) & BSNL (60%) customers reported complaint resolution within 4 weeks.
- 68% of the customers were aware about the call centre number of their service providers for the purpose of making a complaint/ query. Awareness was significantly lower among rural customers (54%) as compared to urban customers.
- A higher percentage of Airtel customers were aware of the call centre number.
- Approximately 35% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months.

- 75% of the customers who had complained said that they had received a docket number for most of their complaints.
- 15% of all customers who had complained said that they did not receive docket number for most of their complaints. A significantly higher percentage of rural customers (39%) did not receive the docket number for most of the complaints.
- 71% of the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by the call centre. A higher percentage of MTS customers (75%) were informed about the action taken on their complaint by call centre.
- 54% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints. A significantly higher proportion (67%) of the rural customers were satisfied as compared to urban customers.
- Only 6% of all basic telephone service customers said that they were aware about the contact details of the nodal officer. A higher percentage of Airtel customers were aware about the contact details of the Nodal officer.
- Only 4% of the basic wire-line service customers were aware of the contact details of the Appellate Authority. None of the rural customers were aware of the contact details of Appellate Authority.
- Only 2 customers out of the entire sample filed an appeal with the Appellate Authority.
- 48% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection

1.2 Cellular Mobile Telephone Service

- 92% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except Reliance & Idea.
- All the service providers met the benchmark set for provision of service.
- None of the service provider met the benchmark set for prepaid billing performance except Cheers (96%). Only MTS (97%) met the benchmark set for postpaid billing performance; BSNL(87%) scored lowest on this parameter.
- All the operators scored low on help services including customer grievance and did not meet the benchmark except Cheers. Reliance's score (72%) was lowest among all the operators.
- BSNL, Reliance & Cheers did not meet the benchmark set for network performance, reliability & availability. Airtel (98%) and Vodafone (97%) scored highest among all the operators.
- Reliance, Aircel & Cheers did not meet the benchmark set for maintainability.
- Only Airtel met the benchmark set for Supplementary and value added services. Cheers (50%) and Reliance (80%) scored lowest on this parameter.
- 67% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- Awareness was very low among BSNL (59%) customers. A higher percentage of Reliance customers (80%) were aware of the call centre number for making a complaint/query.
- 29% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was low among both BSNL & Tata customers.
- 90% of the customers reported complaint registration. Only in the case of Aircel, a substantial % claimed that the complaint was not registered.
- 74% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Only 2% of those who had complained did not receive docket numbers even on request.

- 77% of all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- A higher percentage of BSNL customers (84%) were informed about the action taken on their complaints.
- 67% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint. A lower percentage of Idea customers (60%) were satisfied.
- Only 5% of the cellular mobile customers were aware of the contact details of the nodal officer.
- Only 25% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- A higher percentage of rural customers (36%) as compared to urban customers complained to Nodal officer regarding their complaint not being resolved or being resolved satisfactorily.
- 79% of the customers who had complained to the Nodal Officer regarding their complaint not being resolved or being resolved unsatisfactorily, were intimated about the decision taken on their complaint.
- 87% of the customers those who had complained to the Nodal Officer were satisfied with the action taken/ response.
- 2% of the mobile phone customers were aware of the contact details of appellate authority.
- 32% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among TTSL (53%) customers and lowest among Cheers (13%) customers.
- 57% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

1.3 Broadband Service

- 89% of all the broadband customers were satisfied with overall service quality. A higher percentage (93%) of Airtel customers were satisfied as compared to BSNL & Reliance.
- All the operators met the benchmark for provision of service, postpaid billing performance, network performance, reliability and availability and supplementary & value added services.
- None of the operators met the benchmark set for help services including customer grievance redressal. Reliance (76%) scored lowest on this parameter.
- BSNL(83%) did not meet the benchmark set for maintainability.
- 93% of the customers got their working connection within 7 working days.
- 72% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service providers for making a complaint/ query. A higher percentage (87%) of Airtel customers were about the call centre number for making complaint.
- 41% of broadband customers who were of the call centre number claimed to have complained in the last 6 months.
- 84% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 12% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints; only 2% did not receive docket numbers even on request. 66% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 71% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.

- A slightly higher percentage (78%) of rural customers were satisfied with resolution of complaints as compared to urban customers. Only 15% of the billing complaints were resolved satisfactorily.
- Only 10% of the broadband customers said that they were aware of the contact details of the Nodal Officer. A higher percentage (16%) of Airtel customers were aware about the Nodal officer contact details.
- 12% of the customers who were aware of the nodal officer had complained to the nodal officer.
- Only 4% of the customers were aware of the Appellate Authority's contact details.
- Of those who were aware, only 4% of them had filed an appeal to the Appellate Authority.
- 65% of the customers claimed to have got the Manual of Practice while taking a new connection.

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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

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

The current report presents the findings of the survey for Rajasthan circle. This survey was conducted in the period October - December, 2011.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

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

2.3 Survey Methodology

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

2.4 Coverage of the Survey

In the period 1st October to 31th December of 2011, we conducted the Customer Satisfaction Survey (CSS) in Rajasthan circle. The following service providers have been covered in the Rajasthan circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Systema Shyam Referred as (Referred as MTS in the report)

2.4.2 Cellular Mobile Telephone Service (including FWP)

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Rajasthan Limited (Referred as TTSL in the report)
5. Idea Cellular Limited (Referred as Idea in the report)
6. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)
7. Aircel Limited (Referred as Aircel in the report)
8. Systema Shyam (Referred as MTS in the report)
9. Etisalat Referred as (Referred as Cheers in the report)

2.4.3 Broadband Service

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

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
Rajasthan	Balotra,Jaipur,Udaipur,Ajmer,Alwar,Anoopgarh,Atru,Balesar,Bandikui,Bansur,Bassi,Beawar,Behror,Bharatpur,Bhilwara,Bhopalgarh,Bikaner,Bundi,Chabbra,Chatarpur,DantaRamgarh,Dhinmal,Dausa,Jalan,Jodhpur,Kota,Neemrana,Shahjanpur,Sikar,

2.6 Respondent Profile

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

2.6.1 Individual/ Household users

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

2.6.2 Commercial users

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

2.7 Sampling Methodology & Coverage

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

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

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

Airtel: Airtel provides wireline service in Jaipur only; so we have covered Jaipur.

BSNL: In the Rajasthan circle, there are 2314 exchanges and 255 SDCAs. 5% of these exchanges can be approximated to 116 exchanges and 10% of these SDCAs are 26 SDCAs. We have covered 116 exchanges and 29 SDCAs across Rajasthan circle.

Reliance: Reliance wireline service is present in Jaipur only so we have covered Jaipur.

MTS: MTS provides basic wireline service in Jaipur, Jodhpur, Kota & Udaipur so we have covered all these cities.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	599	--	599	1
BSNL	423	201	624	29
Reliance	704	--	704	2
MTS	595	--	595	5
Overall	2321	201	2522	29

Geographical Coverage	Cities Covered
Rajasthan	Balotra, Jaipur, Udaipur, Ajmer, Alwar, Anoopgarh, Atru, Balesar, Bandikui, Bansur, Bassi, Beawar, Behror, Bharatpur, Bhilwara, Bhopalgarh, Bikaner, Bundi, Chhabra, Chatarpur, Danta Ramgarh, Dhinmal, Dausa, Jalan, Jodhpur, Kota, Neemrana, Shahjanpur, Sikar

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

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

In all, there are 33 district headquarters in Rajasthan circle. We had selected 4 district headquarters on the basis of their geographical spread namely Jaipur, Jodhpur, Kota & Udaipur but covered more than 8 districts namely Jaipur, Jodhpur, Kota, Udaipur, Alwar, Boondi, Bikaner, Ajmer, & Dausa Bhilwara. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	489	288	777	5
BSNL	451	200	651	13
TTSL	412	164	576	6
Reliance	389	184	573	5
Idea	486	147	633	4
Vodafone	396	172	568	5
Aircel	412	178	590	5
MTS	446	247	693	13
Cheers	99	23	122	3
Overall	3580	1603	5183	

Geographical Coverage	Cities Covered
Rajasthan	Ajmer, Alwar, Jaipur, Jalawar, Jodhpur, Kota, Madhavpur, Udaipur, Baran, Baswada, Boondi, Dasmadi, Dausa,

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

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

Airtel: Airtel provides broadband service in Jaipur only; so we have covered Jaipur.

BSNL: There are 255 SSAs/Point of Presence (where their broadband service is available) we covered more than 10% of these i.e. 29 SSAs.

Reliance: Reliance broadband service is present in Jaipur and Ajmer so we have covered Jaipur and Ajmer.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	596	--	596	1
BSNL	401	207	608	29
Reliance	593	--	593	2
Overall	1586	211	1797	29

Geographical Coverage	Cities Covered
Rajasthan	Balotra,Jaipur,Udaipur,Ajmer,Alwar,Anoopgarh,Atru,Balesar,Bandikui,Bansur,Bassi,Beawar,Behror,Bharatpur,Bhilwara,Bhopalgarh,Bikaner,Bundi,Chhabra,Chatarpur,DantaRamgarh,Dhinmal,Dausa,Jalan,Jodhpur,Kota,Neemrana,Shahjanpur,Sikar

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

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

Service Provider	Face to Face			Telephonic	Sample Size Covered
	Urban	Rural	Overall		
Airtel	301	--	301	298	599
BSNL	115	201	316	308	624
Reliance	354	--	354	350	704
MTS	298	--	298	297	595
Overall	1068	201	1269	1253	2522

2.8.2 Cellular Mobile Telephone Service

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

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	237	102	339	252	186	438	777
BSNL	184	92	276	267	108	375	651
TTSL	153	164	317	259	--	259	576
Reliance	158	169	327	231	15	246	573
Idea	187	147	334	299	--	299	633
Vodafone	143	172	315	253	--	253	568
Aircel	126	178	304	286	--	286	590
MTS	117	247	364	329	--	329	693
Cheers	2	23	25	97	--	97	122
Overall	1307	1294	2601	2273	309	2582	5183

2.8.3 Broadband Service

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

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	307	--	307	289	--	289	596
BSNL	93	207	300	308	--	308	608
Reliance	294	--	294	299	--	299	593
Overall	694	207	901	896	--	896	1797

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

Airtel, BSNL, Reliance & MTS are the basic wire-line service provider present in the circle and have been covered. All the customers covered were postpaid.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	--	--	--	599	--	599	599
BSNL	--	--	--	423	201	624	624
Reliance	--	--	--	704	--	704	704
MTS	--	--	--	595	--	595	595
Overall	--	--	--	2321	201	2522	2522

2.9.2 Cellular Mobile Telephone Service

A total of 9 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 5183, prepaid users were 4,528 with the balance being postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	427	283	710	62	5	67	777
BSNL	401	195	596	50	5	55	651
TTSL	190	127	317	222	37	259	576
Reliance	270	145	415	119	39	158	573
Idea	457	147	604	29	0	29	633
Vodafone	379	168	547	17	4	21	568
Aircel	409	177	586	3	1	4	590
MTS	387	244	631	59	3	62	693
Cheers	99	23	122	--	--	--	122
Overall	3019	1509	4528	561	94	655	5183

2.9.3 Broadband Service

Broadband service providers present in the circle namely Airtel, BSNL & Reliance as of date have been covered. Across various Points of Presence of the Rajasthan circle, 1797 broadband service customers were covered. All the customers were postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	--	--	--	596	--	596	596
BSNL	--	--	--	401	207	608	608
Reliance	--	--	--	593	--	593	593
Overall	--	--	--	1797	--	1797	1797

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	80	20	2321
Rural	71	29	201
Overall	80	20	2522

- 2522 basic telephone service (Wire-line) customers were covered. Of this sample, 80% were male and the balance 20% were female respondents.

2.10.1.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	25	41	19	14	2321
Rural	27	40	16	16	201
Overall	25	41	19	15	2522

- 60% of the customers were in the age group of 25 – 44 years while 25% were less than 25 years and 15% were more than 45 years old.

2.10.1.3 Occupation Profile

Occupation	% Customers						Base
	Service	Business- man/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	48	31	3	10	6	1	2321
Rural	29	33	10	11	14	1	201
Overall	47	31	4	10	7	1	2522

- Out of 2522 basic telephone service customers, 31% of the customers were businessmen/ self-employed and 47% of them were salaried while 10% were students.

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	87	13	3580
Rural	92	8	1603
Overall	89	11	5183

- 5183 cellular mobile telephone service customers were covered. Of this sample, 89% were male and 11% were female respondents.

2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	35	28	15	12	3580
Rural	37	37	16	10	1603
Overall	35	38	16	11	5183

- 54% of the customers were in the age group of 25 – 44 years while 35% were less than 25 years and the 11% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	34	36	7	18	4	1	3580
Rural	28	38	10	22	2	1	1603
Overall	32	37	8	20	3	1	5183

- Out of 5183 cellular mobile telephone service customers, 37% of the customers were businessmen/ self-employed and 32% of them were salaried while 20% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	84	16	1586
Rural	71	29	211
Overall	83	17	1797

- 1797 broadband service customers were covered. Of this sample, 17% were female respondents.

2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	25	42	18	15	1586
Rural	30	36	18	15	211
Overall	26	41	18	15	1797

- 59% of the customers were in the age group of 25 –44 years while 26% were less than 25 years and the 15% were more than 45 years old.

2.12.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	45	38	--	11	5	2	1586
Rural	45	28	1	15	10	2	211
Overall	45	36	--	11	5	2	1797

- Out of 1797 cellular mobile telephone service customers, 36% of the customers were businessmen/ self-employed and 45% of them were salaried while 11% were students.

2.13 Questionnaire Development Process

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

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

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

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

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

2.15 Explanation of Benchmarks

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

2.15.1 Basic Wire-line Service

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

2.15.2 Cellular Mobile Telephone Service

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

2.15.3 Broadband Service

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

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

A. Basic Wire-line Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

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

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

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

Overall Service Quality

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

- Restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

2.16 Definition of Key Terms Used

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

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

Broadband Service: It means data connection....

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

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

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

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

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

Cellular Mobile Telephone Service: Means....

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

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

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

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

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

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

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

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

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

3.1 Basic Wire-line Service

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

Sub Parameters	Type	Bench marks	% Customers				
			Airtel	BSNL	Reliance	MTS	Overall
% Satisfied with Provision of Service	Urban	≥90%	98	94	91	96	94
	Rural	≥90%	--	91	--	--	91
	Overall	≥90%	98	93	91	96	94
% Satisfied with Billing Performance Postpaid	Urban	≥95%	93	90	94	95	93
	Rural	≥95%	--	87	--	--	87
	Overall	≥95%	93	89	94	95	93
% Satisfied with Billing Performance Prepaid*	Urban	≥95%	--	--	--	--	--
	Rural	≥95%	--	--	--	--	--
	Overall	≥95%	--	--	--	--	--
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	83	82	82	90	85
	Rural	≥90%	--	85	--	--	85
	Overall	≥90%	83	83	82	90	85
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	97	93	94	97	96
	Rural	≥95%	--	94	--	--	94
	Overall	≥95%	97	94	94	97	95
% Satisfied with Maintainability	Urban	≥95%	86	68	73	86	79
	Rural	≥95%	--	64	--	--	64
	Overall	≥95%	86	67	73	86	77
% Supplementary and Value Added Services	Urban	≥90%	83	50	90	79	80
	Rural	≥90%	--	60	--	--	60
	Overall	≥90%	83	53	90	79	79
% Satisfied with Overall Service Quality	Urban	≥90%	94	91	89	94	92
	Rural	≥90%	--	91	--	--	91
	Overall	≥90%	94	91	89	94	92
<i>Base</i>			<i>599</i>	<i>624</i>	<i>704</i>	<i>595</i>	<i>2522</i>

*No prepaid wireline subscriber was interviewed.

- 92% of the basic wire-line service customers in Rajasthan circle were satisfied with overall service quality of their service providers. All the service providers met the benchmark set for overall service quality except Reliance (89%). Airtel & MTS (94%) scored highest on overall service quality.
- All the service providers met the benchmark set for provision of service.
- Only MTS (95%) met the benchmark set for billing performance postpaid; BSNL scored lowest on postpaid billing performance.
- None of the service providers except MTS (97%) met the benchmark set for Help Services including customer grievance redressal.
- Airtel (97%) & MTS (97%) met the benchmark set for with network performance, reliability and availability while BSNL & Reliance (94%) scored slightly lower than the benchmark.
- None of the service providers met the benchmark set for maintainability. BSNL (67%) scored lowest on maintainability.
- Only Reliance (90%) met the benchmark set for Supplementary and Value Added Services.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days.

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	92	73	82	94	85
Rural	--	66	--	--	66
Overall	92	71	82	94	84
<i>Base</i>	133	198	199	189	719

- 84% of all customers reported that the fault was repaired within 3 days.
- This Incidence was lower among rural customers (66%) vis-à-vis urban customers.
- A higher percentage of MTS customers (94%) reported that their fault was repaired within 3 days. BSNL (71%) registered the lowest incidence.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request.

