

QUALITY OF SERVICE ASSESSMENT

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

for

UP (West) Service Area

Assessment of:

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

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Report Prepared for: TRAI

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1.1 PREFACE

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

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

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

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

The main aim is to assess the quality of Basic service (wireline) and Cellular Mobile services as per the **Quality of Service of Basic and Cellular Mobile Telephone Services, 2005 dated 1st July 2005**.

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

The salient feature of this regulation is listed below:

I. Each Telecom Service Provider would be required:

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

¹ www.trai.gov.in

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

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

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

For the year 2008, TRAI invited tenders from the reputed market agencies to carry out Customer Satisfaction Survey

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

The interested market research agencies were required to submit separate tender for each of the four zones.

Each of the zone comprised of 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 Utrakhand). For the cellular mobile telephone service the service area of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

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

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

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

As per the tender document, TRAI evaluated the technical bidding of the bidders and subsequently financial bids were opened in the presence of successful technical bidders.

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

1.2 QUESTIONNAIRE BUILDING PROCESS

VOICE with other successful bidders – IMRB for East and South Zone and Market Pulse for West Zone – submitted their draft questionnaires to TRAI in the month of January 2008. TRAI organised a round table consultation with all the successful bidders and three sets of questionnaires were finalized as per the parameters laid down in the tender documents.

The Basic service (Wireline) and Cellular mobile questionnaires (see **Annexure 1.1**) were based on 7 broad parameters and 33 questions related to consumer perception on quality of services and other 22 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007. In the case of Broadband, questionnaire was based on 7 broad parameters and 22 questions related to consumer perception on quality of service. Whereas, in the case of perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007, broadband questionnaire had same number of questions as in Basic service (Wireline) and Cellular Mobile.

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

1.2.1 Basic Service (Wireline)

	Customer perception of service	Benchmark
(i)	% satisfied with provision of services	>95%
(ii)	% satisfied with billing performance	>90%
(iii)	% satisfied with help services	>90%
(iv)	% satisfied with network performance, reliability and availability	>95%
(v)	% satisfied with maintainability	>95%
(vi)	Overall customer satisfaction	>95%
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95%

1.2.2 Basic services (wireless) and Cellular Mobile Telephone Service

	Customer perception of service	Benchmark
(i)	% satisfied with provision of services	>95%
(ii)	% satisfied with billing performance	>90%
(iii)	% satisfied with help services	>90%
(iv)	% satisfied with network performance, reliability and availability	>95%
(v)	% satisfied with maintainability	>95%
(vi)	Overall customer satisfaction	>95%
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95%

1.2.3 Broadband Service

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

1.3 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

Customers perception of satisfaction level were calculated using two types of measures.

- 1.3.1 Calculation of Consumer satisfaction level
- 1.3.2 Calculation of percentage of Consumers satisfied.

1.3.1 Methodology for calculation of consumer satisfaction level

To measure the satisfaction across various QoS parameters a four-point Likert scale of “Very Satisfied”, “Satisfied”, “Dissatisfied” and “Very Dissatisfied” was used. Weights are assigned to all the four responses with “Very Satisfied” being assigned 4 and “Very Dissatisfied” being assigned 1.

Weighting is done in order to adequately account for the satisfaction levels of various consumers. Weighting is done according to the standard market research practices followed across the world.

The overall satisfaction score is ascertained using the following formula(s):

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

Where:

A = (No. of subscribers who have given a rating of “very satisfied” * 4 + No. of subscribers who have given a rating of “satisfied” * 3 + No. of subscribers who have given a rating of “dissatisfied” * 2 + No. of subscribers who have given a rating of “very dissatisfied” * 1)
N = Total sample size achieved

Now, overall weighted satisfaction score is calculated using the formula:

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

This implies that if all the customers are “Very Satisfied”, the operator can get a rating of 100%. On the other hand, if all the customers are “Very Dissatisfied”, the operator gets a score of 0%. Thus, the scale has been calibrated to range between 0% and 100%.

1.3.2 Methodology for Calculation of percentage of Consumer satisfied.

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

% of satisfied consumers is ascertained using the following formula(s):

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

Where:

CS = % of satisfied consumers

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

N = Total sample size achieved

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

1.3.3 Comparison with the Benchmarking.

As per the tender document TRAI has fixed the benchmarks on broad parameters for Basic Service (Wireline), Basic (wireless) and Cellular Mobile and Broadband services. In the case of Basic Service (Wireline) and Basic (Wireless) & Cellular Mobile services, benchmark on all the broad parameter has been fixed relatively high at > 90%. Whereas, in the case of Broadband services, the benchmarks on three parameters – provision of services, billing performance and help services – has been fixed at >90%. In the case of other four parameters – network performance, maintainability, overall satisfaction and supplementary services – the benchmark has been set at >85%.

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of consumer satisfaction level as described in section 1.3.1. Therefore, no comparison with the benchmark will be done on the basis of % of consumer satisfied as described in the section 1.3.2.

2.1 INTRODUCTION

It was decided to complete the survey of four Service Areas of Rajasthan, UP (W), Himachal Pardesh, and Jammu & Kashmir in the third quarter of 2008. Accordingly, the survey was carried out in Rajasthan, UP (W), Himachal Pardesh, and Jammu & Kashmir during the months of September – November 2008 for Basic Wireline, Cellular Mobile Telephone and Broadband services.

The present report, deals with Uttar Pradesh (West) (UP (W)) only.

2.2 SAMPLING METHODOLOGY

2.2.1 Basic Wireline

As per the tender document, survey agencies were supposed to cover a total sample of 2802 subscribers, to be divided among the two service providers. This is shown in the table below.

Name of the service providers	Sample
Airtel (Bharti Airtel Limited)	585
BSNL (Bharat Sanchar Nigam Limited)-Uttrakhand	600
BSNL (Bharat Sanchar Nigam Limited)-UP(w)	600
Reliance Communications	564
Tata Teleservices	453
Total	2802

The above sample represents the total operator wise subscribers in UP (E) Service Area with 95% confidence level and 4% interval.