Type	%Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	100	78	80	100	82
Rural	--	83	--	--	83
Overall	100	80	80	100	82
<i>Base*</i>	<i>1</i>	<i>15</i>	<i>10</i>	<i>2</i>	<i>28</i>

*Denotes small sample and thus, statistically invalid data

3.1.4 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	39	58	53	69	54
Rural	--	67	--	--	67
Overall	39	60	53	69	54
<i>Base</i>	<i>147</i>	<i>142</i>	<i>193</i>	<i>122</i>	<i>604</i>

- 54% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. A higher percentage (67%) of rural customers reported complaint registration within 4 weeks.
- A higher percentage of MTS (69%) & BSNL (60%) customers reported complaint resolution within 4 weeks.

3.2 Cellular Mobile Telephone Service

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

Sub Parameters	Type	Bench marks	% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
% Satisfied with Provision of Service	Urban	≥90%	98	99	99	99	99	99	98	100	99	99
	Rural	≥90%	100	99	98	99	99	100	98	99	100	99
	Overall	≥90%	99	99	99	99	99	99	98	99	100	99
% Satisfied with Billing Performance Prepaid	Urban	≥95%	91	94	89	92	87	91	94	88	96	91
	Rural	≥95%	90	92	90	96	90	96	95	92	98	92
	Overall	≥95%	91	94	90	94	87	93	94	90	96	91
% Satisfied with Billing Performance Postpaid	Urban	≥95%	92	91	79	89	90	89	70	97	--	88
	Rural	≥95%	100	93	65	96	--	100	50	100	--	82
	Overall	≥95%	92	87	72	91	90	89	70	97	--	86
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	84	75	72	80	76	79	84	78	100	79
	Rural	≥90%	81	79	72	86	75	85	85	89	100	82
	Overall	≥90%	83	76	72	82	76	81	84	82	100	80
% Satisfied with Network Performance, Reliability and Availability	Urban	≥90%	99	88	85	91	95	96	90	95	80	92
	Rural	≥90%	97	92	87	94	95	99	92	96	85	94
	Overall	≥90%	98	89	86	92	95	97	91	95	81	93
% Satisfied with Maintainability	Urban	≥90%	98	90	81	90	92	97	87	89	65	90
	Rural	≥90%	97	92	86	95	94	99	87	97	74	93
	Overall	≥90%	98	91	82	91	93	97	87	92	66	91
% Supplementary and Value Added Services	Urban	≥90%	94	79	82	88	84	83	79	90	33	84
	Rural	≥90%	86	91	74	86	68	85	92	88	100	84
	Overall	≥90%	91	82	80	87	81	84	82	89	50	84
% Satisfied with Overall Service Quality	Urban	≥90%	94	92	85	88	88	92	94	92	97	91
	Rural	≥90%	93	98	86	95	92	97	95	97	91	94
	Overall	≥90%	94	94	85	90	89	93	94	94	96	92
Base			777	651	573	576	633	568	590	693	122	5183

- 92% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except Reliance & Idea.
- All the service providers met the benchmark set for provision of service.
- None of the service providers met the benchmark set for prepaid billing performance except Cheers (96%). Only MTS (97%) met the benchmark set for postpaid billing performance; BSNL(87%) scored lowest on this parameter.
- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark except Cheers. Reliance's score (72%) was lowest among all the operators.
- BSNL, Reliance & Cheers did not meet the benchmark set for network performance, reliability & availability. Airtel (98%) and Vodafone (97%) scored highest among all the operators.
- Reliance, Aircel & Cheers did not meet the benchmark set for maintainability.
- Only Airtel met the benchmark set for Supplementary and value added services. Cheers (50%) and Reliance (80%) scored lowest on this parameter.

3.2.2 % customers who reported billing complaint resolution by call centre within 4 weeks.

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	64	70	68	60	64	65	80	66	100	68
Rural	58	65	58	71	47	84	61	68	100	63
Overall	62	68	65	63	60	70	76	66	100	67
<i>Base</i>	<i>143</i>	<i>73</i>	<i>186</i>	<i>93</i>	<i>154</i>	<i>116</i>	<i>107</i>	<i>118</i>	<i>22</i>	<i>1012</i>

- 67% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was lowest for Idea.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Benchmarks	% Customers			
			Airtel	BSNL	Reliance	Overall
% Satisfied with Provision of Service	Urban	≥90%	99	97	97	98
	Rural	≥90%	--	97	--	97
	Overall	≥90%	99	97	97	98
% Satisfied with Billing Performance Prepaid	Urban	≥90%	--	--	--	--
	Rural	≥90%	--	--	--	--
	Overall	≥90%	--	--	--	--
% Satisfied with Billing Performance Postpaid	Urban	≥90%	93	90	92	92
	Rural	≥90%	--	91	--	91
	Overall	≥90%	93	91	92	92
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	84	77	76	79
	Rural	≥90%	--	76	--	76
	Overall	≥90%	84	77	76	79
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	92	85	88	88
	Rural	≥85%	--	85	--	85
	Overall	≥85%	92	85	88	88
% Satisfied with Maintainability	Urban	≥85%	97	84	96	94
	Rural	≥85%	--	82	--	81
	Overall	≥85%	97	83	96	93
% Supplementary and Value Added Services	Urban	≥85%	96	97	97	97
	Rural	≥85%	--	100	--	100
	Overall	≥85%	96	98	97	97
% Satisfied with Overall Service Quality	Urban	≥85%	93	87	86	89
	Rural	≥85%	--	89	--	89
	Overall	≥85%	93	88	86	89
<i>Base</i>			596	608	593	1797

- 89% of all the broadband customers were satisfied with overall service quality. A higher percentage (93%) of Airtel customers was satisfied as compared to BSNL & Reliance.
- All the operators met the benchmark for provision of service, postpaid billing performance, network performance, reliability and availability and supplementary & value added services.
- None of the operators met the benchmark set for help services including customer grievance redressal. Reliance (76%) scored lowest on this parameter.
- BSNL(83%) did not meet the benchmark set for maintainability.

3.3.2 % of customers who reported getting a working connection with 7 days.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	97	87	93	93
Rural	100	90	100	91
Overall	97	88	93	93
<i>Base</i>	596	608	593	1797

- 93% of the customers got their working connection within 7 working days.

3.3.3 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	13	15	18	15
Rural	--	17	--	16
Overall	13	16	18	15
<i>Base</i>	<i>240</i>	<i>127</i>	<i>158</i>	<i>525</i>

- Only 15% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. A higher proportion of Airtel customers (87%) reported that their complaints were not resolved within 4 weeks.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – Rajasthan Circle

Customer Satisfaction Survey in the Rajasthan circle was done among 4 wire-line service customers, namely Airtel, BSNL, Reliance and MTS.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service

Sub Parameters	Type	Airtel	BSNL	Reliance	MTS	Overall
Time taken to provide working connection	Urban	96	89	88	96	91
	Rural	0	86	0	0	86
	Overall	96	88	88	96	91
Ease of understanding	Urban	100	99	95	97	97
	Rural	0	97	0	0	97
	Overall	100	98	95	97	97
Overall Provision of service	Urban	98	94	91	96	94
	Rural	0	91	0	0	91
	Overall	98	93	91	96	94
Base		101	185	179	111	576

- 91% of the customers were satisfied with the time taken to provide a working telephone. A low proportion of rural customers (86%) were satisfied as compared to urban customers. A higher percentage of Airtel (96%) & MTS (96%) customers were satisfied among all operators.
- 97% of the urban customers were satisfied with the ease of understanding/ provision of all relevant information related to tariff plans & charges.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance.

Sub Parameters	Type	% Postpaid Customers				
		Airtel	BSNL	Reliance	MTS	Overall
Timely delivery of bills	Urban	91	92	95	94	93
	Rural	0	87	0	0	87
	Overall	91	90	95	94	93
Quality, Accuracy & Completeness of the bills	Urban	96	92	95	97	95
	Rural	0	92	0	0	92
	Overall	96	92	95	97	95
Process of resolution of billing complaints	Urban	65	66	63	73	66
	Rural	0	43	0	0	43
	Overall	65	59	63	73	65
Clarity of the bills in terms of transparency & understandability	Urban	98	92	96	98	96
	Rural	0	90	0	0	90
	Overall	98	91	96	98	95
Overall Billing performance postpaid	Urban	93	90	94	95	93
	Rural	0	87	0	0	87
	Overall	93	89	94	95	93
<i>Base</i>		<i>599</i>	<i>624</i>	<i>704</i>	<i>595</i>	<i>2522</i>

- All service providers registered high satisfaction scores on account of timely delivery of bills as well as quality, accuracy and completeness of bills.
- All the operators registered low satisfaction scores on account of process of resolution of billing complaints. A very low percentage of BSNL customers (59%) were satisfied with resolution of billing complaints.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: None of the wireline prepaid customer was covered. Hence this table is not relevant.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	MTS	Overall
Ease of access of call centre/customer care or help-line	Urban	83	92	90	94	90
	Rural	--	93	--	--	93
	Overall	83	92	90	94	90
Ease of getting an option for “ talking to a customer care executive”	Urban	84	93	89	95	90
	Rural	--	91	--	--	91
	Overall	84	92	89	95	90
Response time taken to answer the call	Urban	86	82	83	93	86
	Rural	--	83	--	--	83
	Overall	86	82	83	93	86
Problem solving ability of customer care executive	Urban	81	73	76	85	79
	Rural	--	80	--	--	80
	Overall	81	75	76	85	79
Time taken by call centre/customer care to resolve complaint	Urban	81	70	73	85	78
	Rural	--	78	--	--	78
	Overall	81	72	73	85	78
Overall Help service including customer grievance redressal	Urban	83	82	82	90	85
	Rural	--	85	--	--	85
	Overall	83	83	82	90	85
<i>Base</i>		224	236	354	271	1085

- A lower percentage of customers were satisfied with the problem solving ability of customer care executive, time taken to respond and the time taken by call centre/customer care /helpline to resolve complaint.
- MTS (93%) scored highest on account of response time taken by call centre/customer care.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	MTS	Overall
Availability of working telephone (dial tone)	Urban	97	94	95	98	96
	Rural	0	96	0	0	96
	Overall	97	95	95	98	96
Ability to make or receive calls easily	Urban	98	95	94	98	96
	Rural	0	96	0	0	96
	Overall	98	95	94	98	96
Voice Quality	Urban	97	92	94	95	95
	Rural	0	91	0	0	91
	Overall	97	91	94	95	94
Overall Network Performance, reliability & availability	Urban	97	93	94	97	96
	Rural	0	94	0	0	94
	Overall	97	94	94	97	95
<i>Base</i>		599	624	704	595	2522

- All the service providers registered high satisfaction scores on all aspects of Network Performance.

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following table shows the percentage of customers satisfied with maintainability.

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	MTS	Overall
Fault repair service	Urban	86	68	73	86	79
	Rural	0	64	0	0	64
	Overall	86	67	73	86	77
<i>Base</i>		133	198	199	189	719

- 77% of the customers were satisfied with fault repair service.
- A higher percentage of Airtel (86%) and MTS (86%) customers were satisfied with the fault repair service as compared to other operators.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

4.1.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services.

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	MTS	Overall
Quality of the supplementary services / value added service provided	Urban	100	100	97	97	98
	Rural	0	60	0	0	60
	Overall	96	75	100	79	89
Process of activating value added services or the process of unsubscribing	Urban	100	100	97	100	99
	Rural	0	60	0	0	60
	Overall	70	31	80	79	70
Overall Supplementary Value added Service	Urban	83	50	90	79	80
	Rural	0	60	0	0	60
	Overall	83	53	90	79	79
<i>Base</i>		23	16	35	33	107

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

- A higher percentage of customers (89%) were satisfied with the quality of supplementary & value added services as compared to process of activating value added services or process of unsubscribing.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality.

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	MTS	Overall
Overall quality of Telephone service	Urban	94	91	89	94	92
	Rural	0	91	0	0	91
	Overall	94	91	89	94	92
<i>Base</i>		599	624	704	595	2522

- 92% of the customers were satisfied with the overall quality of telephone. Only Reliance registered lower scores than others.

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

4.2.1 Awareness and experience of Call Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	81	66	72	56	69
Rural	--	54	--	--	54
Overall	81	62	72	56	68
Base	599	624	704	595	2522

- 68% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was significantly low among rural customers (54%) as compared to urban customers.
- A higher percentage of Airtel customers were aware of the call centre number.

Table 4.2.1.2 The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 6 months

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	30	38	38	36	35
Rural	--	33	--	--	33
Overall	30	37	38	36	35
Base	488	389	509	335	1721

- Approximately 35% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months.

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	MTS	Overall
Docket number received for most of the complaints	Urban	81	62	77	84	77
	Rural	--	56	--	--	56
	Overall	81	61	77	84	75
No docket number received for most of the complaints	Urban	10	22	12	11	13
	Rural	--	39	--	--	39
	Overall	10	26	12	11	15
It was received on request	Urban	5	9	8	2	7
	Rural	--	3	--	--	3
	Overall	5	8	8	2	6
No docket number received even on request	Urban	3	6	3	2	3
	Rural	--	3	--	--	3
	Overall	3	5	3	2	3
<i>Base</i>		147	142	193	122	604

- 75% of the customers who had complained said that they had received a docket number for most of their complaints. This was slightly higher for urban customers (77%) as compared to rural customers.
- 15% of all customers who had complained said that they did not receive docket number for most of their complaints. A significantly higher percentage of rural customers (39%) did not receive the docket number for most of the complaints.

4.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	69	64	73	75	71
Rural	--	72	--	--	72
Overall	69	66	73	75	71
<i>Base</i>	<i>147</i>	<i>142</i>	<i>193</i>	<i>122</i>	<i>604</i>

- 71% of the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- A higher percentage of MTS customers (75%) were informed about the action taken on their complaint by call centre.

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

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	39	58	53	69	54
Rural	--	67	--	--	67
Overall	39	60	53	69	54
<i>Base</i>	<i>147</i>	<i>142</i>	<i>193</i>	<i>122</i>	<i>604</i>

- 54% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints. A significantly higher proportion (67%) of the rural customers were satisfied as compared to urban customers.

4.2.2 Awareness and experience of Nodal Officer

Table 4.2.2.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	9	3	8	5	7
Rural	--	2	--	--	2
Overall	9	3	8	5	6
<i>Base</i>	<i>599</i>	<i>624</i>	<i>704</i>	<i>595</i>	<i>2522</i>

- Only 6% of all basic telephone service customers said that they were aware about the contact details of the nodal officer. A higher percentage of Airtel customers were aware about the contact details of the Nodal officer.

Table 4.2.2.2 The percentage of customers who have made complaints to the Nodal Officer

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	13	8	13	16	13
Rural	--	--	--	--	--
Overall	13	6	13	16	12
<i>Base*</i>	<i>56</i>	<i>18</i>	<i>56</i>	<i>32</i>	<i>162</i>

**Responses for service providers are too low to draw any statistical reference.*

- Of those who were aware of the Nodal Officer's contact details, 12% claimed to have complained to the nodal officer.

Table 4.2.2.3 The percentage of customers who were able to contact to the Nodal Officer without difficulty.

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	43	--	71	80	60
Rural	--	--	--	--	--
Overall	43	--	71	80	60
<i>Base*</i>	7	1	7	5	20

**Responses are too low to draw any statistical reference.*

- 12 customers out of 20 who contacted the Nodal Officers, claimed to have been able to do so without any difficulty.

Table 4.2.2.4 The percentage of customers who were intimated about the decision taken on their complaints by the Nodal Officer

Type	% Customers				
	Airte l	BSNL	Reliance	MTS	Overall
Urban	57	--	38	100	55
Rural	--	--	--	--	--
Overall	57	--	38	100	55
<i>Base*</i>	7	1	8	4	20

**Responses are too low to draw any statistical reference.*

Table 4.2.2.5 % of customers satisfied with redressal of complaint by the Nodal Officer

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	29	--	25	100	40
Rural	--	--	--	--	--
Overall	29	--	25	100	40
<i>Base*</i>	7	1	8	4	20

**Responses are too low to draw any statistical reference.*

4.2.3 Awareness and experience of Appellate Authority

Table 4.2.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	7	2	3	3	4
Rural	--	--	--	--	--
Overall	7	2	3	3	4
Base	599	624	704	595	2522

- Only 4% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority. None of the rural customers was aware of the contact details of Appellate Authority.

4.2.3.2 Incidence of Appeal being filed in the prescribed form in the last 6 months

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	5	--	--	--	2
Rural	--	--	--	--	--
Overall	5	--	--	--	2
<i>Base</i>	<i>43</i>	<i>11</i>	<i>21</i>	<i>17</i>	<i>92</i>

- Only 2% customers out of 92 filed an appeal with the Appellate Authority.

4.2.3.3 Percentage of Customers who filed an appeal with the Appellate & Received an Acknowledgement

None of the customers received an acknowledgement

4.2.3.4 Percentage of Customers who filed an appeal with the Appellate & for Whom a Decision was taken within 3 months

Note Applicable

4.2.4 General Information

Table 4.2.4.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact details of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	47	36	56	56	50
Rural	--	30	--	--	--
Overall	47	34	56	56	48
<i>Base</i>	<i>599</i>	<i>624</i>	<i>704</i>	<i>595</i>	<i>2522</i>

- 48% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.4.2 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

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

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

Table 4.2.4.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

Table 4.2.4.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months.