As per the tender document, survey agencies were supposed to cover a total sample of 5% of exchanges of each BSO in the circle, covering a sample of 2802 subscribers. These 5% of exchanges should be evenly spread over 10% of SDCA with each BSO.

For the purpose of selecting exchange areas to be covered, BSNL exchanges were considered as the base. In UP (w) there are 976 total BSNL exchanges and 102 SDCA. Therefore altogether 49 exchanges (5% of total exchanges) to be spread among 12 SDCAs (10% of total SDCAs) were selected for purpose of canvassing the questionnaire. The names of the 6 selected SDAs are as follows:

The list below also gives the list of exchanges under each of the selected SDCAs.

UP (E) Service Area: Name of SDCAs & Exchanges covered.		
SDCA		Name of selected exchanges
1	AGRA	Kamlanagar, Balenganj, Dawar, Nadau, Patholi
2	FEROZABAD	Firozabad
3	BIJNORE	Bijore, Chandpur
4	DHAMPUR	Dhampur, Station road, Milan Vihar
5	JANSATH	Jansath , Meerapur
6	MUZAFFAR NAGAR	Newmandi, Kandhla, Budhna, Shamli, Khatauli, Thanabhawan, Rohana, Budhana, Shahpur, Baghra, Rampur, Shukartal.
7	CHAKRATA	Chakrata,Dakpattar, Vikasnagar, Herbertpur, Horawala
8	DEHRADUN	Mussoori,Raipur, Indra Nagar, Clementown, Sahaspur, Shubhash Nagar, Doiwala, Patel Nagar, Gujarar, Karampura
9	HALDWANI-I	Haldwani, Station road, Nawabi road
10	KASHIPUR	Kashipur
11	NAINITAL	Nainital, Talital,C. Bagh
12	NAJIBABAD	Mughalpora, Najibabad
TOTAL EXCHANGES COVERED		49

It should be noted here that selection of exchange areas was done on the basis of BSNL exchange structure. At the time of survey, the field team could not find the required number of subscribers of other private service provider – Bharti. Therefore, some re-adjustment in the area selection was done in order to complete the required sample.

Sample distribution in to SDCAs

The provider wise sample was distributed among the SDCAs based on the proportionate population of the district, where these SDCAs fall.

Therefore, the following table shows the provider wise SDCA/ district wise target sample distribution.

UP (W) including Uttarakhand Service Area: Basic (Wireline): Operator wise target Sample distribution in to districts/ SDCAs.						
Districts	Bharti	BSNL(UK)	BSNL(UP-w)	Rel Comm	Tata Teleservices	Total
AGRA	585	-	155	104	80	924
FEROZABAD	-	-	44	-	-	44
BIJNORE-II (CHANDPUR)	-	-	21	-	-	21
DHAMPUR	-	-	57	62	60	179
JANSATH (KHATAULI)	-	-	30	32	25	87
MUZAFFAR NAGAR	-	-	229	160	145	534
CHAKRATA (DAKPATHER)	-	164	-	-	-	164
DEHRADUN	-	321	-	150	109	580
HALDWANI-I	-	55	-	-	-	55
KASHIPUR	-	26	-	-	-	26
NAINITAL	-	34	-	56	34	124
NAJIBABAD	-	-	64	-	-	64
All Total	585	600	600	564	453	2802

Note: Population Source: Census of India 2001

2.2.1.1 Mode of interview

Two modes of interview were selected to cover the entire sample. More than 80.6% of operator sample was covered through in-depth interview with the consumers' and rest of sample was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:

UP (w) Service Area: Operator wise sample distribution with mode of interview				
Service Provider		Telephonic	In Person	Total
BSNL-Uttarakhand	Count	148	452	600
	%age	24.7%	75.3%	100.0%
Bharti	Count	102	483	585
	%age	17.4%	82.6%	100.0%
BSNL-UPW	Count	129	471	600
	%age	21.5%	78.5%	100.0%
Rel Comm	Count	100	464	564
	%age	17.7%	82.3%	100.0%
Tata Teleservices	Count	64	389	453
	%age	14.1%	85.9%	100.0%
Total	Count	543	2259	2802
	%age	19.4%	80.6%	100.0%

2.2.1.2 Type wise sample distribution

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

UP (w) Service Area: Operator wise and user type wise sample distribution					
Service Provider		Prepaid	Postpaid	Total	
BSNL-Uttarakhand	Count	50	550	600	
	%age	8.3%	91.7%	100.0%	
Bharti	Count	161	424	585	
	%age	27.5%	72.5%	100.0%	
BSNL-UPW	Count	54	546	600	
	%age	9.0%	91.0%	100.0%	
Rel Comm	Count	125	439	564	
	%age	22.2%	77.8%	100.0%	
Tata Teleservices	Count	80	373	453	
	%age	17.7%	82.3%	100.0%	
Total	Count	470	2332	2802	
	%age	16.8%	83.2%	100.0%	

2.2.2 Cellular Mobile

As per the tender document, survey agencies were supposed to cover a total sample of 3,600 subscribers, to be divided among the six service providers. This is shown in the table below.

Service provider	UP (w) Service Area
Airtel (Bharti Airtel Limited)	600
Vodafone	600
IDEA (Idea Cellular)	600
BSNL (Bharat Sanchar Nigam Limited)	600
TATA (Tata Teleservices)	600
Rel Comm (Reliance Communication)	600
Total	3600

The above sample represents the total operator wise subscribers in UP (w) Service Area with 95% confidence level and 4% interval.

2.2.2.1 District wise sample distribution

As per the tender document the sample for cellular mobile telephone service subscribers shall be evenly spread in over 10% of district headquarters of a service area where services are commissioned.