Type	% Customer				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	--	2	1	--	1
Rural	--	3	--	--	3
Overall	--	2	1	--	1
<i>Base</i>	<i>599</i>	<i>624</i>	<i>704</i>	<i>595</i>	<i>2522</i>

- Only 1% of the customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.4.6 The following table shows the percentage of customers who are aware about getting rent rebate in case fault is not repaired within 3 days

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	8	14	11	13	11
Rural	--	7	--	--	7
Overall	8	12	11	13	11
<i>Base</i>	<i>599</i>	<i>624</i>	<i>704</i>	<i>595</i>	<i>2522</i>

- 11% of the customers were aware about the rent rebate entitlement, in case fault was not repaired within 3 days.

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

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	54	29	31	30	36
Rural	--	19	--	--	19
Overall	54	26	31	30	35
<i>Base</i>	<i>599</i>	<i>624</i>	<i>704</i>	<i>595</i>	<i>2522</i>

- 35% of the customers were aware about the facility for registering a telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

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

Type	% Customers				
	Airtel	BSNL	Reliance	MTS	Overall
Urban	5	3	4	6	5
Rural	--	5	--	--	5
Overall	5	4	4	6	5
<i>Base</i>	<i>324</i>	<i>160</i>	<i>220</i>	<i>181</i>	<i>885</i>

- Only 5% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.5.3 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering.

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	MTS	Overall
No change	Urban	--	--	13	--	3
	Rural	--	--	--	--	--
	Overall	--	--	13	--	2
Slight decrease	Urban	6	20	38	30	20
	Rural	--	--	--	--	--
	Overall	6	14	38	30	19
Considerable decrease	Urban	--	--	--	--	--
	Rural	--	--	--	--	--
	Overall	--	--	--	--	--
Stopped receiving	Urban	94	80	50	70	78
	Rural	--	100	--	--	100
	Overall	94	86	50	70	79
<i>Base</i>		<i>17</i>	<i>7</i>	<i>8</i>	<i>10</i>	<i>42</i>

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

Note: Base is too small to draw any statistical reference

4.2.5.5 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor.

	Type	Customer Ranking				
		Airtel	BSNL	Reliance	MTS	Overall
Mean Score	Urban	8.2	7.92	7.48	8.12	7.91
	Rural	--	7.67	--	--	7.67
	Overall	8.2	7.84	7.48	8.12	7.89
<i>Base</i>		599	624	704	595	2522

4.3 Cellular Mobile Telephone Service – Rajasthan Circle

The survey of Customer Perception of Service in Rajasthan circle was done among customers of 9 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, TTSL, Reliance Idea, Vodafone, Aircel, MTS & Cheers.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service.

Sub Parameters	Type	% Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Process & time taken to activate connection	Urban	98	99	99	99	99	99	98	100	100	99
	Rural	100	99	98	100	99	100	99	100	100	99
	Overall	99	99	99	99	99	99	99	100	100	99
Ease of understanding	Urban	98	100	99	99	99	100	98	100	99	99
	Rural	99	99	97	99	99	100	97	98	100	99
	Overall	99	99	99	99	99	100	98	99	99	99
Overall Provision of service	Urban	98	99	99	99	99	99	98	100	99	99
	Rural	100	99	98	99	99	100	98	99	100	99
	Overall	99	99	99	99	99	99	98	99	100	99
<i>Base</i>		777	651	573	576	633	568	590	693	122	5183

- Most customers were satisfied with the process and time taken to activate the mobile connection as well as ease of understanding of plans conveyed. All the operators met the quality benchmark.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	% Postpaid Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Timely delivery of bills	Urban	92	84	74	93	90	88	67	98	--	88
	Rural	100	80	59	100	--	100	100	100	--	82
	Overall	93	84	70	94	90	91	75	98	--	87
Clarity of the bills in terms of transparency and understandability	Urban	97	98	90	96	93	88	100	98	--	95
	Rural	100	100	80	100	--	100	100	100	--	91
	Overall	97	98	87	96	93	91	100	98	--	94
Accuracy & completeness of the bills	Urban	94	98	87	87	90	94	67	97	--	90
	Rural	100	100	72	89	--	100	--	100	--	83
	Overall	94	98	83	88	90	95	50	97	--	89
Process of resolution of billing Complaints	Urban	50	44	36	27	67	50	--	50	--	36
	Rural	--	--	25	75	--	--	--	--	--	33
	Overall	50	44	33	32	67	50	--	50	--	36
Overall Billing performance postpaid	Urban	92	91	79	89	90	89	70	97	--	88
	Rural	100	93	65	96	--	100	50	100	--	82
	Overall	92	87	72	91	90	89	70	97	--	86
Base		67	55	158	259	29	21	4	62	--	655

- Process of billing complaint resolution registered the lowest satisfaction levels on an aggregate level.
- Higher % of all the cellular mobile customers were satisfied on account of clarity of the bills in terms of transparency and understandability; only Reliance received a low score.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	% Prepaid Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Accuracy of charges	Urban	89	96	89	94	82	90	94	87	95	90
	Rural	88	92	90	95	94	95	96	89	96	92
	Overall	88	95	89	95	85	92	94	88	95	91
Refund/Credit/Waiver of excess charges	Urban	67	61	60	62	63	53	69	67	--	63
	Rural	68	63	67	86	54	89	71	74	--	71
	Overall	68	62	62	71	61	69	70	69	--	66
Ease of recharging process & transparency of recharge offer	Urban	99	100	98	98	99	98	97	96	98	98
	Rural	97	96	97	98	95	99	97	98	100	97
	Overall	98	99	98	98	98	99	97	97	98	98
Overall Billing performance prepaid	Urban	91	94	89	92	87	91	94	88	96	91
	Rural	90	92	90	96	90	96	95	92	98	92
	Overall	91	94	90	94	87	93	94	90	96	91
<i>Base</i>		710	596	415	317	604	547	586	631	122	4528

- BSNL, TTSL & Cheers had the highest % of prepaid customers satisfied on account of accuracy of charges.
- Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers. BSNL, Reliance and Idea scored lowest on this parameter.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

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

Sub Parameters	Type	% Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Ease of access of call centre/customer care or help-line	Urban	84	69	66	81	74	71	80	79	100	76
	Rural	79	72	71	86	69	73	85	95	100	80
	Overall	82	70	68	82	72	72	82	85	100	77
Ease of getting an option for “ talking to a customer care executive”	Urban	87	79	70	84	76	82	87	78	100	80
	Rural	83	82	75	85	71	91	86	91	100	83
	Overall	85	79	71	84	75	85	87	83	100	81
Response time taken	Urban	86	76	75	80	79	81	84	80	100	80
	Rural	80	77	72	87	72	89	87	88	100	82
	Overall	84	76	74	82	78	84	85	83	100	81
Problem solving ability	Urban	85	79	77	81	78	82	85	82	100	81
	Rural	81	85	70	87	80	87	86	88	100	83
	Overall	84	80	75	83	79	84	85	84	100	82
Time taken to resolve complaint	Urban	79	75	74	76	72	78	84	74	100	76
	Rural	82	80	70	85	81	86	81	82	100	81
	Overall	80	76	73	78	74	81	83	77	100	78
Overall Help services including customer grievance redressal	Urban	84	75	72	80	76	79	84	78	100	79
	Rural	81	79	72	86	75	85	85	89	100	82
	Overall	83	76	72	82	76	81	84	82	100	80
<i>Base</i>		360	247	401	287	384	262	290	364	27	2622

- A higher percentage of customers were dissatisfied with the ease of access of call centre / customer care or help line number, across service providers. Reliance 68% scored lowest on this parameter.
- Service providers registered low satisfaction levels on all aspects.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Airtel	MTS	Cheers	Overall
Availability of signal of your service provider in your locality	Urban	99	87	83	89	95	94	88	94	77	91
	Rural	98	91	85	93	95	99	89	96	78	93
	Overall	98	88	84	90	95	96	89	95	77	92
Ability to make or receive calls easily	Urban	99	88	84	91	94	96	91	94	78	92
	Rural	98	91	87	95	93	98	93	96	87	94
	Overall	98	89	85	92	94	96	92	95	80	93
Voice quality	Urban	99	89	88	93	95	97	91	96	86	93
	Rural	97	94	90	95	96	99	94	97	91	95
	Overall	98	90	88	93	96	98	92	96	87	94
Overall Network performance, reliability & availability	Urban	99	88	85	91	95	96	90	95	80	92
	Rural	97	92	87	94	95	99	92	96	85	94
	Overall	98	89	86	92	95	97	91	95	81	93
<i>Base</i>		777	651	573	576	633	568	590	693	122	5183

- A higher percentage of Airtel customers (98%) were satisfied with the availability of signal in their locality.
- Cheers & Reliance scored lowest on account of ability to make or receive calls easily and voice quality.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Type	% Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Availability of network (signal)	Urban	98	90	79	89	94	97	87	94	65	90
	Rural	97	93	85	93	95	99	86	96	74	93
	Overall	98	91	81	90	94	98	87	95	66	91
Restoration of network (signal) problems	Urban	98	91	82	91	91	97	88	84	65	90
	Rural	98	92	86	96	93	99	87	98	74	94
	Overall	98	91	84	92	91	97	87	89	66	91
Overall Maintainability	Urban	98	90	81	90	92	97	87	89	65	90
	Rural	97	92	86	95	94	99	87	97	74	93
	Overall	98	91	82	91	93	97	87	92	66	91
<i>Base</i>		777	651	573	576	633	568	590	693	122	5183

- Cheers, Aircel & Reliance customers were less satisfied with availability of network signals and restoration of network signal problems. This pulled down their overall score for maintainability.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

4.3.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services.

Sub Parameters	Type	% Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Quality of supplementary service	Urban	93	75	81	88	78	79	75	90	33	82
	Rural	86	94	69	91	65	83	96	88	100	84
	Overall	90	80	78	89	76	80	80	89	50	82
Process of activating VAS	Urban	95	82	83	88	89	88	84	90	33	87
	Rural	86	88	79	82	71	88	88	88	100	84
	Overall	92	84	82	86	86	88	85	89	50	86
Overall Supplementary and Value Added Services	Urban	94	79	82	88	84	83	79	90	33	84
	Rural	86	91	74	86	68	85	92	88	100	84
	Overall	91	82	80	87	81	84	82	89	50	84
<i>Base</i>		123	73	115	70	105	89	99	65	4	743

- Airtel (90%) had the highest percentage of satisfied customers on quality of supplementary services as well as process of activating VAS.

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

4.4.1 Awareness and experience of Call Centre

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

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	70	63	80	66	72	77	56	61	73	68
Rural	58	50	78	71	68	68	73	57	30	64
Overall	65	59	80	68	71	74	61	60	65	67
<i>Base</i>	<i>777</i>	<i>651</i>	<i>573</i>	<i>576</i>	<i>633</i>	<i>568</i>	<i>590</i>	<i>693</i>	<i>122</i>	<i>5183</i>

- 67% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- Awareness was very low among BSNL (59%) customers. A higher percentage of Reliance customers (80%) were aware of the call centre number for making a complaint/query.

4.4.1.2 The following table shows the percentage of customers who had complained in last 6 months to the toll free Call Centre/ Customer Care/ Help-line telephone number.

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	24	20	42	23	35	28	36	34	26	30
Rural	36	17	38	27	30	26	18	18	43	27
Overall	28	19	41	24	34	28	30	29	28	29
<i>Base</i>	<i>508</i>	<i>382</i>	<i>457</i>	<i>389</i>	<i>452</i>	<i>420</i>	<i>362</i>	<i>414</i>	<i>79</i>	<i>3463</i>

- 29% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was lower among both BSNL & Tata customers.

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

	Type	% Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Complaint was registered and Docket number received	Urban	71	70	72	73	81	62	81	83	89	75
	Rural	57	71	73	84	63	81	74	88	67	72
	Overall	65	70	72	76	77	67	79	84	86	74
Complaint was registered and Docket number not received	Urban	12	13	20	13	6	16	10	11	11	13
	Rural	22	24	18	13	17	16	9	--	33	16
	Overall	16	15	19	13	8	16	9	8	14	14
Complaint was registered and docket number provided on request	Urban	1	2	2	--	--	--	--	--	--	1
	Rural	2	0	2	--	--	--	--	--	--	1
	Overall	1	1	2	--	--	--	--	--	--	1
Complaint was registered and docket number not provided even on request	Urban	2	5	1	5	0	6	--	1	--	2
	Rural	--	6	2	--	3	--	4	--	--	1
	Overall	1	5	1	3	1	4	1	1	--	2
Refused to register the complaint	Urban	13	11	6	10	13	15	10	5	--	10
	Rural	20	--	5	3	17	3	13	12	--	10
	Overall	16	8	6	8	14	12	10	7	--	10
<i>Base</i>		143	73	186	93	154	116	107	118	22	1012

- 90% of the customers reported complaint registration. Only in the case of Aircel, a substantial % claimed that the complaint was not registered.
- 74% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 2% of those who had complained did not receive docket numbers even on request.

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

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	83	86	75	79	72	68	83	76	95	77
Rural	75	76	67	87	73	84	83	68	100	76
Overall	80	84	73	82	72	72	83	75	95	77
<i>Base</i>	<i>143</i>	<i>73</i>	<i>186</i>	<i>93</i>	<i>154</i>	<i>116</i>	<i>107</i>	<i>118</i>	<i>22</i>	<i>1012</i>

- 77% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- A higher percentage of BSNL customers (84%) were informed about the action taken on their complaints.

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

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	64	70	68	60	64	65	80	66	100	68
Rural	58	65	58	71	47	84	61	68	100	63
Overall	62	68	65	63	60	70	76	66	100	67
<i>Base</i>	<i>143</i>	<i>73</i>	<i>186</i>	<i>93</i>	<i>154</i>	<i>116</i>	<i>107</i>	<i>118</i>	<i>22</i>	<i>1012</i>

- 67% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint. A lower percentage of Idea customers (60%) were satisfied.

4.4.2 Awareness and Experience of Nodal Officer

4.4.2.1 The following table shows the percentage of customers who were aware about contact details of the nodal officer.

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	6	6	8	6	6	7	5	3	2	6
Rural	8	3	7	7	5	2	3	--	--	4
Overall	6	5	8	7	6	5	4	2	2	5
<i>Base</i>	<i>777</i>	<i>651</i>	<i>573</i>	<i>576</i>	<i>633</i>	<i>568</i>	<i>590</i>	<i>693</i>	<i>122</i>	<i>5183</i>

- Only 5% of the cellular mobile customers were aware of the contact details of the nodal officer.

4.4.2.2 The following table shows the % of aware customers who complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	43	12	19	15	36	12	20	8	--	22
Rural	55	20	23	50	25	33	--	--	--	36
Overall	48	13	20	26	33	14	15	8	--	25
<i>Base</i>	<i>50</i>	<i>31</i>	<i>44</i>	<i>38</i>	<i>36</i>	<i>29</i>	<i>26</i>	<i>13</i>	<i>2</i>	<i>269</i>

- Only 25% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- A higher percentage of rural customers (36%) as compared to urban customers complained to Nodal officer regarding their complaint not being resolved or being resolved satisfactorily.

4.4.2.3 Incidence of Customer Intimation Regarding Decision taken on Complaint

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	100	100	67	25	70	100	50	100	--	77
*Rural	92	100	100	50	100	100	--	--	--	84
Overall	96	100	78	40	75	100	50	100	--	79
<i>Base</i>	24	4	9	10	12	4	4	1	--	68

- 79% of the customers who had complained to the Nodal Officer regarding their complaint not being resolved or being resolved unsatisfactorily, were intimated about the decision taken on their complaint.

4.4.2.4 Satisfaction with Nodal Officer

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	83	100	83	100	100	67	75	--	--	86
Rural	92	--	100	100	50	100	--	--	--	88
Overall	88	75	89	100	92	75	75	--	--	87
<i>Base</i>	24	4	9	10	12	4	4	1	--	68

- 87% of the customers those who had complained to the Nodal Officer were satisfied with the action taken/ response.

4.4.3 Awareness and experiences with Appellate Authority

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

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	3	2	3	3	1	1	2	1	1	2
Rural	4	--	3	3	1	2	2	--	--	2
Overall	3	1	3	3	1	1	2	1	1	2
<i>Base</i>	<i>777</i>	<i>651</i>	<i>573</i>	<i>576</i>	<i>633</i>	<i>568</i>	<i>590</i>	<i>693</i>	<i>122</i>	<i>5183</i>

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

4.4.3.2 Incidence of Appeal being filed in the prescribed form in last 6 months

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	50	10	22	23	33	20	--	--	--	23
Rural	64	--	20	60	50	67	--	--	--	48
Overall	56	10	21	33	38	38	--	--	--	30
<i>Base</i>	<i>25</i>	<i>10</i>	<i>14</i>	<i>18</i>	<i>8</i>	<i>8</i>	<i>10</i>	<i>5</i>	<i>1</i>	<i>99</i>

4.4.3.3 % Customers who received an acknowledgement from Appellate Authority

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	86	100	100	67	50	--	--	--	--	75
Rural*	100		100	100	100	100	--	--	--	100
Overall	93	100	100	83	67	67	--	--	--	87
<i>Base</i>	14	1	3	6	3	3	--	--	--	30

*Base is too small

4.4.3.4 Reported Decisions by the Appellate Authority

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	43	100	50	67	50	100	--	--	--	56
Rural*	71	--	--	100	100	50	--	--	--	71
Overall	57	100	33	83	67	67	--	--	--	63
<i>Base</i>	14	1	3	6	3	3	--	--	--	30

4.4.4 General Information

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

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	34	29	36	41	18	24	21	21	13	26
Rural	25	38	49	70	45	60	46	35	13	43
Overall	31	32	40	53	25	35	29	26	13	32
<i>Base</i>	<i>710</i>	<i>596</i>	<i>415</i>	<i>317</i>	<i>604</i>	<i>547</i>	<i>586</i>	<i>631</i>	<i>122</i>	<i>4528</i>

- 32% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among TTSL (53%) customers and lowest among Cheers (13%) customers.

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

Type	% Customers									
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Urban	9	7	9	3	2	3	3	1	0	5
Rural	19	4	2	12	6	8	5	6	0	7
Overall	12	6	7	7	3	6	4	4	0	6
<i>Base</i>	<i>278</i>	<i>281</i>	<i>278</i>	<i>271</i>	<i>268</i>	<i>281</i>	<i>369</i>	<i>285</i>	<i>31</i>	<i>2342</i>

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

Type	Service Provider									Overall
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	
Urban	60	50	56	63	65	70	69	67	85	63
Rural	64	35	41	48	46	26	37	46	87	45
Overall	62	45	51	59	61	57	59	60	85	57
<i>Base</i>	<i>777</i>	<i>651</i>	<i>573</i>	<i>576</i>	<i>633</i>	<i>568</i>	<i>590</i>	<i>693</i>	<i>122</i>	<i>5183</i>

- 57% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

4.5 Broadband Service – Rajasthan circle

The survey of customer perception of service was done in Rajasthan circle among 3 service providers of Broadband Service, namely BSNL, Airtel and Reliance.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service.

Sub Parameters	Type	% Customers			
		Airtel	BSNL	Reliance	Overall
Time taken to provide connection	Urban	99	97	97	98
	Rural	--	97	--	97
	Overall	99	97	97	98
<i>Base</i>		<i>596</i>	<i>608</i>	<i>593</i>	<i>1797</i>

- 98% the customers were satisfied with the provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	% Postpaid Customers			
		Airtel	BSNL	Reliance	Overall
Timely delivery of bills	Urban	91	81	89	87
	Rural	--	83	--	84
	Overall	91	81	89	87
Clarity of the bills in terms of transparency and understandability	Urban	98	94	93	95
	Rural	--	94	--	94
	Overall	98	94	93	95
Accuracy of the bills	Urban	93	95	94	94
	Rural	--	96	--	96
	Overall	93	95	94	94
Process of resolution of billing Complaints	Urban	91	93	91	92
	Rural	--	93	--	93
	Overall	91	93	91	92
Overall Billing performance postpaid	Urban	93	90	92	92
	Rural	--	91	--	91
	Overall	93	91	92	92
<i>Base</i>		596	608	593	1797

- A higher percentage of all the customers were satisfied with the clarity of bills in terms of terms of transparency and understandability and accuracy of the bills.
- However, a lower proportion of customers were satisfied on account of timely delivery of bills; only 87% were satisfied. Airtel (91%) had the highest percentage of customers satisfied with timely delivery of bills among all the operators.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

Note: As no prepaid broadband customer was interviewed, this table is not relevant.

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services.

Sub Parameters	Type	% Customers			
		Airtel	BSNL	Reliance	Overall
Ease of access of call centre/ customer care or helpline	Urban	88	81	85	85
	Rural	--	89	--	89
	Overall	88	83	85	86
Ease of getting an option for “ talking to customer care executive”	Urban	88	80	84	85
	Rural	--	90	--	90
	Overall	88	83	84	85
Response time taken by customer executive to answer customer call	Urban	86	78	79	82
	Rural	--	74	--	75
	Overall	86	77	79	81
Problem solving ability of customer care executive(s)	Urban	77	72	65	72
	Rural	--	65	--	65
	Overall	77	69	65	71
Time taken by call centre/ customer care / help-line to resolve your complaint	Urban	80	73	66	73
	Rural	--	64	--	64
	Overall	80	70	66	72
Overall Help service	Urban	84	77	76	79
	Rural	--	76	--	77
	Overall	84	77	76	79
Base		337	216	304	857

- A lower proportion of customers (71%) were satisfied with the problem solving ability of the customer care executives. Reliance (65%) scored lowest on this parameter.
- 72% customers were satisfied with the time taken by call centre/ customer care or helpline to resolve complaint, which is 2nd lowest among all the parameters.
- Satisfaction was low on other parameters also.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers			
		Airtel	BSNL	Reliance	Overall
Speed of broadband connection	Urban	90	84	88	87
	Rural	--	83	--	83
	Overall	90	83	88	87
Amount of time for which service is up and working	Urban	93	86	89	90
	Rural	--	87	--	87
	Overall	93	86	89	89
Overall Network performance, Reliability & availability	Urban	92	85	88	88
	Rural	--	85	--	85
	Overall	92	85	88	88
<i>Base</i>		<i>596</i>	<i>608</i>	<i>593</i>	<i>1797</i>

- 83% of BSNL customers were satisfied with the speed of broadband connection which is lowest among other operators.
- Airtel (93%) scored highest on the amount of time for which speed is up and working.
- Airtel performed better on both the parameters of network performance as compared to other service providers.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability

Sub Parameters	Type	%Customers			
		Airtel	BSNL	Reliance	Overall
Time taken for restoration of broadband connection	Urban	97	84	96	94
	Rural		82		81
	Overall	97	83	96	93
<i>Base</i>		596	608	593	1797

- 93% of the customers were satisfied with the time taken for restoration of broadband connection. Lower proportions (81%) of rural customers were satisfied with the time taken for restoration of broadband connection.
- BSNL (83%) scored lowest among other service providers.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services.

Sub Parameters	Type	% Customers			
		Airtel	BSNL	Reliance	Overall
Process of activating VAS or process of unsubscribing	Urban	96	97	97	97
	Rural	--	100	--	100
	Overall	100	98	99	99
<i>Base</i>		46	59	99	204

- 99% of customers satisfied with process of activating VAS or process of unsubscribing.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following graph shows the % of customers satisfied with overall service.

Sub Parameters	Type	% Customers			
		Airtel	BSNL	Reliance	Overall
Overall service quality	Urban	93	87	86	89
	Rural	--	89	--	89
	Overall	93	88	86	89
<i>Base</i>		596	608	593	1797

- 89% of the customers were satisfied with the quality of overall service. A higher % of Airtel customers were satisfied.

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

4.6.1 Awareness and experience of Call Centre

4.6.1.1 % of customers aware about the call centre number for making a complaint/ query.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	87	59	65	71
Rural	100	72	100	73
Overall	87	63	65	72
<i>Base</i>	<i>596</i>	<i>608</i>	<i>593</i>	<i>1797</i>

- 72% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query. A higher percentage (87%) of Airtel customers were aware about the call centre number for making complaint.

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

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	46	36	41	43
Rural	67	27	--	28
Overall	47	33	41	41
<i>Base</i>	<i>516</i>	<i>386</i>	<i>385</i>	<i>1287</i>

- 41% of broadband customers who were aware of the call centre number claimed to have complained in the last 6 months.

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

	Type of User	% Customers			
		Airtel	BSNL	Reliance	Overall
Docket number received for most of the complaints	Urban	90	79	79	84
	Rural	100	83	--	84
	Overall	90	80	79	84
No Docket number received for most of the complaints	Urban	7	15	17	12
	Rural	--	12	--	12
	Overall	7	14	17	12
It was received on request	Urban	3	5	1	2
	Rural	--	2	--	2
	Overall	3	4	1	2
No Docket number received even on request	Urban	--	1	3	1
	Rural	--	2	--	2
	Overall	--	2	3	1
<i>Base</i>		<i>240</i>	<i>127</i>	<i>158</i>	<i>525</i>

- 84% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 12% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. Only 2% did not receive docket number even on request.

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

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	70	62	61	65
Rural	100	75	--	76
Overall	70	66	61	66
<i>Base</i>	<i>237</i>	<i>123</i>	<i>165</i>	<i>525</i>

- 66% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.6.1.5 The following table shows the % of customers satisfied with complaint resolution.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	78	66	63	71
Rural	--	78	--	78
Overall	78	70	63	71
<i>Base</i>	<i>240</i>	<i>127</i>	<i>158</i>	<i>525</i>

- 71% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- A slightly higher percentage (78%) of rural customers was satisfied with resolution of complaints as compared to urban customers.

4.6.1.7 % of customers who got their billing complaint resolved satisfactorily by call centre/ customer care within 4 weeks of lodging their complaints.

Type	% customers			
	Airtel	BSNL	Reliance	Overall
Urban	13	15	18	15
Rural	--	17	--	17
Overall	13	16	18	15
<i>Base</i>	<i>240</i>	<i>127</i>	<i>158</i>	<i>525</i>

- Only 15% of the billing complaints were resolved satisfactorily.

4.6.2 Awareness and experience of Nodal Officer

4.6.2.1 % of customers who were aware about the contact details of the nodal officer.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	17	5	9	11
Rural	--	4	--	4
Overall	16	5	9	10
<i>Base</i>	<i>596</i>	<i>608</i>	<i>593</i>	<i>1797</i>

- Only 10% of the broadband customers said that they were aware of the contact details of the Nodal Officer. A higher percentage (16%) of Airtel customers were aware about the Nodal officer contact details.

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

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	10	10	15	12
Rural	--	13	--	13
Overall	10	11	15	12
<i>Base*</i>	98	28	53	179

* The sample for each service provider is too small to draw any statistical reference.

- 12% of the customers who were aware of the nodal officer had complained to the nodal officer.

4.6.2.3 The following table shows the percentage of customers who were able to connect to the Nodal Officer without any difficulty.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	44	33	75	55
Rural	--	100	--	100
Overall	44	50	75	57
<i>Base*</i>	9	4	8	21

* The above sample is too small to draw any statistical reference.

4.6.2.4 The following table shows the percentage of customers who were intimidated by the Nodal Officer about the decision taken on their complaint.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	60	100	100	80
Rural	--	--	--	--
Overall	60	67	100	76
Base	10	3	8	21

* The above sample is too small to draw any statistical reference.

4.6.2.5 The following table shows the percentage of customers satisfied with the redressal of the complaint by the Nodal Officer.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	40	50	88	60
Rural	--	--	--	--
Overall	40	33	88	57
<i>Base</i>	10	3	8	21

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

4.6.4 Awareness and experience of Appellate Authority

4.6.4.1 % of customers who were aware about Appellate Authority's contact details

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	8	2	4	5
Rural	--	--	--	--
Overall	8	2	4	4
<i>Base</i>	596	608	593	1797

- Only 4% of the customers were aware of the Appellate Authority's contact details.

4.6.4.2 Incidence of Appeal being filed in the prescribed form in last 6 months

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	4	--	--	4
Rural	--	--	--	--
Overall	4	--	--	4
<i>Base</i>	<i>46</i>	<i>11</i>	<i>21</i>	<i>78</i>

- Of those who were aware, only 4% of them had filed an appeal to the Appellate Authority.

4.6.4.3 Incidence of Acknowledgement Receipt

- Both the Airtel customers, who had filed an appeal to the Appellate Authority, received an acknowledgement.

4.6.4.4 Reported Incidence of Decision by the Appellate Authority

- Both the Airtel customers, who had received an acknowledgement, reported decision by Appellate authority within 3 months of filing the appeal.

4.6.5 General Information

4.6.5.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request.

- As no prepaid customer was interviewed, this table is not relevant.

4.6.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.

- Not Applicable

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

- Not Applicable

4.6.5.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Type	% Customers			
	Airtel	BSNL	Reliance	Overall
Urban	66	63	65	65
Rural	67	66	100	66
Overall	66	64	65	65
<i>Base</i>	<i>596</i>	<i>608</i>	<i>593</i>	<i>1797</i>

- 65% of the customers claimed to have got the Manual of Practice while taking the connection.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- 92% of the basic wire-line service customers in Rajasthan circle were satisfied with overall service quality of their service providers.
- All the service providers met the benchmark set for overall service quality except Reliance (89%). Airtel & MTS (94%) scored the highest on overall service quality.
- All the service providers met the benchmark set for provision of service.
- Only MTS (95%) met the benchmark set for billing performance postpaid; BSNL scored the lowest on postpaid billing performance. None of the service providers except MTS (97%) met the benchmark set for Help Services including customer grievance redressal.
- Airtel (97%) & MTS (97%) met the benchmark set for with network performance, reliability and availability while BSNL & Reliance (94%) scored slightly lower than the benchmark.
- None of the service providers met the benchmark set for maintainability. BSNL (67%) scored lowest on maintainability. Only Reliance (90%) met the benchmark set for Supplementary and Value Added Services.

Grievance Redressal

- 68% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query. Approximately 35% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months.
- Only 6% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.
- Only 4% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority. None of the rural customers was aware of the contact details of Appellate Authority.

5.2 Cellular Mobile Service

- 92% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except Reliance & Idea.
- All the service providers met the benchmark set for provision of service.
- None of the service provider met the benchmark set for prepaid billing performance except Cheers (96%). Only MTS (97%) met the benchmark set for postpaid billing performance; BSNL(87%) scored lowest on this parameter.
- All the operators registered low satisfaction scores on help services including customer grievance redressal and did not meet the benchmark except Cheers. Reliance's score (72%) was the lowest among all the operators.
- BSNL, Reliance & Cheers did not meet the benchmark set for network performance, reliability & availability. Airtel (98%) and Vodafone (97%) scored the highest among all the operators. Reliance, Aircel & Cheers did not meet the benchmark set for maintainability.
- Only Airtel met the benchmark set for Supplementary and value added services. Cheers (50%) and Reliance (80%) scored the lowest on this parameter.

Grievance Redressal

- 67% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- 29% of all cellular mobile customers claimed that they had complained in the last 6 months and 67% of the cellular mobile customers who had made billing complaints were satisfied with the resolution of their billing complaints.
- Only 5% of the cellular mobile customers were aware of the contact details of the nodal officer.
- Only 25% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer and 86% of the customers who had complained to the Nodal Officer were satisfied with the action taken/ response.
- 2% of the mobile phone customers were aware of the contact details of appellate authority.

5.3 Broadband Service

- 89% of all broadband customers were satisfied with overall service quality. A higher percentage (93%) of Airtel customers was satisfied as compared to BSNL & Reliance.
- All the operators met the benchmark for provision of service, postpaid billing performance, network performance, reliability and availability and supplementary & value added services.
- None of the operators met the benchmark set for help services including customer grievance redressal. Reliance (67%) scored the lowest on this parameter.
- BSNL (83%) did not meet the benchmark set for maintainability.
- 93% of the customers got their working connection within 7 working days.

Grievance Redressal

- 72% of broadband customers belonging to different service providers said that they were aware of the call centre number of their service provider for making a complaint/ query.
- 41% of broadband customers who were aware of the call centre number claimed to have complained in the last 6 months, 71% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- Only 15% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints
- Only 10% of the broadband customers said that they were aware of the contact details of the Nodal Officer. 12% of the customers who were aware of the nodal officer had complained to the nodal officer.
- Only 4% of the customers were aware of the Appellate Authority's contact details and only 4% of them had filed an appeal to the Appellate Authority.

6. RECOMMENDATIONS

6.1.1 Basic Wire-line

- Airtel, BSNL & Reliance need to improve on postpaid billing performance especially the process of resolution of billing complaints.
- Problem solving ability of customer care executive and time taken by call centre/customer care to resolve in complaint require improvement to enhance the Help Services including customer grievance redressal.
- BSNL & Reliance need to improve their Network Performance
- All the service providers need to improve their fault repair service.
- Airtel, BSNL & MTS need to improve their Supplementary & Value added services.
- Reliance needs to improve their overall quality of service.

6.1.2 Cellular Mobile

- All the service providers need to improve their prepaid billing performance and Help Services including customer grievance redressal.
- Except MTS, all the service providers need to improve their postpaid billing performance
- BSNL, Reliance & Cheers need to improve their Network Performance, reliability and availability.
- All the service providers except Airtel need to improve the quality of supplementary & value added services as well as the process of activating VAS.
- Reliance & Idea need to improve their overall quality of service.

6.3 Broadband

- All the service providers need to improve the problem solving ability of customer care and time taken by call centre/customer care to resolve in complaints.
- All the broadband service providers need to ensure that bills are delivered on time.
- BSNL needs to improve the time required for restoration of broadband connection.