There are 20 districts in UP(w) and 13 districts in Uttarakhand. Therefore 4 (2 each) districts – Agra, Muzaffarnagar, Dehradun and Nainital were selected. Sample was distributed in these four districts on the basis of their proportionate population.

The following table shows the district wise and provider wise target sample distribution.

UP(W) including Uttarakhand Service Area: Cellular Mobile : Target sample distribution in to districts/area and Operators									
Districts	Population	Popula- tion %	Bharti	Voda- fone	BSNL	Idea Cellular	Rel Comm	Tata Tele- services	Total
Agra	3611301	39.3%	236	236	236	236	236	236	1416
Muzaffar- nagar	3541952	38.5%	231	231	231	231	231	231	1386
Dehradun	1279083	13.9%	83	83	83	83	83	83	498
Nainital	762912	8.3%	50	50	50	50	50	50	300
ALL Total	9195248	100.0%	600	600	600	600	600	600	3600

Note: Population Source: Census of India 2001

2.2.2.2 Area wise sample distribution

In order to make the sample wide spread in all the selected district headquarters, the area was divided in to four to five quadrants and the localities were selected from each of the quadrants for administering the face to face interviews with the consumers. The following table shows the district wise area covered for administering the cellular mobile survey.

UP(w) including Uttarakhand Service Area: Cellular Mobile: Coverage Area	
District Headquarter/ area	Localities Covered
Agra	Sanjay Place, Kamla Nagar, Dayal Bagh, Moti Katra, Civil line, Balu Ganj, T.P. Nagar, Rahul Nagar, Raja ki mandi, Botala, Aulad Nagar.
Muzaffarnagar	Almaspur, Shivchowk, Bhagatsing Road, Premपुरi, Jansath Road, Bhartiya Colony, Tyagi colony, New Mandi, Dwarka Puri, Bhopa Road, Gandhi Nagar, Jansath, Khatauli, Roodki Road, Shamli Bus Stand
Deharadun	Patel Nagar, Chakrata Road, Rajpur Road, Clamentown, Gandhi Chowk, Paltan Market, Subhash Nagar, Prem Nagar, Guru Road, Mohabbe Wala,
Nainital	Bara Nagar, Vishnupuri, Talital, Patel Chowk, Naya Bajar, Station Road, Jagdamba Nagar, Krishnapur, Mukhanvi Chowk, Chargallia Road, Sakawarganj, T.P. Nagar, Mall road,

2.2.2.3 Mode of interview

- Two modes of interview were selected to cover the entire sample. More than 77% of operator sample was covered through in-depth interview with the consumers and rest sample was covered through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

UP (w) Service Area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	140	460	600
	%age	23.3%	76.7%	100.0%
Vodafone	Count	146	454	600
	%age	24.3%	75.7%	100.0%
Idea Cellular	Count	135	465	600
	%age	22.5%	77.5%	100.0%
BSNL	Count	127	473	600
	%age	21.2%	78.8%	100.0%
Rel Comm	Count	131	469	600
	%age	21.8%	78.2%	100.0%
Tata Teleservices	Count	129	471	600
	%age	21.5%	78.5%	100.0%
Total	Count	808	2792	3600
	%age	22.4%	77.6%	100.0%

2.2.2.4 Type wise sample distribution

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

UP(w) Service Area: Operator wise and user type wise sample distribution				
		Prepaid	Postpaid	Total
Bharti	Count	547	53	600
	%age	91.2%	8.8%	100.0%
Vodafone	Count	572	28	600
	%age	95.3%	4.7%	100.0%
Idea Cellular	Count	558	42	600
	%age	93.0%	7.0%	100.0%
BSNL	Count	530	70	600
	%age	88.3%	11.7%	100.0%
Rel Comm	Count	576	24	600
	%age	96.0%	4.0%	100.0%
Tata Teleservices	Count	557	43	600
	%age	92.8%	7.2%	100.0%
Total	Count	3340	260	3600
	%age	92.8%	7.2%	100.0%

2.2.3 Broadband

In the case of Broadband, Survey agencies were required to obtain from Broadband Service Provider's Central ISP Node total number of subscribers in each circle and then work out the sample to be covered.

VOICE contacted the broadband service providers to ascertain their number of POPs (Point of Presence) in UP (W) including Uttarakhand. It was found that only three providers – Bharti, BSNL and Rel Comm. – had substantial numbers of consumers in UP(W) including Uttarakhand.

As per the tender document requirement, 10% of POPs of Bharti, BSNL and Rel Comm. were selected to carry out the survey.

The following table shows the service provider wise sample covered in UP (w) Service area.

Operator	Total
Bharti	600
BSNL-Uttarakhand	600
BSNL-UP(w)	600
Rel Comm	198
Total	1998

The operator wise sample achieved represents the total operator wise subscribers in the UP (w) with 95% confidence level and 4% confidence interval.

2.2.3.1 Area wise distribution:

Altogether seventeen districts were selected for the broadband survey, where the providers had their PoPs. However, Bharti had presence only in Agra and Rel Comm had presence in Agra, Deharadun and Muzaffarnagar. The following table shows the district wise and provider wise sample which was covered during the survey.

UP(w) Service Area: Broadband: District wise and provider wise actual sample covered				
Districts	BSNL-UPW	Bharti	BSNL-Uttarakhand	Rel Comm
Agra	160	600	-	23
Ferozabad	49	-	-	-
Bijnore-ii (chandpur)	41	-	-	-
Dhampur	65	-	-	-
Jansath (khatauli)	44	-	-	-
Muzaffar nagar	185	-	-	55
Najibabad	56	-	-	-
Chakrata (Dakpathar)	-	-	95	-
Dehradun	-	-	320	120
Haldwani	-	-	74	-
Kashipur	-	-	50	-
Nainital	-	-	61	-
TOTAL	600	600	600	198

2.2.3.1 Mode of Interview

As per the tender document, **at least** 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications.