6.2 Grievance Redressal Mechanism

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

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

A. Service Provision

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Yes	Urban	Count	101	115	179	111	506
		%	17	27	25	19	22
	Rural	Count	--	70	--	--	70
		%	--	35	--	--	35
	Overall	Count	101	185	179	111	576
		%	17	30	25	19	23
No	Urban	Count	498	308	525	484	1815
		%	83	73	75	81	78
	Rural	Count	--	131	--	--	131
		%	--	65	--	--	65
	Overall	Count	498	439	525	484	1946
		%	83	70	75	81	77

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Yes	Urban	Count	44	46	81	61	232
		%	44	40	45	55	46
	Rural	Count	--	19	--	--	19
		%	--	27	--	--	27
	Overall	Count	44	65	81	61	251
		%	44	35	45	55	44
No	Urban	Count	57	69	98	50	274
		%	56	60	55	45	54
	Rural	Count	--	51	--	--	51
		%	--	73	--	--	73
	Overall	Count	57	120	98	50	325
		%	56	65	55	45	56

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Charges not as per tariff plan	Urban	Count	7	4	5	--	16
		%	35	14	19	--	--
	Rural	Count	--	2	--	--	2
		%	--	13	--	--	--
	Overall	Count	7	6	5	--	18
		%	35	14	19	--	--
Charged for calls/services not made	Urban	Count	11	16	9	6	42
		%	55	57	35	60	--
	Rural	Count	--	10	--	--	10
		%	--	67	--	--	--
	Overall	Count	11	26	9	6	52
		%	55	60	35	60	--
Charge for Value added services not subscribed	Urban	Count	1	1	--	2	4
		%	5	4	--	20	--
	Rural	Count	--	1	--	--	1
		%	--	7	--	--	--
	Overall	Count	1	2	--	2	5
		%	5	5	--	20	--
Details like item wise charges are not provided	Urban	Count	3	10	2	2	17
		%	15	36	8	20	--
	Rural	Count	--	4	--	--	4
		%	--	27	--	--	--
	Overall	Count	3	14	2	2	21
		%	15	33	8	20	--
Calculation are not clear	Urban	Count	2	3	4	2	11
		%	10	11	15	20	--
	Rural	Count	--	2	--	--	2
		%	--	13	--	--	--
	Overall	Count	2	5	4	2	13
		%	10	12	15	20	--
Others	Urban	Count	--	4	3	--	7
		%	--	14	12	--	--
	Rural	Count	--	1	--	--	1
		%	--	7	--	--	--
	Overall	Count	--	5	3	--	8
		%	--	12	12	--	--
Tariff plan changed without information	Urban	Count	1	1	5	1	8
		%	5	4	19	10	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	1	5	1	8
		%	5	2	19	10	--

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Yes	Urban	Count	97	86	115	98	396
		%	16	20	16	16	17
	Rural	Count	--	36	--	--	36
		%	--	18	--	--	18
	Overall	Count	97	122	115	98	432
		%	16	20	16	16	17
No	Urban	Count	502	337	589	497	1925
		%	84	80	84	84	83
	Rural	Count	--	165	--	--	165
		%	--	82	--	--	82
	Overall	Count	502	502	589	497	2090
		%	84	80	84	84	83

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Difficult to read the bill	Urban	Count	--	4	--	--	4
		%	--	18	--	--	--
	Rural	Count	--	1	--	--	1
		%	--	6	--	--	--
	Overall	Count	--	5	--	--	5
		%	--	13	--	--	--
Calculations not clear	Urban	Count	6	14	16	6	42
		%	55	64	73	55	--
	Rural	Count	--	11	--	--	11
		%	--	69	--	--	--
	Overall	Count	6	25	16	6	53
		%	55	66	73	55	--
Item-wise charges not given	Urban	Count	7	7	7	3	24
		%	64	32	32	27	--
	Rural	Count	--	4	--	--	4
		%	--	25	--	--	--
	Overall	Count	7	11	7	3	28
		%	64	29	32	27	--
Difficult to understand the language	Urban	Count	--	1	--	--	1
		%	--	5	--	--	--
	Rural	Count	--	5	--	--	5
		%	--	31	--	--	--
	Overall	Count	--	6	--	--	6
		%	--	16	--	--	--
Others	Urban	Count	--	--	--	3	3
		%	--	--	--	27	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	3	3
		%	--	--	--	27	--

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

None of the customer is dissatisfied.

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Yes	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
No	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
		Count	--	--	--	--	--
		%	--	--	--	--	--

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Yes	Urban	Count	224	167	354	271	1016
		%	37	39	50	46	44
	Rural	Count	--	69	--	--	69
		%	--	34	--	--	34
	Overall	Count	224	236	354	271	1085
		%	37	38	50	46	43
No	Urban	Count	375	256	350	324	1305
		%	63	61	50	54	56
	Rural	Count	--	132	--	--	132
		%	--	66	--	--	66
	Overall	Count	375	388	350	324	1437
		%	63	62	50	54	57

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Nil	Urban	Count	466	284	505	406	1661
		%	78	67	72	68	72
	Rural	Count	--	142	--	--	142
		%	--	71	--	--	71
	Overall	Count	466	426	505	406	1803
		%	78	68	72	68	71
Once	Urban	Count	88	52	91	122	353
		%	15	12	13	21	15
	Rural	Count	--	16	--	--	16
		%	--	8	--	--	8
	Overall	Count	88	68	91	122	369
		%	15	11	13	21	15
2-3 times	Urban	Count	42	70	86	52	250
		%	7	17	12	9	11
	Rural	Count	--	36	--	--	36
		%	--	18	--	--	18
	Overall	Count	42	106	86	52	286
		%	7	17	12	9	11
More than 3 times	Urban	Count	3	17	22	15	57
		%	1	4	3	3	2
	Rural	Count	--	7	--	--	7
		%	--	3	--	--	3
	Overall	Count	3	24	22	15	64
		%	1	4	3	3	3

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Yes	Urban	Count	23	11	35	33	102
		%	4	3	5	6	4
	Rural	Count	--	5	--	--	5
		%	--	3	--	--	3
	Overall	Count	23	16	35	33	107
		%	4	3	5	6	4
No	Urban	Count	572	407	663	558	2200
		%	96	97	95	94	96
	Rural	Count	--	195	--	--	195
		%	--	98	--	--	98
	Overall	Count	572	602	663	558	2395
		%	96	97	95	94	96

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Yes	Urban	Count	5	3	12	9	29
		%	1	1	2	2	1
	Rural	Count	--	1	--	--	1
		%	--	0	--	--	--
	Overall	Count	5	4	12	9	30
		%	1	1	2	2	1
No	Urban	Count	594	420	692	586	2292
		%	99	99	98	98	99
	Rural	Count	--	200	--	--	200
		%	--	100	--	--	100
	Overall	Count	594	620	692	586	2492
		%	99	99	98	98	99

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Very Dissatisfied	Urban	Count	--	1	2	--	3
		%	--	33	17	--	10
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	1	2	--	3
		%	--	25	17	--	10
Dissatisfied	Urban	Count	5	--	7	3	15
		%	100	--	58	33	52
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	5	--	7	3	15
		%	100	--	58	33	50
Satisfied	Urban	Count	--	2	3	6	11
		%	--	67	25	67	38
	Rural	Count	--	1	--	--	1
		%	--	100	--	--	100
	Overall	Count	--	3	3	6	12
		%	--	75	25	67	40
Very Satisfied	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--

Qus.26b . Please tell me the reason for dissatisfaction with the overall quality of your telephone service.

	Type		Airtel	BSNL	Reliance	MTS	Overall
Bills are not delivered on time & Not clear	Urban	Count	12	16	21	7	56
		%	35	42	28	21	--
	Rural	Count	--	9	--	--	9
		%	--	50	--	--	--
	Overall	Count	12	25	21	7	65
		%	35	45	28	21	--
Poor customer care	Urban	Count	17	19	27	17	80
		%	50	50	36	50	--
	Rural	Count	--	9	--	--	9
		%	--	50	--	--	--
	Overall	Count	17	28	27	17	89
		%	50	50	36	50	--
Poor Network	Urban	Count	7	9	32	9	57
		%	21	24	43	26	--
	Rural	Count	--	4	--	--	4
		%	--	22	--	--	--
	Overall	Count	7	13	32	9	61
		%	21	23	43	26	--
No complaint resolution	Urban	Count	6	2	10	1	19
		%	18	5	13	3	--
	Rural	Count	--	1	--	--	1
		%	--	6	--	--	--
	Overall	Count	6	3	10	1	20
		%	18	5	13	3	--
Voice Quality is not clear	Urban	Count	6	5	10	6	27
		%	18	13	13	18	--
	Rural	Count	--	3	--	--	3
		%	--	17	--	--	--
	Overall	Count	6	8	10	6	30
		%	18	14	13	18	--

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

	Type		Airtel	BSNL	Reliance	MTS	Overall
Broadband	Urban	Count	482	185	497	257	1421
		%	80	44	71	43	--
	Rural	Count	--	89	--	--	89
		%	--	44	--	--	--
	Overall	Count	482	274	497	257	1510
		%	80	44	71	43	--
Mobile	Urban	Count	190	106	115	46	457
		%	32	25	16	8	--
	Rural	Count	--	58	--	--	58
		%	--	29	--	--	--
	Overall	Count	190	164	115	46	515
		%	32	26	16	8	--
Others	Urban	Count	34	24	20	37	115
		%	6	6	3	6	--
	Rural	Count	--	8	--	--	8
		%	--	4	--	--	--
	Overall	Count	34	32	20	37	123
		%	6	5	3	6	--
None	Urban	Count	160	333	286	457	1236
		%	27	79	41	77	--
	Rural	Count	--	152	--	--	152
		%	--	76	--	--	--
	Overall	Count	160	485	286	457	1388
		%	27	78	41	77	--

Qus.42. Please specify the reason for your dissatisfaction with the redressal of the complaint by the Nodal Officer

	Type		Airtel	BSNL	Reliance	MTS	Overall
Difficult to connect to the Nodal office	Urban	Count	1	1	--	--	2
		%	33	100	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	1	--	--	2
		%	33	100	--	--	--
Nodal officer not polite/courteous	Urban	Count	1	--	2	--	3
		%	33	--	40	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	--	2	--	3
		%	33	--	40	--	--
Time taken by Nodal Officer for redressal of complaint is too long	Urban	Count	1	--	1	--	2
		%	33	--	20	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	--	1	--	2
		%	33	--	20	--	--
Unable to understand the problem	Urban	Count	2	1	2	--	5
		%	67	100	40	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	2	1	2	--	5
		%	67	100	40	--	--
Nodal Officer Not equipped with adequate information	Urban	Count	1	1	1	--	3
		%	33	100	20	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	1	1	--	3
		%	33	100	20	--	--

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

A. Service Provision

A.1. (Q 2) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	235	136	152	204	200	162	171	124	64	1448
		%	48	30	39	50	41	41	42	28	65	40
	Rural	Count	71	51	60	94	52	74	112	86	6	606
		%	25	26	33	57	35	43	63	35	26	38
	Overall	Count	306	187	212	298	252	236	283	210	70	2054
		%	39	29	37	52	40	42	48	30	57	40
No	Urban	Count	254	315	237	208	286	234	241	322	35	2132
		%	52	70	61	50	59	59	58	72	35	60
	Rural	Count	217	149	124	70	95	98	66	161	17	997
		%	75	75	67	43	65	57	37	65	74	62
	Overall	Count	471	464	361	278	381	332	307	483	52	3129
		%	61	71	63	48	60	58	52	70	43	60

B.2. (Q 4b) Please specify the reason(s) for your dissatisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc.

Sub Parameters	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Charges not as per tariff plan subscribed	Urban	Count	6	6	3	1	2	12	4	4	2	40
		%	13	38	11	10	3	38	20	10	100	--
	Rural	Count	1	1	4	--	2	--	1	2	--	11
		%	3	13	29	--	25	--	20	8	--	--
	Overall	Count	7	7	7	1	4	12	5	6	2	51
%		9	29	17	6	5	32	20	9	67	--	
Tariff plan changed without information	Urban	Count	9	4	11	3	31	11	4	11	--	84
		%	19	25	39	30	42	34	20	27	--	--
	Rural	Count	8	5	4	2	2	3	3	11	1	39
		%	28	63	29	33	25	50	60	42	100	--
	Overall	Count	17	9	15	5	33	14	7	22	1	123
%		22	38	36	31	41	37	28	33	33	--	
Charged for value added services not requested	Urban	Count	30	6	11	7	48	8	8	22	--	140
		%	64	38	39	70	66	25	40	54	--	--
	Rural	Count	11	1	2	3	2	3	--	17	1	40
		%	38	13	14	50	25	50	--	65	100	--
	Overall	Count	41	7	13	10	50	11	8	39	1	180
%		54	29	31	63	62	29	32	58	33	--	
Charged for call/services not made	Urban	Count	21	5	8	6	21	4	5	15	--	85
		%	45	31	29	60	29	13	25	37	--	--
	Rural	Count	12	1	5	2	3	1	1	5	--	30
		%	41	13	36	33	38	17	20	19	--	--
	Overall	Count	33	6	13	8	24	5	6	20	--	115
%		43	25	31	50	30	13	24	30	--	--	
Others	Urban	Count	--	--	--	--	--	--	--	--	--	

		%	--	--	--	--	--	--	--	--	--	--
	Rural	Count	1	--	1	--	--	--	--	1	--	3
		%	3	--	7	--	--	--	--	4	--	
	Overall	Count	1	--	1	--	--	--	--	1	--	3
		%	1	--	2	--	--	--	--	1	--	

B.2. (Q 5a) Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	100	74	79	47	150	53	58	118	1	680
		%	23	18	29	25	33	14	14	30	1	23
	Rural	Count	63	35	45	29	39	44	21	57	0	333
		%	22	18	31	23	27	26	12	23	0	22
	Overall	Count	163	109	124	76	189	97	79	175	1	1013
		%	23	18	30	24	31	18	13	28	1	22
No	Urban	Count	327	327	191	143	307	326	351	269	98	2339
		%	77	82	71	75	67	86	86	70	99	77
	Rural	Count	220	160	100	98	108	124	156	187	23	1176
		%	78	82	69	77	73	74	88	77	100	78
	Overall	Count	547	487	291	241	415	450	507	456	121	3515
		%	77	82	70	76	69	82	87	72	99	78

B.3. (Q 5d) Please specify the reason(s) for your dissatisfaction with the ease of recharging process and the transparency of recharge offer.

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Lack of complete information about the offer	Urban	Count	2	--	--	1	--	1	4	--	--	8
		%	67	--	--	25	--	33	33	--	--	--
	Rural	Count	1	--	1	2	2	--	--	1	--	7
		%	14	--	25	100	29	--	--	33	--	--
	Overall	Count	3	--	1	3	2	1	4	1	--	15
		%	30	--	13	50	15	25	24	6	--	--
Charges/Services not as per the offer	Urban	Count	--	--	3	1	2	1	1	--	--	8
		%	--	--	75	25	33	33	8	--	--	--
	Rural	Count	1	1	2	--	3	1	2	1	--	11
		%	14	14	50	--	43	100	40	33	--	--
	Overall	Count	1	1	5	1	5	2	3	1	--	19
		%	10	11	63	17	38	50	18	6	--	--
Delay in activation of recharge	Urban	Count	--	1	--	1	1	--	--	2	--	5
		%	--	50	--	25	17	--	--	14	--	--
	Rural	Count	2	--	--	--	1	1	--	--	--	4
		%	29	--	--	--	14	100	--	--	--	--
	Overall	Count	2	1	--	1	2	1	--	2	--	9
		%	20	11	--	17	15	25	--	12	--	--
Non availability of all denomination recharge coupons	Urban	Count	1	2	1	1	4	1	10	12	2	34
		%	33	100	25	25	67	33	83	86	100	--
	Rural	Count	3	6	1	--	2	--	3	1	--	16
		%	43	86	25	--	29	--	60	33	--	--
	Overall	Count	4	8	2	1	6	1	13	13	2	50
		%	40	89	25	17	46	25	76	76	100	--
Others	Urban	Count	--	--	--	--	--	1	--	--	--	1
		%	--	--	--	--	--	33	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	1	--	1

		%	--	--	--	--	--	--	--	33	--	--
	Overall	Count	--	--	--	--	--	1	--	1	--	2
		%	--	--	--	--	--	25	--	6	--	--

B.4. (Q 5e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	405	392	249	182	446	363	395	316	97	2845
		%	95	98	92	96	98	96	97	82	98	94
	Rural	Count	267	189	135	118	134	158	165	167	21	1354
		%	94	97	93	93	91	94	93	68	91	90
	Overall	Count	672	581	384	300	580	521	560	483	118	4199
		%	95	97	93	95	96	95	96	77	97	93
No	Urban	Count	22	9	21	8	11	16	14	71	2	174
		%	5	2	8	4	2	4	3	18	2	6
	Rural	Count	16	6	10	9	13	10	12	77	2	155
		%	6	3	7	7	9	6	7	32	9	10
	Overall	Count	38	15	31	17	24	26	26	148	4	329
		%	5	3	7	5	4	5	4	23	3	7

C.1. (Q 7b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability.