VOICE, accordingly developed a web based application and this was put on web site of VOICE in the month of February 2008. In order to publicize about the web based application, VOICE sent email to the data base received from few service providers and also the VOICE internal data base so that consumers can log on and fill the questionnaire. However, the number of responses to the email sent was abysmally low.

The following table show the actual service provider wise sample covered with the mode of interview.

UP (E) Service Area: Operator wise sample distribution with mode of interviews				
Service Provider		In-Person	Web/ Online	Total
Bharti	Count	594	6	600
	%age	99.0%	1.0%	100.0%
BSNL(UPW)	Count	581	19	600
	%age	96.8%	3.2%	100.0%
Rel Com	Count	185	13	198
	%age	93.4%	6.6%	100.0%
BSNL-Uttarakhand	Count	587	13	600
	%age	97.8%	2.2%	100.0%
Total	Count	1947	51	1998
	%age	97.4%	2.6%	100.0%

- The table above shows that out of the total sample of 1998, only 51 (2.6%) responses could be collected through web based online mechanism.
- **The possible reason, for such a low responses could be that the data base of email addresses were either non functional or not valid.**
- Therefore, VOICE decided to meet the entire sample through In-person interview. Accordingly 97.4% of the total sample was covered using In-person interview techniques.

3.1 EXECUTIVE SUMMARY

3.1.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (Wireline) service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **UP (W) Service Area** performance of operators, none of the operator is meeting the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.1.1: Overall Customer Satisfaction Level (Benchmark >95%)

The customer perception of overall satisfaction level is poor in UP (W) Service Area, which also includes Uttarakhand, as out of 5 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 63.9% to 70.4%.
- The **highest overall satisfaction level** was found by the consumers of BSNL in Uttarakhand (70.4%), followed by Rel Comm (68.9%).
- The **lowest overall satisfaction level** was attained by the consumers of Tata Teleservices (63.9%) followed by Bharti (65.5%) and BSNL-UPW (66.5%).

3.1.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in UP (W) including Uttarakhand Service Area as out of 5 operators none of them meet the benchmark of 95%.

- Customer satisfaction level with the network Performance attained by all the 5 operators ranged from 68.1% to 70.4%.
- The highest consumer satisfaction level on network performance was achieved by Rel Comm (70.4%) followed by Tata Teleservices, BSNL-UPW (68.9% each) and BSNL-Uttarakhand (68.8%).
- The lowest consumer satisfaction level on network performance was attained by the consumers of Bharti (68.1%).

3.1.1.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of pre-paid segment, none of the 5 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 5 operators meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 57.4% to 62.1%. Whereas in the case of **post-paid**, it ranged from 64.3% to 68.4%

- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Rel Comm with 62.1% followed by Bharti (59.4%) and BSNL-Uttarakhand (58.7%). In the case of **post paid segment** the highest consumer satisfaction level was also attained by Rel Comm and also BSNL-Uttarakhand with 68.4% each followed by Tata Teleservices (66.2%).
- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by BSNL-UPW with 57.4% followed by Tata Teleservices (57.5%). In the case of **post-paid segment** the **lowest consumer satisfaction level** was attained by BSNL-UPW with 64.3% followed by Bharti (64.5%).

3.1.3.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in UP (W) Service Area including Uttarakhand as out of 5 operators none of them meets the benchmark of 95%.

- Customer satisfaction level with the maintainability attained by all the 5 operators ranged from 57.4% to 62.1%.
- Highest level of satisfaction was found by the consumers of BSNL-UPW (62.1%) followed by BSNL in Uttarakhand and Bharti (61.5% each) and Tata Teleservices (60.3%) .
- The lowest level of satisfaction was attained by the consumers of Rel Comm (57.4%).

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

The customer perception of the parameter help service/ customer care is significantly poor in UP (W) Service Area as out of 5 operators none of them meets the benchmark of 90%.

- Customer satisfaction level with the Help Services attained by all the 5 operators ranged from 67.7% to 74.2%.
- Highest level of satisfaction was found by the consumers of Rel Comm (74.2%) followed by Tata Teleservices (73.0%).
- The lowest level of satisfaction was attained by the consumers of BSNL-Uttarakhand (67.7%) followed by Bharti (68.7%) and BSNL-UPW (69.4%).

3.1.1.6: Consumers Protection and Redressal of Grievances

- Awareness about all the three stages of grievance redressal mechanism set up by their service providers was found to be low as this was reported by only 8.9% of consumers surveyed. The higher percentage of aware subscribers were found in the case of Bharti (14.7%) followed by BSNL in Uttarakhand (8.8%), BSNL-UPW (8.7%). Whereas, the lowest percentage of aware subscribers were found in the case of Rel Comm (5.3%) followed by Tata Teleservices (6.2%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by (96.2%) of the consumers surveyed. However, awareness about the nodal officer and Appellate authority was reported by only 2.7% and 0.8% of consumers respectively.

- Higher number of complaints to the call centre, within last six months, was made by the subscribers of BSNL in Uttrakhand (70.7%) closely followed by BSNL-UPW (69.7%), Rel Comm (58.7%), Tata Teleservices(54.7%) and Bharti (51.3%)
- Almost 1410 out of 1721 complainants (81.9%) confirmed that they received the docket number of most of their complaints. This was reported highest in the case of BSNL-UPW (92.3%), followed by Bharti (87.7%).
- Maximum Percentage of satisfied customers (very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of BSNL (94.1%) followed by Bharti (91.7%), BSNL- UPW (88%), Tata Teleservices (86.3%) and Rel Comm (83.7%).
- Out of 76 (5.5%) respondents who were aware of Nodal Officers, 16 (21.1%) of them knew (were aware) about the contact details of Nodal Officers.