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Difficult to understand the language	Urban	Count	--	--	--	--	1	--	--	--	--	1
		%	--	--	--	--	100	--	--	--	--	--
	Rural	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	13	--	--	--	--	--	--	--
	Overall	Count	--	--	1	--	1	--	--	--	--	2
		%	--	--	5	--	100	--	--	--	--	--
Difficult to read the bill	Urban	Count	--	1	--	--	--	2	--	1	--	4
		%	--	100	--	--	--	100	--	100	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	1	--	--	--	2	--	1	--	4
		%	--	100	--	--	--	100	--	100	--	--
Calculations not clear	Urban	Count	--	1	7	7	--	--	--	--	--	15
		%	--	100	58	70	--	--	--	--	--	--
	Rural	Count	--	--	3	--	--	--	--	--	--	3
		%	--	--	38	--	--	--	--	--	--	--
	Overall	Count	--	1	10	7	--	--	--	--	--	18
		%	--	100	50	70	--	--	--	--	--	--
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	1	--	4	2	--	--	--	--	--	7
		%	50	--	33	20	--	--	--	--	--	--
	Rural	Count	--	--	3	--	--	--	--	--	--	3
		%	--	--	38	--	--	--	--	--	--	--
	Overall	Count	1	--	7	2	--	--	--	--	--	10
		%	50	--	35	20	--	--	--	--	--	--
Others	Urban	Count	1	--	1	1	--	--	--	--	--	3
		%	50	--	8	10	--	--	--	--	--	--
	Rural	Count	--	--	2	--	--	--	--	--	--	2
		%	--	--	25	--	--	--	--	--	--	--
	Overall	Count	1	0	3	1	--	--	--	--	--	5
		%	50	0	33	10	--	--	--	--	--	100

		%	50	--	15	10	--	--	--	--	--	--
--	--	---	----	----	----	----	----	----	----	----	----	----

C.1. (Q 8b) Please specify the reason(s) for your dissatisfaction with the accuracy & completeness of the bills

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Charges not as per tariff plan subscribed r	Urban	Count	--	--	2	2	--	1	--	1	--	6
		%	--	--	13	7	--	100	--	100	--	--
	Rural	Count	--	--	2	1	--	--	1	--	--	4
		%	--	--	20	25	--	--	100	--	--	--
	Overall	Count	--	--	4	3	--	1	1	1	--	10
%		--	--	16	10	--	100	100	100	--	--	
Tariff Plan changed without information	Urban	Count	--	--	--	1	--	--	--	--	--	1
		%	--	--	--	4	--	--	--	--	--	--
	Rural	Count	--	--	3	--	--	--	1	--	--	4
		%	--	--	30	--	--	--	100	--	--	--
	Overall	Count	--	--	3	1	--	--	1	--	--	5
%		--	--	12	3	--	--	100	--	--	--	
Charged for value added services not subscribed	Urban	Count	--	1	3	--	1	--	--	--	--	5
		%	--	100	20	--	33	--	--	--	--	--
	Rural	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	10	--	--	--	--	--	--	--
	Overall	Count	--	1	4	--	1	--	--	--	--	6
%		--	100	16	--	33	--	--	--	--	--	
Charged for calls/services not made/used	Urban	Count	4	1	8	15	2	--	--	1	--	31
		%	100	100	53	56	67	--	--	100	--	--
	Rural	Count	--	--	4	3	--	--	--	--	--	7
		%	--	--	40	75	--	--	--	--	--	--
	Overall	Count	4	1	12	18	2	--	--	1	--	38
%		100	100	48	58	67	--	--	100	--	--	
Calculations	Urban	Count	--	--	4	9	--	--	--	--	--	13

are not clear		%	--	--	27	33	--	--	--	--	--	--
	Rural	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	10	--	--	--	--	--	--	--
	Overall	Count	--	--	5	9	--	--	--	--	--	14
		%	--	--	20	29	--	--	--	--	--	--

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

	Type	% Customers										
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	8	9	36	34	3	2	1	4	--	97
		%	13	18	30	15	10	12	33	7	--	17
	Rural	Count	--	--	16	4	--	--	1	--	--	21
		%	--	--	41	11	--	--	100	--	--	22
	Overall	Count	8	9	52	38	3	2	2	4	--	118
%		12	16	33	15	10	10	50	6	--	18	
No	Urban	Count	54	41	83	188	26	15	2	55	--	464
		%	87	82	70	85	90	88	67	93	--	83
	Rural	Count	5	5	23	33	--	4	--	3	--	73
		%	100	100	59	89	--	100	--	100	--	78
	Overall	Count	59	46	106	221	26	19	2	58	--	537
		%	88	84	67	85	90	90	50	94	--	82

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	239	182	273	196	294	164	204	227	24	1803
		%	49	40	70	48	60	41	50	51	24	50
	Rural	Count	121	65	128	91	90	98	86	137	3	819
		%	42	33	70	55	61	57	48	55	13	51
	Overall	Count	360	247	401	287	384	262	290	364	27	2622
		%	46	38	70	50	61	46	49	53	22	51
No	Urban	Count	250	269	116	216	192	232	208	219	75	1777
		%	51	60	30	52	40	59	50	49	76	50
	Rural	Count	167	135	56	73	57	74	92	110	20	784
		%	58	68	30	45	39	43	52	45	87	49
	Overall	Count	417	404	172	289	249	306	300	329	95	2561
		%	54	62	30	50	39	54	51	47	78	49

C.2. (Q 18) How often does your call drops during conversation?

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Very Frequently	Urban	Count	185	77	88	121	148	105	89	107	22	942
		%	38	17	23	29	30	27	22	24	22	26
	Rural	Count	56	28	33	72	37	62	67	60	3	418
		%	19	14	18	44	25	36	38	24	13	26
	Overall	Count	241	105	121	193	185	167	156	167	25	1360
		%	31	16	21	34	29	29	26	24	20	26
Frequently	Urban	Count	18	44	41	38	67	19	29	59	11	326
		%	4	10	11	9	14	5	7	13	11	9
	Rural	Count	18	19	16	10	19	2	17	19	1	121
		%	6	10	9	6	13	1	10	8	4	8
	Overall	Count	36	63	57	48	86	21	46	78	12	447
		%	5	10	10	8	14	4	8	11	10	9
Occasionally	Urban	Count	122	226	212	197	131	114	226	183	65	1476
		%	25	50	54	48	27	29	55	41	66	41
	Rural	Count	86	92	109	70	70	79	76	128	18	728
		%	30	46	59	43	48	46	43	52	78	45
	Overall	Count	208	318	321	267	201	193	302	311	83	2204
		%	27	49	56	46	32	34	51	45	68	43
Never	Urban	Count	164	104	48	56	140	158	68	97	1	836
		%	34	23	12	14	29	40	17	22	1	23
	Rural	Count	128	61	26	12	21	29	18	40	1	336
		%	44	31	14	7	14	17	10	16	4	21

	Overall	Count	292	165	74	68	161	187	86	137	2	1172
		%	38	25	13	12	25	33	15	20	2	23

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Very Frequently	Urban	Count	7	1	--	4	--	--	--	2	1	15
		%	1	--	--	1	--	--	--	--	1	--
	Rural	Count	--	1	2	--	--	--	1	2	--	6
		%	--	1	1	--	--	--	1	1	--	--
	Overall	Count	7	2	2	4	--	--	1	4	1	21
		%	1	--	--	1	--	--	--	1	1	--
Frequently	Urban	Count	26	41	60	48	33	21	29	38	14	310
		%	5	9	15	12	7	5	7	9	14	9
	Rural	Count	8	15	26	11	9	1	23	8	4	105
		%	3	8	14	7	6	1	13	3	17	7
	Overall	Count	34	56	86	59	42	22	52	46	18	415
		%	4	9	15	10	7	4	9	7	15	8
Occasionally	Urban	Count	190	285	222	218	231	166	255	249	63	1879
		%	39	63	57	53	48	42	62	56	64	52
	Rural	Count	120	107	108	77	83	86	77	139	15	812
		%	42	54	59	47	56	50	43	56	65	51
	Overall	Count	310	392	330	295	314	252	332	388	78	2691
		%	40	60	58	51	50	44	56	56	64	52
Never	Urban	Count	266	124	107	142	222	209	128	157	21	1376
		%	54	27	28	34	46	53	31	35	21	38
	Rural	Count	160	77	48	76	55	85	77	98	4	680
		%	56	39	26	46	37	49	43	40	17	42
	Overall	Count	426	201	155	218	277	294	205	255	25	2056
		%	55	31	27	38	44	52	35	37	20	40

G.1. (Q 23) Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	81	57	86	48	88	65	75	48	3	551
		%	17	13	22	12	18	16	18	11	3	15
	Rural	Count	42	16	29	22	17	24	24	17	1	192
		%	15	8	16	13	12	14	13	7	4	12
	Overall	Count	123	73	115	70	105	89	99	65	4	743
		%	16	11	20	12	17	16	17	9	3	14
No	Urban	Count	408	394	303	364	398	331	337	398	96	3029
		%	83	87	78	88	82	84	82	89	97	85
	Rural	Count	246	184	155	142	130	148	154	230	22	1411
		%	85	92	84	87	88	86	87	93	96	88
	Overall	Count	654	578	458	506	528	479	491	628	118	4440
		%	84	89	80	88	83	84	83	91	97	86

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Not informed of charges	Urban	Count	3	9	5	6	4	3	7	3	--	40
		%	38	82	33	86	40	43	58	60	--	--
	Rural	Count	5	1	4	1	5	3	1	2	--	22
		%	83	50	67	25	100	75	33	67	--	--
	Overall	Count	8	10	9	7	9	6	8	5	--	62
%		57	77	43	64	60	55	53	63	--	--	
Activated without consent	Urban	Count	--	2	13	3	8	1	4	2	--	33
		%	--	18	87	43	80	14	33	40	--	--
	Rural	Count	--	1	4	3	--	--	2	1	--	11
		%	--	50	67	75	--	--	67	33	--	--
	Overall	Count	--	3	17	6	8	1	6	3	--	44
%		--	23	81	55	53	9	40	38	--	--	
Not informed about toll free number for unsubscribing	Urban	Count	5	1	--	--	--	4	2	--	1	13
		%	63	9	--	--	--	57	17	--	50	--
	Rural	Count	2	--	--	--	--	1	0	--	--	3
		%	33	--	--	--	--	25	0	--	--	--
	Overall	Count	7	1	--	--	--	5	2	--	1	16
%		50	8	--	--	--	45	13	--	50	--	
Others	Urban	Count	--	--	1	--	--	--	--	--	1	2
		%	--	--	7	--	--	--	--	--	50	--
	Rural	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	17	--	--	--	--	--	--	--
	Overall	Count	--	--	2	--	--	--	--	--	1	3
%		--	--	10	--	--	--	--	--	50	--	

C.4. (Q 26) In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	95	74	101	52	116	73	66	112	4	693
		%	19	16	26	13	24	18	16	25	4	19
	Rural	Count	83	19	55	27	35	18	24	59	1	321
		%	29	10	30	16	24	10	13	24	4	20
	Overall	Count	178	93	156	79	151	91	90	171	5	1014
		%	23	14	27	14	24	16	15	25	4	20
No	Urban	Count	394	377	288	360	370	323	346	334	95	2887
		%	81	84	74	87	76	82	84	75	96	81
	Rural	Count	205	181	129	137	112	154	154	188	22	1282
		%	71	91	70	84	76	90	87	76	96	80
	Overall	Count	599	558	417	497	482	477	500	522	117	4169
		%	77	86	73	86	76	84	85	75	96	80

C.4. (Q 27) Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	70	42	84	27	90	59	44	85	2	503
		%	74	57	83	52	78	81	67	76	50	73
	Rural	Count	61	10	33	13	24	12	22	34	--	209
		%	73	53	60	48	69	67	92	58	--	65
	Overall	Count	131	52	117	40	114	71	66	119	2	712
		%	74	56	75	51	75	78	73	70	40	70
No	Urban	Count	25	32	17	25	26	14	22	27	2	190
		%	26	43	17	48	22	19	33	24	50	27
	Rural	Count	22	9	22	14	11	6	2	25	1	112
		%	27	47	40	52	31	33	8	42	100	35
	Overall	Count	47	41	39	39	37	20	24	52	3	302
		%	26	44	25	49	25	22	27	30	60	30

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
None	Urban	Count	56	34	74	27	62	45	35	63	2	398
		%	80	81	88	100	69	76	80	74	100	--
	Rural	Count	52	7	27	12	21	11	22	26	--	178
		%	85	70	82	92	88	92	100	76	--	--
	Overall	Count	108	41	101	39	83	56	57	89	2	576
%	82	79	86	98	73	79	86	75	100	--	--	
Delay in deactivation resulting in repeat complaints	Urban	Count	24	15	33	12	27	17	16	36	--	180
		%	34	36	39	44	30	29	36	42	--	--
	Rural	Count	18	4	18	3	10	3	6	7	--	69
		%	30	40	55	23	42	25	27	21	--	--
	Overall	Count	42	19	51	15	37	20	22	43	--	249
%	32	37	44	38	32	28	33	36	--	--		
Customer care refused to register the complaint	Urban	Count	11	6	4	1	17	2	3	10	--	54
		%	16	14	5	4	19	3	7	12	--	--
	Rural	Count	4	--	3	--	3	1	1	4	--	16
		%	7	--	9	--	13	8	5	12	--	--
	Overall	Count	15	6	7	1	20	3	4	14	--	70
%	11	12	6	3	18	4	6	12	--	--		
Not aware of whom to contact	Urban	Count	1	1	--	1	2	1	--	1	--	7
		%	1	2	--	4	2	2	--	1	--	--
	Rural	Count	--	--	--	1	--	--	1	2	--	4
		%	--	--	--	8	--	--	5	6	--	--

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Very Dissatisfied	Urban	Count	--	1	1	--	3	1	--	3	--	9
		%	--	2	1	--	3	2	--	4	--	2
	Rural	Count	3	--	--	--	2	--	--	2	--	7
		%	5	--	--	--	8	--	--	6	--	3
	Overall	Count	3	1	1	--	5	1	--	5	--	16
		%	2	2	1	--	4	1	--	4	--	2
Dissatisfied	Urban	Count	24	20	24	15	44	25	22	42	--	216
		%	34	48	29	56	49	42	50	49	--	43
	Rural	Count	18	3	14	3	10	5	6	11	--	70
		%	30	30	42	23	42	42	27	32	--	33
	Overall	Count	42	23	38	18	54	30	28	53	--	286
		%	32	44	32	45	47	42	42	45	--	40
Satisfied	Urban	Count	36	17	52	11	35	30	14	40	1	236
		%	51	40	62	41	39	51	32	47	50	47
	Rural	Count	31	7	19	7	12	6	14	19	--	115
		%	51	70	58	54	50	50	64	56	--	55
	Overall	Count	67	24	71	18	47	36	28	59	1	351
		%	51	46	61	45	41	51	42	50	50	49
Very Satisfied	Urban	Count	10	4	7	1	8	3	8	--	1	42
		%	14	10	8	4	9	5	18	--	50	8
	Rural	Count	9	--	--	3	--	1	2	2	--	17
		%	15	--	--	23	--	8	9	6	--	8
	Overall	Count	19	4	7	4	8	4	10	2	1	59
		%	15	8	6	10	7	6	15	2	50	8

(Q 29 b) Please specify the reason(s) for your dissatisfaction with the overall quality of your mobile service?

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Automatic balance Deduction	Urban	Count	6	6	14	11	9	12	2	7	--	67
		%	21	17	24	23	16	36	8	21	--	--
	Rural	Count	7	1	4	1	3	2	1	1	--	20
		%	37	20	15	13	25	40	11	13	--	--
	Overall	Count	13	7	18	12	12	14	3	8	--	87
		%	27	18	21	21	17	37	9	19	--	--
Unauthorized activation of VAS	Urban	Count	7	4	14	14	11	5	5	5	2	67
		%	24	11	24	29	19	15	20	15	67	--
	Rural	Count	3	--	6	1	1	1	--	2	--	14
		%	16	--	23	13	8	20	--	25	--	--
	Overall	Count	10	4	20	15	12	6	5	7	2	81
		%	21	10	24	27	17	16	15	17	40	--
Poor customer Care	Urban	Count	5	4	12	9	9	3	3	7	--	52
		%	17	11	21	19	16	9	12	21	--	--
	Rural	Count	3	1	3	1	1	--	1	1	1	12
		%	16	20	12	13	8	--	11	13	50	--
	Overall	Count	8	5	15	10	10	3	4	8	1	64
		%	17	13	18	18	14	8	12	19	20	--
Poor Network	Urban	Count	1	4	6	3	3	3	5	2	1	28
		%	3	11	10	6	5	9	20	6	33	--
	Rural	Count	2	2	6	1	1	1	2	--	1	16
		%	11	40	23	13	8	20	22	--	50	--
	Overall	Count	3	6	12	4	4	4	7	2	2	44
		%	6	15	14	7	6	11	21	5	40	--
Voice quality is not good	Urban	Count	3	--	4	1	6	2	2	1	--	19
		%	10	--	7	2	10	6	8	3	--	--
	Rural	Count	2	--	2	3	2	--	3	2	--	14
		%	11	--	8	38	17	--	33	25	--	--
	Overall	Count	5	--	6	4	8	2	5	3	--	33
		%	10	--	7	7	11	5	15	7	--	--
Bills are not delivered on time	Urban	Count	1	7	6	6	9	5	3	4	--	41
		%	3	20	10	13	16	15	12	12	--	--
	Rural	Count	1	--	2	--	3	1	1	2	--	10
		%	5	--	8	--	25	20	11	25	--	--

	Overall	Count	2	7	8	6	12	6	4	6	--	51
		%	4	18	10	11	17	16	12	14	--	--
High Charges	Urban	Count	5	6	4	4	7	3	3	5	--	37
		%	17	17	7	8	12	9	12	15	--	--
	Rural	Count	2	--	--	1	--	--	2	--	--	5
		%	11	--	--	13	--	--	22	--	--	--
	Overall	Count	7	6	4	5	7	3	5	5	--	42
		%	15	15	5	9	10	8	15	12	--	--
Unwanted Call	Urban	Count	3	4	4	3	5	1	2	3	--	25
		%	10	11	7	6	9	3	8	9	--	--
	Rural	Count	--	1	5	--	1	--	--	--	--	7
		%	--	20	19	--	8	--	--	--	--	--
	Overall	Count	3	5	9	3	6	1	2	3	--	32
		%	6	13	11	5	9	3	6	7	--	--

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Broadband	Urban	Count	28	19	12	24	--	16	27	15	--	141
		%	6	4	3	6	--	4	7	3	--	--
	Rural	Count	12	6	4	11	--	11	2	1	--	47
		%	4	3	2	7	--	7	1	0	--	--
	Overall	Count	40	25	16	35	--	27	29	16	--	188
		%	5	4	3	6	--	5	5	2	--	--
Wireline	Urban	Count	17	59	13	12	--	--	--	14	--	115
		%	4	13	3	3	--	--	--	3	--	--
	Rural	Count	9	5	4	--	--	--	--	1	--	19
		%	3	3	2	--	--	--	--	0	--	--
	Overall	Count	26	64	17	12	--	--	--	15	--	134
		%	3	10	3	2	--	--	--	2	--	--
Others	Urban	Count	36	80	102	107	93	76	119	103	54	770
		%	7	18	27	26	20	21	29	24	55	--
	Rural	Count	16	43	45	24	24	18	51	38	5	264
		%	6	22	24	15	17	11	29	16	22	--
	Overall	Count	52	123	147	131	117	94	170	141	59	1034
		%	7	19	26	23	19	18	29	21	48	--
None	Urban	Count	410	298	255	269	366	276	258	307	45	2484
		%	85	67	67	66	80	75	64	70	45	--
	Rural	Count	251	145	132	125	118	131	122	203	18	1245
		%	88	73	72	78	83	82	70	84	78	--
	Overall	Count	661	443	387	394	484	407	380	510	63	3729
		%	86	69	69	69	81	77	66	75	52	--

C.4. (Q 42b)Were you able to connect to the Nodal officer without any difficulty?

Sub Parameters	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	10	3	2	--	4	2	3	1	--	25
		%	83	100	33	--	40	67	75	100	--	58
	Rural	Count	11	--	1	2	2	1	--	--	--	17
		%	92	--	33	33	100	100	--	--	--	68
	Overall	Count	21	3	3	2	6	3	3	1	--	42
		%	88	75	33	20	50	75	75	100	--	62
No	Urban	Count	2	--	4	4	6	1	1	--	--	18
		%	17	--	67	100	60	33	25	--	--	42
	Rural	Count	1	1	2	4	--	--	--	--	--	8
		%	8	100	67	67	--	--	--	--	--	32
	Overall	Count	3	1	6	8	6	1	1	--	--	26
		%	13	25	67	80	50	25	25	--	--	38

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	175	172	227	165	157	160	144	138	19	1357
		%	36	38	58	40	32	40	35	31	19	38
	Rural	Count	56	57	109	64	55	64	56	82	2	545
		%	19	29	59	39	37	37	31	33	9	34
	Overall	Count	231	229	336	229	212	224	200	220	21	1902
		%	30	35	59	40	33	39	34	32	17	37
No	Urban	Count	314	279	162	247	329	236	268	308	80	2223
		%	64	62	42	60	68	60	65	69	81	62
	Rural	Count	232	143	75	100	92	108	122	165	21	1058
		%	81	72	41	61	63	63	69	67	91	66
	Overall	Count	546	422	237	347	421	344	390	473	101	3281
		%	70	65	41	60	67	61	66	68	83	63

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	46	23	90	37	44	50	25	37	1	353
		%	26	13	40	22	28	31	17	27	5	26
	Rural	Count	17	7	28	9	6	5	7	10	--	89
		%	30	12	26	14	11	8	13	12	--	16
	Overall	Count	63	30	118	46	50	55	32	47	1	442
		%	27	13	35	20	24	25	16	21	5	23
No	Urban	Count	129	149	137	128	113	110	119	101	18	1004
		%	74	87	60	78	72	69	83	73	95	74
	Rural	Count	39	50	81	55	49	59	49	72	2	456
		%	70	88	74	86	89	92	88	88	100	84
	Overall	Count	168	199	218	183	162	169	168	173	20	1460
		%	73	87	65	80	76	75	84	79	95	77

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
No change	Urban	Count	7	3	5	2	3	2	1	5	--	28
		%	15	13	6	5	7	4	4	14	--	8
	Rural	Count	1	1	1	--	1	--	2	--	--	6
		%	6	14	4	--	17	--	29	--	--	7
	Overall	Count	8	4	6	2	4	2	3	5	--	34
		%	13	13	5	4	8	4	9	11	--	8
Slight decrease	Urban	Count	1	3	--	--	5	3	1	--	--	13
		%	2	13	--	--	11	6	4	--	--	4
	Rural	Count	1	--	--	--	1	--	--	1	--	3
		%	6	--	--	--	17	--	--	10	--	3
	Overall	Count	2	3	--	--	6	3	1	1	--	16
		%	3	10	--	--	12	5	3	2	--	4
Considerable decrease	Urban	Count	9	4	2	3	9	--	2	2	--	31
		%	20	17	2	8	20	--	8	5	--	9
	Rural	Count	3	1	2	2	--	1	--	--	--	9
		%	18	14	7	22	--	20	--	--	--	10
	Overall	Count	12	5	4	5	9	1	2	2	--	40
		%	19	17	3	11	18	2	6	4	--	9
Stopped receiving	Urban	Count	29	13	83	32	27	45	21	30	1	281
		%	63	57	92	86	61	90	84	81	100	80
	Rural	Count	12	5	25	7	4	4	5	9	--	71
		%	71	71	89	78	67	80	71	90	--	80
	Overall	Count	41	18	108	39	31	49	26	39	1	352
		%	65	60	92	85	62	89	81	83	100	80

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

	Type	% Customers										
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	5	1	2	1	4	--	3	2	--	18
		%	29	10	29	20	24	--	75	29	--	25
	Rural	Count	2	--	1	2	2	1	1	--	--	9
		%	40	--	33	100	100	100	50	--	--	50
	Overall	Count	7	1	3	3	6	1	4	2	--	27
		%	32	8	30	43	32	17	67	25	--	30
No	Urban	Count	12	9	5	4	13	5	1	5	--	54
		%	71	90	71	80	76	100	25	71	--	75
	Rural	Count	3	2	2	--	--	--	1	1	--	9
		%	60	100	67	--	--	--	50	100	--	50
	Overall	Count	15	11	7	4	13	5	2	6	--	63
		%	68	92	70	57	68	83	33	75	--	70

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

	Type	% Customers										
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	5	1	1	--	4	--	2	1	--	14
		%	100	100	100	--	100	--	100	50	--	93
	Rural	Count	2	--	--	2	1	1	1	--	--	7
		%	100	--	--	100	50	100	100	--	--	88
	Overall	Count	7	1	1	2	5	1	3	1	--	21
%		100	100	100	100	83	100	100	50	--	91	
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--	--
%		--	--	--	--	--	--	--	--	--	--	
Service Provider refused to register the complaint	Urban	Count	--	--	--	--	--	--	--	1	--	1
		%	--	--	--	--	--	--	--	50	--	7
	Rural	Count	--	--	--	--	1	--	--	--	--	1
		%	--	--	--	--	50	--	--	--	--	13
	Overall	Count	--	--	--	--	1	--	--	1	--	2
%		--	--	--	--	17	--	--	50	--	9	
Difficult to lodge the complaint	Urban	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--	--
%		--	--	--	--	--	--	--	--	--	--	

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

	Type	% Customers										
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	281	272	285	244	298	207	225	205	26	2043
		%	57	60	73	59	61	52	55	46	26	57
	Rural	Count	94	95	133	108	81	101	116	132	2	862
		%	33	48	72	66	55	59	65	53	9	54
	Overall	Count	375	367	418	352	379	308	341	337	28	2905
		%	48	56	73	61	60	54	58	49	23	56
No	Urban	Count	208	179	104	168	188	189	187	241	73	1537
		%	43	40	27	41	39	48	45	54	74	43
	Rural	Count	194	105	51	56	66	71	62	115	21	741
		%	67	53	28	34	45	41	35	47	91	46
	Overall	Count	402	284	155	224	254	260	249	356	94	2278
		%	52	44	27	39	40	46	42	51	77	44

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

	Type	% Customers										
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Yes	Urban	Count	33	17	18	24	18	23	28	52	16	229
		%	11	8	10	10	6	11	12	20	22	11
	Rural	Count	19	7	10	8	13	7	9	14	2	89
		%	11	6	9	9	21	9	9	9	12	10
	Overall	Count	52	24	28	32	31	30	37	66	18	318
		%	11	7	10	10	9	10	11	16	20	11
No	Urban	Count	258	198	169	217	268	189	213	202	56	1770
		%	89	92	90	90	94	89	88	80	78	89
	Rural	Count	155	113	97	80	50	74	96	137	15	817
		%	89	94	91	91	79	91	91	91	88	90
	Overall	Count	413	311	266	297	318	263	309	339	71	2587
		%	89	93	90	90	91	90	89	84	80	89

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Very dissatisfied	Urban	Count	2	1	1	3	--	1	--	--	--	8
		%	6	6	6	13	--	4	--	--	--	3
	Rural	Count	9	--	1	--	1	3	3	4	2	23
		%	47	--	10	--	8	43	33	29	100	26
	Overall	Count	11	1	2	3	1	4	3	4	2	31
		%	21	4	7	9	3	13	8	6	11	10
Dissatisfied	Urban	Count	14	1	--	3	6	2	6	2	--	34
		%	42	6	--	13	33	9	21	4	--	15
	Rural	Count	1	--	1	1	--	1	--	--	--	4
		%	5	--	10	13	--	14	--	--	--	4
	Overall	Count	15	1	1	4	6	3	6	2	--	38
		%	29	4	4	13	19	10	16	3	--	12
Satisfied	Urban	Count	17	14	17	17	11	19	18	50	14	177
		%	52	82	94	71	61	83	64	96	88	77
	Rural	Count	8	7	8	7	12	3	6	10	--	61
		%	42	100	80	88	92	43	67	71	--	69
	Overall	Count	25	21	25	24	23	22	24	60	14	238
		%	48	88	89	75	74	73	65	91	78	75
Very satisfied	Urban	Count	--	1	--	1	1	1	4	--	2	10
		%	--	6	--	4	6	4	14	--	13	4
	Rural	Count	1	--	--	--	--	--	--	--	--	1
		%	5	--	--	--	--	--	--	--	--	1
	Overall	Count	1	1	--	1	1	1	4	--	2	11
		%	2	4	--	3	3	3	11	--	11	3

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

	Type		% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Within 5 minutes	Urban	Count	32	17	16	23	18	22	26	52	16	222
		%	97	100	89	96	100	96	93	100	100	97
	Rural	Count	19	7	10	8	13	7	9	14	2	89
		%	100	100	100	100	100	100	100	100	100	100
	Overall	Count	51	24	26	31	31	29	35	66	18	311
		%	98	100	93	97	100	97	95	100	100	98
After 5 to 10 minutes	Urban	Count	1	--	--	1	--	1	2	--	--	5
		%	3	--	--	4	--	4	7	--	--	2
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	1	--	--	1	--	1	2	--	--	5
		%	2	--	--	3	--	3	5	--	--	2
After 10 minutes	Urban	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	6	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	4	--	--	--	--	--	--	--
Never	Urban	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	6	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	4	--	--	--	--	--	--	--

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

	Type		Customer Ranking									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	MTS	Cheers	Overall
Average score	Urban	Count	489	451	389	412	486	396	412	446	99	3580
		Mean	8.3	7.9	7.1	7.7	8.0	8.1	7.9	8.5	8.2	8.0
	Rural	Count	288	200	184	164	147	172	178	247	23	1603
		Mean	8.2	8.6	7.1	7.8	7.6	8.0	7.8	7.8	8.3	7.9
	Overall	Count	777	651	573	576	633	568	590	693	122	5183
		Mean	8.2	8.1	7.1	7.7	7.9	8.1	7.9	8.3	8.2	7.9

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

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

	Type		Airtel	BSNL	Reliance	Overall
More than 7 to 15 days ago	Urban	Count	30	17	87	134
		%	5	4	15	8
	Rural	Count	1	12	--	13
		%	33	6	--	6
	Overall	Count	31	29	87	147
		%	5	5	15	8
More than 15 day to 30 days ago	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	2	1	10	13
		%	--	--	2	1
	Overall	Count	2	1	10	13
		%	--	--	2	1
More than 30 days ago	Urban	Count	561	383	495	1439
		%	95	96	84	91
	Rural	Count	2	195	1	198
		%	67	94	100	94
	Overall	Count	563	578	496	1637
		%	94	95	84	91

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

	Type		Airtel	BSNL	Reliance	Overall
Within 24 hrs	Urban	Count	9	9	8	26
		%	2	2	1	2
	Rural	Count	--	1	--	1
		%	--	--	--	--
	Overall	Count	9	10	8	27
		%	2	2	1	2
2-3 days	Urban	Count	6	7	11	24
		%	1	2	2	2
	Rural	Count	--	6	--	6
		%	--	3	--	3
	Overall	Count	6	13	11	30
		%	1	2	2	2
4-7 days	Urban	Count	23	36	64	123
		%	4	9	11	8
	Rural	Count	--	17	--	17
		%	--	8	--	8
	Overall	Count	23	53	64	140
		%	4	9	11	8
More than 7 days	Urban	Count	24	37	61	122
		%	4	9	10	8
	Rural	Count	--	20	1	21
		%	--	10	100	10
	Overall	Count	24	57	62	143
		%	4	9	10	8
Not applicable	Urban	Count	531	312	448	1291
		%	90	78	76	81
	Rural	Count	3	163	--	166
		%	100	79	--	79
	Overall	Count	534	475	448	1457
		%	90	78	76	81

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

	Type		Airtel	BSNL	Reliance	Overall
Difficult to read the bill	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Difficult to understand the language	Urban	Count	--	1	--	1
		%	--	5	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	1	--	1
		%	--	3	--	--
Calculation-on not clear	Urban	Count	7	7	13	27
		%	70	33	65	--
	Rural	Count	--	4	--	4
		%	--	40	--	--
	Overall	Count	7	11	13	31
		%	70	35	65	--
Item-wise charges not given	Urban	Count	2	4	3	9
		%	20	19	15	--
	Rural	Count	--	3	--	3
		%	--	30	--	--
	Overall	Count	2	7	3	12
		%	20	23	15	--
Others	Urban	Count	2	9	5	16
		%	20	43	25	--
	Rural	Count	--	2	--	2
		%	--	20	--	--
	Overall	Count	2	11	5	18
		%	20	35	25	--

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

	Type		Airtel	BSNL	Reliance	Overall
Charges not as per tariff plan subscribed	Urban	Count	16	7	15	38
		%	36	33	43	--
	Rural	Count	--	3	--	3
		%	--	33	--	--
	Overall	Count	16	10	15	41
		%	36	33	43	--
Tariff plan changed without information	Urban	Count	14	3	4	21
		%	32	14	11	--
	Rural	Count	--	1	--	1
		%	--	11	--	--
	Overall	Count	14	4	4	22
		%	32	13	11	--
Charged for value added services not requested	Urban	Count	8	4	2	14
		%	18	19	6	--
	Rural	Count	--	1	--	1
		%	--	11	--	--
	Overall	Count	8	5	2	15
		%	18	17	6	--
Charged for calls not made	Urban	Count	13	7	16	36
		%	30	33	46	--
	Rural	Count	--	4	--	4
		%	--	44	--	--
	Overall	Count	13	11	16	40
		%	30	37	46	--
Others	Urban	Count	4	3	1	8
		%	9	14	3	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	4	3	1	8
		%	9	10	3	--

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

	Type		Airtel	BSNL	Reliance	Overall
Yes	Urban	Count	83	50	80	213
		%	14	12	14	13
	Rural	Count	--	24	--	24
		%	--	12	--	11
	Overall	Count	83	74	80	237
		%	14	12	13	13
No	Urban	Count	510	351	512	1373
		%	86	88	86	87
	Rural	Count	3	183	1	187
		%	100	88	100	89
	Overall	Count	513	534	513	1560
		%	86	88	87	87