3.1.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **UP (W) Service Area, which also includes Uttarakhand**, performance of operators, none of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.2.1: Overall Customer Satisfaction Level (Benchmark >95%)

The customer perception of overall satisfaction level is poor in UP (W) including Uttarakhand Service Area as out of 6 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 67.2% to 72.0%.
- **The highest overall satisfaction level** was achieved by Idea Cellular (72.0%) followed by Bharti (71.2%) and Rel Comm (70.6%).
- The lowest overall consumer satisfaction level was achieved by BSNL (67.2%) followed by Vodafone (68.5%) and Tata Teleservices (69.6%).

3.1.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in UP (W) Service Area including Uttarakhand as out of 6 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 68.4% to 75.1%.
- The highest consumer satisfaction level on network performance was attained by Rel Comm (75.1%) closely followed by Bharti (74.9%) and Idea Cellular (72.9%).
- The lowest level of satisfaction was attained by the consumers of BSNL (68.4%) followed by Tata Teleservices (70.1%) and Vodafone (71.5%).

3.1.2.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers.

In the case of pre-paid segment, none of the 6 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 6 operators meet the benchmark of 90%

- In terms of customer satisfaction level, the achievement level of the operators, in the case **pre-paid segment**, ranged from 62.2% to 67.6%. Whereas in the case of **post-paid**, it ranged from 59.6% to 69.9%.

- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Rel Comm (67.6%) followed by Bharti (66.4%), BSNL (66.2%) and Vodafone (65.2%). In the case of **post paid segment** the highest consumer satisfaction level was attained by the consumers of Tata Teleservices (69.9%) followed by Bharti (67.4%), BSNL (63.7%) and Vodafone (62.8%).
- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by the consumers of Tata Teleservices (62.2%) followed by Idea Cellular (63.6%). In the case of **post-paid segment** the **lowest consumer satisfaction** level was attained by the consumers of Rel Comm (59.6%) followed by Idea Cellular (60.8%).

3.1.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in UP (W) Service Area as out of 6 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 67.8% to 77.8%.
- The highest consumer satisfaction level on maintainability was achieved by Rel Comm (77.8%) followed by Bharti (72.9%), Idea Cellular (71.8%) and Vodafone (70.6%).
- The lowest consumer satisfaction level on maintainability was achieved by BSNL (67.8%) followed by Tata Teleservices (68.3%).

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

The customer perception of the parameter help service/ customer care is significantly poor in UP (W) Service Area as out of 6 operators none of them meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 63.9% to 70.5%.
- The highest consumer satisfaction level on help service/ customer care was shared by Rel Com and Tata Teleservices (70.5% each) followed by Bharti (69.9%), BSNL (69.1%) and Vodafone (68.9%).
- The lowest consumer satisfaction level on help services/ customer care was achieved by Idea Cellular (63.9%).

3.1.2.6: Consumers Protection and Redressal of Grievances

- In the case of cellular mobile service, **awareness about the three stages of grievance redressal mechanism** set up by their service providers was found be low

- as this was reported by only 13.6% of consumers surveyed. The highest percentage of aware subscribers were found in the case of Vodafone (15.3%), followed by Rel Comm (14.8%), BSNL (14.5%) and Idea Cellular (14.0%). Whereas, the lowest percentage of aware subscribers were reported from Bharti with 10.7%, followed by Tata Teleservices (12.0%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 97.5% of consumers surveyed. Awareness about the Nodal Officers and Appellate Authority was reported by only 2.9% and 0.8% of consumers respectively.
 - Altogether 1523 (42.3%) reported that they had made complaints within last six months. This was reported mainly by Vodafone subscribers (53.8%) followed by the subscribers of Rel Comm (51.2%), Tata Teleservices (50.5%) and Idea Cellular (50.3%). The lowest number of complaints to the call centre, within last six months were made by the subscribers of Bharti (12.5%) followed by BSNL (35.5%).
 - Nearly 9 out of 10 complainants (88.8%) confirmed that they received the docket number for most of their complaints. This was reported highest in the case of Idea Cellular (97.4%), followed by Vodafone (94.7%), BSNL (92.5%), Tata Teleservices (89.1%) and Rel Comm (85.3%). In the case of Bharti it was confirmed by only 30.7% of complainants.
 - Maximum percentage of **satisfied consumers (very satisfied and satisfied)** were found in the case of **Vodafone (98.4%)**, followed by BSNL (97.6%), Rel Comm (97.4%), Idea Cellular (97.0%) and Tata Teleservices (96.7%). Whereas the lowest were in the case of Bharti (82.7%).
 - **Out of 103 respondents who were aware of Nodal Officers, only 14 (13.6%) confirmed that they knew (were aware) about the contact details of nodal officers.**

3.1.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of broadband service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **UP (W) Service Area, which also includes Uttarakhand**, performance of operators, none of the operators are meeting the prescribed parameter's benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.3.1: Overall Customer Satisfaction Level (Benchmark 85%)

The customer perception of overall satisfaction level, in the case of broadband, is poor in UP (W) Service Area as out of 4 operators none of them meets the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 65.5% to 71.3%.
- The highest overall satisfaction level was achieved by Bharti (71.3%) followed by BSNL-UPW (70.8%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (65.5%) followed by BSNL in Uttarakhand (69.7%).

3.1.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is poor in UP (W) Service Area as out of 4 operators none of them meet the benchmark of 85%.

- In terms of **customer satisfaction level with the network performance**, the achievement level of the operators ranged from 62.5% to 70.0%.
- The **highest satisfaction level with the network performance** was scored by **Bharti with 70.0%** followed by BSNL in Uttarakhand (69.2%).
- The lowest customer satisfaction level on network performance was achieved by Rel Comm with 62.5% followed by BSNL-UPW (64.4%).

3.1.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers.

In the case of pre-paid segment, none of the 4 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 4 operators meet the benchmark of 90%

- In terms of customer satisfaction level, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 63.0% to 75.4%. Whereas in the case of **post-paid**, it ranged from 70.0% to 75.0%
- The **highest customer satisfaction level with billing services, in pre-paid segment** was **achieved by BSNL in Uttarakhand with 75.4%** followed by Bharti

(73.3%). In the case of **post paid segment** the highest customer satisfaction level was attained by **Bharti with 75.0%** followed by BSNL in Uttrakhand (74.6%).

- The **lowest customer satisfaction level** with billing services, in **pre-paid segment** was achieved by BSNL-UPW with 63.0% followed by Rel Comm (66.7%). In the case of **post paid segment** the lowest customer satisfaction level was attained by Rel Comm with 70.0% followed by BSNL-UPW (70.8%).

3.1.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is poor in UP (W) Service Area as out of 4 operators none of them meets the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 64.5% to 73.6%.
- The **highest customer satisfaction level on maintainability** was achieved by **Rel Comm with 73.6%** followed by Bharti (66.2%).
- The lowest customer satisfaction level on maintainability was achieved by BSNL in Uttrakhand (64.5%) followed by BSNL-UPW (65.6%).

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

The customer perception of the parameter help service/ customer care is significantly poor in UP (W) Service Area as out of 4 operators none of them meets the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 43.6% to 71.6%.
- The **highest customer satisfaction level on help service/ customer care** was shared by **BSNL-Uttrakhand and Bharti with 71.6% each**, followed by BSNL (UPW) (60.4%).
- The lowest customer satisfaction level on help services/ customer care was achieved by Rel Comm with 43.6%.

3.1.3.6: Consumers Protection and Redressal of Grievances

- **Awareness about all the three stages of grievance redressal mechanism** set up by their service providers was found to be low as this was reported by only 17.4% of consumers surveyed. The higher percentage of aware subscribers was found in the case of Bharti (19.3%), closely followed by BSNL in Uttrakhand (18.7%) and BSNL-UPW (17.0%) Whereas, in the case of Rel Comm, only 9.1% consumers were found to be aware.
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 97.9% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by only 1.5% and 0.9% of consumers respectively.

- Higher numbers of complaints to the call centre, within last six months, were made by Rel Comm subscribers (96.5%), followed by BSNL-Uttarakhand (86.5%), Bharti (75.8%) and BSNL-UPW (62.7%).
- Overall 55.9% confirmed that they received the docket number for most of their complaints. This was reported higher in the case of Bharti (64.6%) closely followed by Rel Comm (64.4%), BSNL in Uttarakhand (51.4%) and BSNL-UPW (47.1%).
- Higher percentage of satisfied customers (Very satisfied and Satisfied) with the resolution of complaints by call centre was found in the case of BSNL-UPW (97.8%) followed by Rel Comm (95.8%), BSNL-Uttarakhand (95.7%) and Bharti (93.8%).
- **Out of 29 respondents who were aware of nodal officers, nearly half of them (51.7%) respondent confirmed that they knew (were aware) about the contact details of Nodal Officers.**

4 DETAIL REPORT



4.1 PERFORMANCE COMPLIANCE

As discussed in the Chapter 1 that the comparison with the benchmarking, set up by the TRAI for service provisions will be done on the basis of consumer satisfaction level as described in the methodology section 1.3.1. Accordingly the benchmarking on various service provisions of all the service providers was done, using the same criteria. This has been shown below separately for all the three services – Basic Wireline, Cellular mobile and Broadband.

However, the calculation of percentage of satisfied consumer on various service provisions as described in methodology section 1.3.2 was also carried out in order to understand the service providers wise total percentage of satisfied consumers on various service provisions. The analysis for all three services – Basic Wireline, Cellular Mobile and Broadband – has been shown separately. In this analysis, the outcome has not been compared with the benchmarking set up by the TRAI for various service provisions.

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Service Area UP (W).

4.1.1.1 The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Basic Service (Wireline) (Service Area UP (W) - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% Satisfaction With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfaction with Maintain-ability	% Satisfacti on with Suppleme -ntary services	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
SERVICE AREA UP (W)									
UPW	2802								
BSNL-Uttarakhand	600	69.7%	68.4%	58.7%	67.7%	68.8%	61.5%	61.4%	70.4%
Bharti	585	69.2%	64.5%	59.4%	68.7%	68.1%	61.5%	57.2%	65.5%
BSNL-UPW	600	68.1%	64.3%	57.4%	69.4%	68.9%	62.1%	62.9%	66.5%
Rel Comm	564	69.4%	68.4%	62.1%	74.2%	70.4%	57.4%	63.7%	68.9%
Tata Teleservices	453	70.1%	66.2%	57.5%	73.0%	68.9%	60.3%	61.1%	63.9%

- The table above shows that none of the five service providers were able to meet the benchmark set up by the TRAI.
- However, performance of Rel Comm was found to be better than all the others providing service in UP (W) as it has achieved highest score on 5 out of 7 parameters, excluding the satisfaction with overall services, listed in the above table. On the service provisioning it has attained average score while on maintainability its score was below average.
- Rel Comm was followed by Tata Teleservices. Although it has achieved highest score on only 1 parameter but second highest on other 3 parameters. On other 2 parameters its score was average and below average. .
- BSNL-Uttarakhand was also able to achieved highest score on 1 parameter. But its score on other 6 parameters were average or below average. In fact on post paid billing performance, BSNL in Uttarakhand, performed the worst.
- Performances of other 2 providers – Bharti and BSNL-UPW - were below the other three providers. BSNL in UP (W) area was able to score highest score on maintainability, but its score on most of the other parameters were below average. Bharti on the other hand were not able to score highest on any of the 7 parameters.
- **Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of Rel Comm were found to be relatively better than the other service providers.**