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

	Type		Airtel	BSNL	Reliance	Overall
Yes	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
No	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--

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

	Type		Airtel	BSNL	Reliance	Overall
Yes	Urban	Count	334	146	304	784
		%	56	36	51	49
	Rural	Count	3	70	--	73
		%	100	34	--	35
	Overall	Count	337	216	304	857
		%	57	36	51	48
No	Urban	Count	259	255	288	802
		%	44	64	49	51
	Rural	Count	--	137	1	138
		%	--	66	100	65
	Overall	Count	259	392	289	940
		%	43	64	49	52

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

	Type		Airtel	BSNL	Reliance	Overall
Very frequently	Urban	Count	155	70	159	384
		%	26	17	27	24
	Rural	Count	1	42	1	44
		%	33	20	100	21
	Overall	Count	156	112	160	428
		%	26	18	27	24
Frequently	Urban	Count	388	171	356	915
		%	65	43	60	58
	Rural	Count	2	93	--	95
		%	67	45	--	45
	Overall	Count	390	264	356	1010
		%	65	43	60	56
Occasionally	Urban	Count	41	109	74	224
		%	7	27	13	14
	Rural	Count	--	44	--	44
		%	--	21	--	21
	Overall	Count	41	153	74	268
		%	7	25	12	15
Never	Urban	Count	9	51	3	63
		%	2	13	1	4
	Rural	Count	--	28	--	28
		%	--	14	--	13
	Overall	Count	9	79	3	91
		%	2	13	1	5

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

	Type		Airtel	BSNL	Reliance	Overall
Problem was related to my computer Hardware/software	Urban	Count	243	102	235	580
		%	45	42	46	45
	Rural	Count	1	50	1	52
		%	33	37	100	37
	Overall	Count	244	152	236	632
		%	45	40	46	44
Problem was related to broad band and modem provided by the service operator	Urban	Count	300	139	280	719
		%	55	58	54	55
	Rural	Count	2	85	--	87
		%	67	63	--	63
	Overall	Count	302	224	280	806
		%	55	60	54	56

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

	Type		Airtel	BSNL	Reliance	Overall
Yes	Urban	Count	45	37	98	180
		%	8	9	17	11
	Rural	Count	1	22	1	24
		%	33	11	100	11
	Overall	Count	46	59	99	204
		%	8	10	17	11
No	Urban	Count	548	364	494	1406
		%	92	91	83	89
	Rural	Count	2	185	--	187
		%	67	89	--	89
	Overall	Count	550	549	494	1593
		%	92	90	83	89

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

	Type		Airtel	BSNL	Reliance	Overall
Not informed of charges	Urban	Count	--	1	2	3
		%	--	100	67	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	1	2	3
		%	--	100	67	--
Activated without consent	Rural	Count	1	--	--	1
		%	50	--	--	--
	Urban	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	--	--	1
		%	50	--	--	--
Not informed about toll free no. for unsubscribing	Urban	Count	--	--	1	1
		%	--	--	33	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	1	1
		%	--	--	33	--
Others	Urban	Count	1	--	--	1
		%	50	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	--	--	1
		%	50	--	--	--

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

	Type		Airtel	BSNL	Reliance	Overall
Yes	Urban	Count	12	2	31	45
		%	22	5	24	20
	Rural	Count	--	3	--	3
		%	--	13	--	12
	Overall	Count	12	5	31	48
		%	21	8	24	20
No	Urban	Count	43	36	96	175
		%	78	95	76	80
	Rural	Count	1	21	1	23
		%	100	88	100	88
	Overall	Count	44	57	97	198
		%	79	92	76	80

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

	Type		Airtel	BSNL	Reliance	Overall
Yes	Urban	Count	12	1	30	43
		%	100	50	97	96
	Rural	Count	--	2	--	2
		%	--	67	--	67
	Overall	Count	12	3	30	45
		%	100	60	97	94
No	Urban	Count	--	1	1	2
		%	--	50	3	4
	Rural	Count	--	1	--	1
		%	--	33	--	33
	Overall	Count	--	2	1	3
		%	--	40	3	6

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

	Type		Airtel	BSNL	Reliance	Overall
None	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Delay in deactivation	Rural	Count	1	1	1	3
		%	100	50	20	--
	Urban	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	1	1	3
		%	100	50	20	--
Customer care refused to register	Rural	Count	1	1	4	6
		%	100	50	80	--
	Urban	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	1	4	6
		%	100	50	80	--
Not aware of whom to be contacted	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Others	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--

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

	Type		Airtel	BSNL	Reliance	Overall
Very Dissatisfied	Urban	Count	2	--	--	2
		%	18	--	--	5
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	2	--	--	2
		%	18	--	--	5
Dissatisfied	Urban	Count	2	1	6	9
		%	18	100	20	21
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	2	1	6	9
		%	18	33	20	20
Satisfied	Urban	Count	7	--	24	31
		%	64	--	80	74
	Rural	Count	--	2	--	2
		%	--	100	--	100
	Overall	Count	7	2	24	33
		%	64	67	80	75
Very Satisfied	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--

Qus23 (b) Please specify the reason(s) for your dissatisfaction

	Type		Airtel	BSNL	Reliance	Overall
Bills Not delivered on time/Not clear	Urban	Count	12	8	11	31
		%	29	15	14	--
	Rural	Count	--	5	--	5
		%	--	22	--	--
	Overall	Count	12	13	11	36
%		29	17	14	--	
Extra charges are added	Urban	Count	5	--	6	11
		%	12	--	7	--
	Rural	Count	--	2	--	2
		%	--	9	--	--
	Overall	Count	5	2	6	13
%		12	3	7	--	
Poor Connectivity	Urban	Count	13	10	13	36
		%	32	19	16	--
	Rural	Count	--	2	--	2
		%	--	9	--	--
	Overall	Count	13	12	13	38
%		31	16	16	--	
Poor Customer care	Urban	Count	27	25	48	100
		%	66	47	59	--
	Rural	Count	--	8	--	8
		%	--	35	--	--
	Overall	Count	27	33	48	108
%		64	43	59	--	
Speed is very slow	Urban	Count	9	26	32	67
		%	22	49	40	--
	Rural	Count	1	12	--	13
		%	100	52	--	--
	Overall	Count	10	38	32	80
%		24	50	40	--	

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

	Type		Airtel	BSNL	Reliance	Overall
Average score	Urban	Count	593	401	592	1586
		Mean	2.5	2.6	2.1	2.3
	Rural	Count	3	207	1	211
		Mean	2.7	2.6	2.0	2.6
	Overall	Count	596	608	593	1797
		Mean	2.5	2.6	2.1	2.4

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

	Type		Airtel	BSNL	Reliance	Overall
Mobile	Urban	Count	263	114	155	532
		%	45	29	27	--
	Rural	Count	2	52	1	55
		%	67	26	100	--
	Overall	Count	265	166	156	587
		%	45	28	27	--
Wireline	Urban	Count	390	247	270	907
		%	66	63	47	--
	Rural	Count	1	106	--	107
		%	33	52	--	--
	Overall	Count	391	353	270	1014
		%	66	59	46	--
Others	Urban	Count	8	8	50	66
		%	1	2	9	--
	Rural	Count	--	16	--	16
		%	--	8	--	--
	Overall	Count	8	24	50	82
		%	1	4	9	--
None	Urban	Count	102	62	145	309
		%	17	16	25	--
	Rural	Count	--	32	--	32
		%	--	16	--	--
	Overall	Count	102	94	145	341
		%	17	16	25	--

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

	Type		Airtel	BSNL	Reliance	Overall
Yes	Urban	Count	318	77	152	547
		%	55	20	27	36
	Rural	Count	1	36	1	38
		%	33	18	100	19
	Overall	Count	319	113	153	585
		%	55	20	27	34
No	Urban	Count	260	302	420	982
		%	45	80	73	64
	Rural	Count	2	161	--	163
		%	67	82	--	81
	Overall	Count	262	463	420	1145
		%	45	80	73	66

Q26 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider

	Type		Airtel	BSNL	Reliance	Overall
Average score	Urban	Count	586	392	579	1557
		Mean	7.81	7.60	7.75	7.74
	Rural	Count	--	201	--	201
		Mean	--	7.64	--	7.64
	Overall	Count	586	593	579	1762
		Mean	7.81	7.62	7.76	7.73

us.32 Please specify the reason(s) for your dissatisfaction with the system of resolving of complaints by call centre/customer care/ helpline

	Type		Airtel	BSNL	Reliance	Overall
Difficult to connect to the call centre	Urban	Count	15	5	10	30
		%	33	26	17	--
	Rural	Count	--	2	--	2
		%	--	33	--	--
	Overall	Count	15	7	10	32
		%	33	28	17	--
Customer care executive not polite	Urban	Count	28	12	10	50
		%	62	63	17	--
	Rural	Count	--	2	--	2
		%	--	33	--	--
	Overall	Count	28	14	10	52
		%	62	56	17	--
Customer care not equipped with adequate information	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Time taken by call centre for redresser of complaint is too long	Urban	Count	8	8	23	39
		%	18	42	40	--
	Rural	Count	--	2	--	2
		%	--	33	--	--
	Overall	Count	8	10	23	41
		%	18	40	40	--
Customer care ex. Was unable to understand the problem	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Others	Urban	Count	--	--	3	3
		%	--	--	5	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	3	3
		%	--	--	5	--
No Reason Given	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--

		%	--	--	--	--
--	--	---	----	----	----	----

SURVEY A: Basic Service (WireLine)

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

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

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

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

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

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

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

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

STD Code	Telephone Number

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

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

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

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

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a) . Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes ADMINISTER Q.NOS. 1 - 3 [2] No SKIP TO SECTION B
1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes [2] No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

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

4. How satisfied are you with the time taken to deliver your bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Details like item-wise charges are not provided [6] Calculations are not clear [7] Others (please specify) _____
6. Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No → (If No, go to Q 8)
7. How satisfied are you with the process of resolution of billing complaints?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

<p>8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q 9(a)) 9. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____</p>

For Prepaid Customers only

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

<p>10(f) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
	(Ask Q 26(b) only if 1 OR 2 is coded)	

<p>(Ask this question only if 1 OR 2 is coded in Q25(a))</p> <p>26(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>_____</p> <p>2. _____</p> <p>_____</p> <p>3. _____</p> <p>_____</p>
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H. GENERAL INFORMATION

<p>27. What kind of other services are you also taking from this service provider?</p>	<p><input type="checkbox"/> Broadband <input type="checkbox"/> Mobile</p> <p><input type="checkbox"/> Others <input type="checkbox"/> None</p>
<p>28(a) Have you terminated a telephone connection that you had in the last 6 month?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>28(b) If Yes, Please name your service provider?</p>	<p><input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom</p> <p><input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL</p> <p><input type="checkbox"/> Shyam/MTS <input type="checkbox"/> MTNL</p>
<p>29. How many days were taken for termination of your telephone connection?</p>	<p><input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days</p> <p><input type="checkbox"/> 4-7 days <input type="checkbox"/> more than 7 days</p>
<p>30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(b))</p> <p><input type="checkbox"/> No</p>
<p>(Ask only if Yes in Q 32(a))</p> <p>32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p>	<p><input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease</p> <p><input type="checkbox"/> Slight decrease <input type="checkbox"/> No change</p> <p>(Ask Q 32(b) only if 3 OR 2 OR 1 is coded)</p>
<p>(Ask only if 3 OR 2 OR 1 coded in Q 32 (b))</p> <p>32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(c))</p> <p><input type="checkbox"/> No</p>

<p>(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 40)</p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)</p>	<p><input type="checkbox"/> 1 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 It was received on request</p> <p><input type="checkbox"/> 4 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
<p>38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 43)</p>

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 43)
39(b). Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. 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 Q 42 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q41) 42. 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) _____
43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 47)
44. Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 47)
45. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. 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

(Q47 to Q49 are for Prepaid Customers only)	
47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48. 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 50)
49. 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) _____
50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

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

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

S1.1 Which mobile phone or fixed wireless phone (FWP) service provider are you using currently? **READ OUT & TICK**

- [1] Airtel [2] BSNL [3] Reliance Communications [4] Tata Indicom
 [5] Reliance Telecom [6] Idea [7] Vodafone [8] Dishnet [9] S Tel
 [10] Sistema Shyam [11] Spice Comm [12] MTNL [13] Aircel [13] Unitech

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

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

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

S1.4 Please tell us your Mobile/ fixed wireless No. STD Code: _____ Telephone Number: _____

S1.5. Age (in years): 1 Less than 25 2 25-34 3 35-44 4 More than 45

S1.6 Please tell us your Occupation: 1 Service 2 Business/self employed
 3 Student 4 Housewife 5 Retired

S1.7. RECORD Usage Type: 1 Residential 2 Commercial

S1.8. RECORD Area: 1 Rural 2 Urban

S1.9. User Type: 1 Postpaid 2 Prepaid

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

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

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If Yes go to 5(b))
5(b).ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify) _____
5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____

8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify) _____
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 16)
11. 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
12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 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
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17. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How often does your call drops during conversation?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

F. MAINTAINABILITY

20. How often do you face signal problems?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
21. How satisfied are you with the availability of signal in your area?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
22. How satisfied are you with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 24)	
24. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____
28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

29(a).How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(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

30. What kind of other telecom services are you using?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
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31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(a)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q 32) 33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change (Ask Q 33(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(c)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q33 (b)) 33.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint
34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q35)
34(b). Have you utilized SMS based mechanism for getting unique porting code?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 miuntes <input type="checkbox"/> 2 After 5 to 10 miuntes <input type="checkbox"/> 3 After 10 miuntes <input type="checkbox"/> 4 Never
34 (d) If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	
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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37. Have you made any complaint within last 6 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 41)
38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and Docket number received <input type="checkbox"/> 2 Complaint was registered and Docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
39. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable
41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
42(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
42(b). Were you able to connect to the Nodal officer without any difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

<p>44. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 45 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q44) 45. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><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) _____</p>
<p>46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>47. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>48. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q50 to Q52 are for prepaid customers only)</p>	
<p>50. 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</p>
<p>51. 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 53)</p>
<p>52. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and</p>	

appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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SURVEY C: BROADBAND SERVICE

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

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

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

- [1] BSNL [2] Tata Comm/VSNL [3] Airtel [4] Reliance [5] Sify
[6] Hathway [7] Shyam Telelink [8] You Telecom [9] Spectranet [10] HFCL

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

S1.2 Name: _____ **S1.3 RECORD Gender:** 1 Male 2 Female

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

S1.4 Tel: _____ **Age S1.5. Age (in years):** 1 Less than 25 2 25-60 3 More than 60

STD Code	Telephone Number

S1.6. RECORD Usage Type: 1 Residential 2 Commercial
S1.7.

RECORD Area: 1 Rural 2 Urban
S1.8. User Type: 1 Postpaid 2 Prepaid
S1.9 E-mail

S1.10 User Type: 1 Prepaid 2 Postpaid

S1.11. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] Rajasthan [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.12. RECORD District _____

S1.13. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.15 RECORD Name of POP: _____

S1.16 RECORD Mode of interview: 1 Telephonic 2 In-person 3 E-mail 4 Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for a broadband connection?	<input type="checkbox"/> 1 less than half month <input type="checkbox"/> 2 half month-1 month <input type="checkbox"/> 3 more than 1
1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 7 working days <input type="checkbox"/> 2 More than 7 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 1 Within 24 hrs. <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4-7 days <input type="checkbox"/> 4 More than 7 days <input type="checkbox"/> 5 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)_____
6(a). How satisfied are you with the accuracy/completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a))	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed

6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICE

10. In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 15)
11(a). How satisfied are you with the ease of access of customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 3 Frequently	<input type="checkbox"/> 2 Occasionally <input type="checkbox"/> 4 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last 6 months related to, please specify?	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 23(a))	
20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges	

	<input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(b). ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> None <input type="checkbox"/> Delay in deactivation resulting in repeat complaints <input type="checkbox"/> Customer care refused to register the complaint <input type="checkbox"/> Not aware of whom to be contacted <input type="checkbox"/> Others please specify _____
22.How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<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 Q22(a)) 23(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24. How many persons in your house are using this Broadband connection?	-----
24(a). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> Mobile <input type="checkbox"/> Wireline <input type="checkbox"/> Others

	<input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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

27. 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 → (If No, go to Q 31)
28. Have you made any complaint within last 6 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 34(a))
29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
30. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. 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 Q 32 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q 28) 32. 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

	<p>understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
33. 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"/> 3 Not applicable</p>
34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q37)</p>
34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 37)</p>
34(c). Were you able to connect to the nodal officer without any difficulty?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
35. 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>
36(a). 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> <p>(Ask Q 36(b) only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q36(a))</p> <p>36(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<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> <p>_____</p>
37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 41)</p>
38. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> 1 Yes</p>

	<input type="checkbox"/> 2 No → (if no go to Q 41)
39. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. 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
(Q41 to Q43 are for prepaid customers only)	
41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 44)
43. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify) _____
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

THANKS

Name of the interviewer: _____

Date: _____

Name of the scrutinizer: _____

Date: _____

Back-check done by: _____

Date of back-check: _____

Name of field officer: _____