4.1.1.2 The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters.

Basic Service (Wireline) (Service Area UP (W) - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
SERVICE AREA UP (W)									
UPW	2802								
BSNL-Uttarakhand	600	94.6%	93.2%	76.0%	93.7%	88.6%	82.1%	73.5%	92.2%
Bharti	585	97.3%	88.5%	82.0%	95.9%	90.6%	81.3%	63.4%	86.3%
BSNL-UPW	600	96.9%	87.6%	75.9%	98.1%	92.6%	84.4%	81.1%	89.8%
Rel Comm	564	98.3%	90.0%	84.8%	96.3%	90.4%	66.1%	72.7%	80.7%
Tata Teleservices	453	95.0%	88.4%	71.3%	94.8%	87.0%	75.6%	74.6%	72.4%

- The analysis reveals that in terms of satisfied customers, BSNL-UPW achieved the highest percentage of satisfied consumers score on 4 out of 7 parameters. However, on rest of the 3 parameters its score was average to below average. On Post paid billing services it had the lowest percentages of satisfied consumers.
- BSNL-UPW was followed by Rel Comm as it has also achieved highest percentage pf satisfied consumers on 2 parameters and second highest score on other 2 parameters. On rest of the parameters it had average or blow average percentages. On maintainability it scored the lowest percentages.
- Bharti was not able to achieve highest percentages on any of the 7 parameters. However, it scored send highest on 3 parameters and average percentages on other 3 parameters. It was only on 1 parameter where it achieved the lowest.
- BSNL-Uttarakhand, although achieved highest and second highest percentages on each of 1 parameter, the performance on other parameters were average and below average. On 2 parameters it attained lowest percentages.
- Performance of Tata Teleservices was below average on all except one parameter where it scored the second highest percentages.

The analysis reveals that in terms of percentage of satisfied consumers, BSNL-UPW’s performance was better than the other providers. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of Customer satisfaction.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, UP (West) Service Area

4.1.2.1 The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Cellular Mobile, Service Area - UP (W) - Parameter Based Performance Compliance									
Name of the Service Provider	Sample Size	% Satisfaction with Provision of service	% Satisfaction with Billing Performance		% Satisfaction with Help Service	% Satisfaction with Network Performance, Reliability and Availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary service	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
SERVICE AREA – UP (W)									
UP(W)	3600								
Bharti	600	71.5%	67.4%	66.4%	69.9%	74.9%	72.9%	66.7%	71.2%
Vodafone	600	76.2%	62.8%	65.2%	68.9%	71.5%	70.6%	67.8%	68.5%
Idea Cellular	600	68.2%	60.8%	63.6%	63.9%	72.9%	71.8%	67.3%	72.0%
BSNL	600	72.1%	63.7%	66.2%	69.1%	68.4%	67.8%	66.9%	67.2%
Rel Comm	600	70.3%	59.6%	67.6%	70.5%	75.1%	77.8%	66.4%	70.6%
Tata Teleservices	600	71.4%	69.9%	62.2%	70.5%	70.1%	68.3%	65.2%	69.6%

- The table above shows that none of the service providers were able to meet the benchmark on any of the parameters, set up by the TRAI.
- However, performance of Bharti was found to be better than other 5 providers. Although it has not achieved highest score on any of the 7 parameters, however, its performance on 5 parameters were ranked as second best. It was only on service provisioning and supplementary services where the performance was rated to be average.
- Rel Comm achieved highest score on 4 parameters. However, its scored below average on other 3 parameters. On post paid billing service, its performance was rated as worst.
- Vodafone attained highest score on 2 of the parameters. On other 5 parameters its scored below average.
- The performance of other three operators – BSNL, Tata Teleservices and Idea cellular were almost at par. Tata Teleservices was the only among three to attain highest score on 2 of the parameters. But its performance on other 5 parameters was quite low. On 2 of the parameters it scored the lowest.

Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of Bharti followed by Rel Comm were found to be relatively better than the other 4 service providers.

4.1.2.2 The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters.

Cellular Mobile, Service Area - UP (W) - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
SERVICE AREA – UP (W)									
UP(W)	3600								
Bharti	600	94.2%	91.5%	86.8%	93.9%	96.7%	95.8%	92.5%	97.3%
Vodafone	600	92.0%	78.8%	90.7%	94.6%	83.9%	97.4%	94.7%	95.3%
Idea Cellular	600	87.6%	68.7%	86.6%	85.9%	91.5%	98.2%	93.9%	96.3%
BSNL	600	96.6%	81.6%	91.5%	94.0%	86.2%	90.2%	89.8%	94.8%
Rel Comm	600	92.3%	71.9%	90.8%	90.6%	89.7%	97.1%	91.4%	89.5%
Tata Teleservices	600	89.5%	88.2%	80.3%	92.3%	89.4%	90.5%	90.1%	87.5%

- The analysis reveals that in terms of satisfied customers, Bharti’s performance was better than others. It had the highest percentages of satisfied consumers on 2 parameters and second highest on other 1 parameters. On rest of the 4 parameters it scored average percentages.
- Bharti is followed by Vodafone. It has also achieved highest percentage of satisfied consumers on 2 parameters and second highest on other 1 parameter. On rest of the parameters its score was average to below average. On network performance it scored the lowest percentage.
- BSNL has also achieved highest percentage of satisfied consumers on 2 parameters. On 1 parameters it has achieved second highest percentage and third highest percentage on other 1 parameter. However it achieved lowest percentages of satisfied consumers on other 2 parameters.
- Among the other three providers, Idea Cellular was only one to attain highest score on 1 of the parameter.

The analysis reveals that in terms of percentage of satisfied consumers, Bharti emerged as the number one service providers, followed by Vodafone. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of customer satisfaction.

4.1.3: PERFORMANCE COMPLIANCE CSS – Broadband, UP (W) SERVICE AREA

4.1.3.1: The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Broadband (SERVICE AREA – UP(W)) - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% Satisfaction With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary services	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
SERVICE AREA - UP (W)									
UPW	1998								
Bharti	600	77.4%	75.0%	73.3%	71.6%	70.0%	66.2%	69.1%	71.3%
BSNL(UPW)	600	67.8%	70.8%	63.0%	60.4%	64.4%	65.6%	61.1%	70.8%
Rel Comm	198	72.7%	70.0%	66.7%	43.6%	62.5%	73.6%	65.3%	65.5%
BSNL (Uttarakhand)	600	74.8%	74.6%	75.4%	71.6%	69.2%	64.5%	79.0%	69.7%

- The table above shows that none of the service providers were able to meet the benchmark on any of the parameter, set up by the TRAI.
- However, performance of Bharti was found to be better than others, as it has achieved higher score on 4 out of 7 parameters, listed in the above table. On the rest of 3 parameters it attained second highest scores.
- Bharti is followed by BSNL in Uttarakhand which attained highest score on 3 parameters and second highest on other 3 parameters. On 1 of the parameter – maintainability – it attained lowest score.
- The performance of other two providers - BSNL in UP (W) area and Rel Com were almost at par. Rel Comm was able to attain highest score on one of the parameter, its performance on other 6 parameters were below average. Whereas, BSNL in UP (W) could not attain highest score on any of the parameter, but was able to score second highest on 3 of the parameters.
- Therefore, the analysis reveals that broadband service provided by Bharti in UP (W) Service Area followed by BSNL in Uttarakhand is comparatively better than BSNL in UP (W) and Rel Comm.

4.1.3.2: The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters

Broadband (SERVICE AREA – UP (W) - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% of Satisfied customers With Provision of service	% of satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
SERVICE AREA - UP (W)									
UPW	1998								
Bharti	600	88.5%	98.8%	80.0%	85.0%	89.6%	89.0%	98.0%	90.0%
BSNL(UPW)	600	91.1%	97.8%	77.8%	82.9%	91.1%	90.0%	78.9%	88.3%
Rel Comm	198	99.7%	97.7%	87.5%	61.6%	84.6%	89.4%	94.0%	87.4%
BSNL (Uttarakhand)	600	95.4%	98.2%	94.7%	94.5%	91.8%	84.3%	97.7%	87.5%

- The analysis reveals that in terms of satisfied customers, the performance of BSNL in Uttarakhand was better than other operators. BSNL-Uttarakhand has achieved highest number of satisfied consumers on 3 of the parameters and second highest on other 3 parameters. It was only on maintainability it has achieved percentage.
- Bharti attained highest score on 2 parameters and second highest on other 1 parameter. On other 4 parameters the percentages of satisfied consumers were average and below average.
- The performances of other 2 operators – UP (W) and Rel Comm were at par. Both of these operators attained highest score on each of the 1 parameter. However, on the most of the parameters the percentages were below average.

The analysis reveals that in terms of percentage of satisfied consumers, the performance of BSNL-Uttarakhand followed by Bharti was better than other operators. However the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of Customer satisfaction.

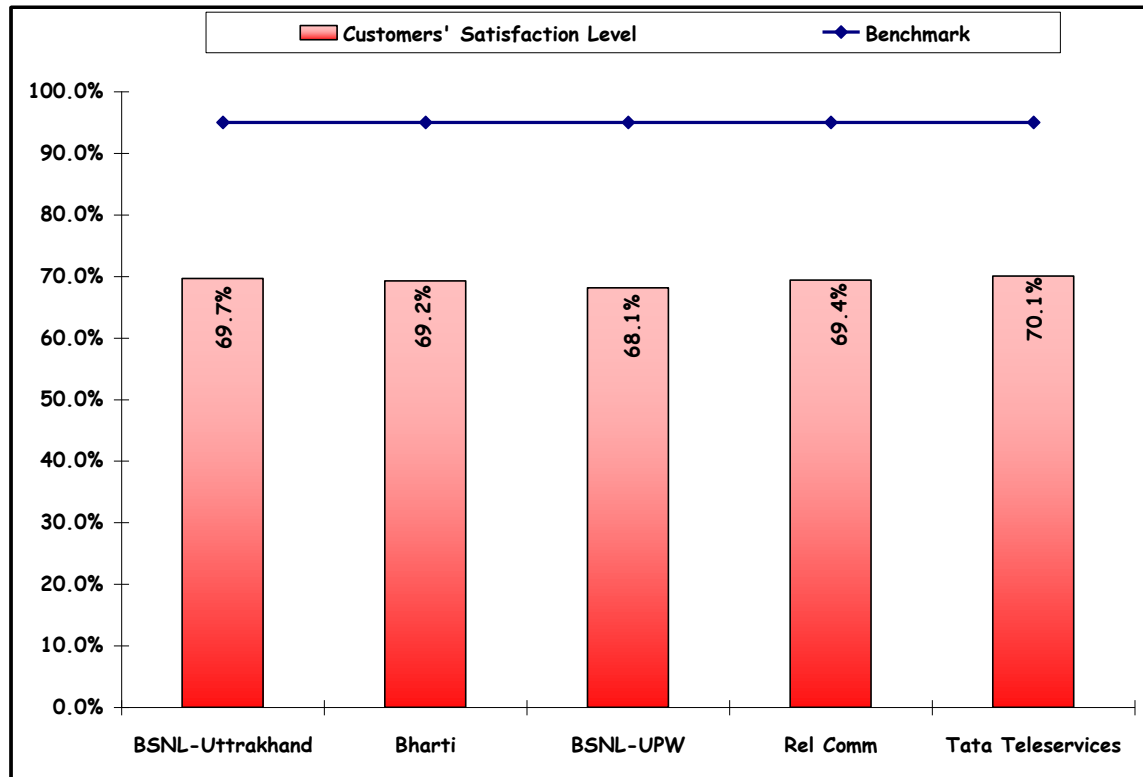
4.2 Graphical Presentation

4.2.1 BASIC SERVICES (WIRE LINE) – UP (W) Service Area

4.2.1.1 SATISFIED WITH PROVISION OF SERVICES

Consumer satisfaction level

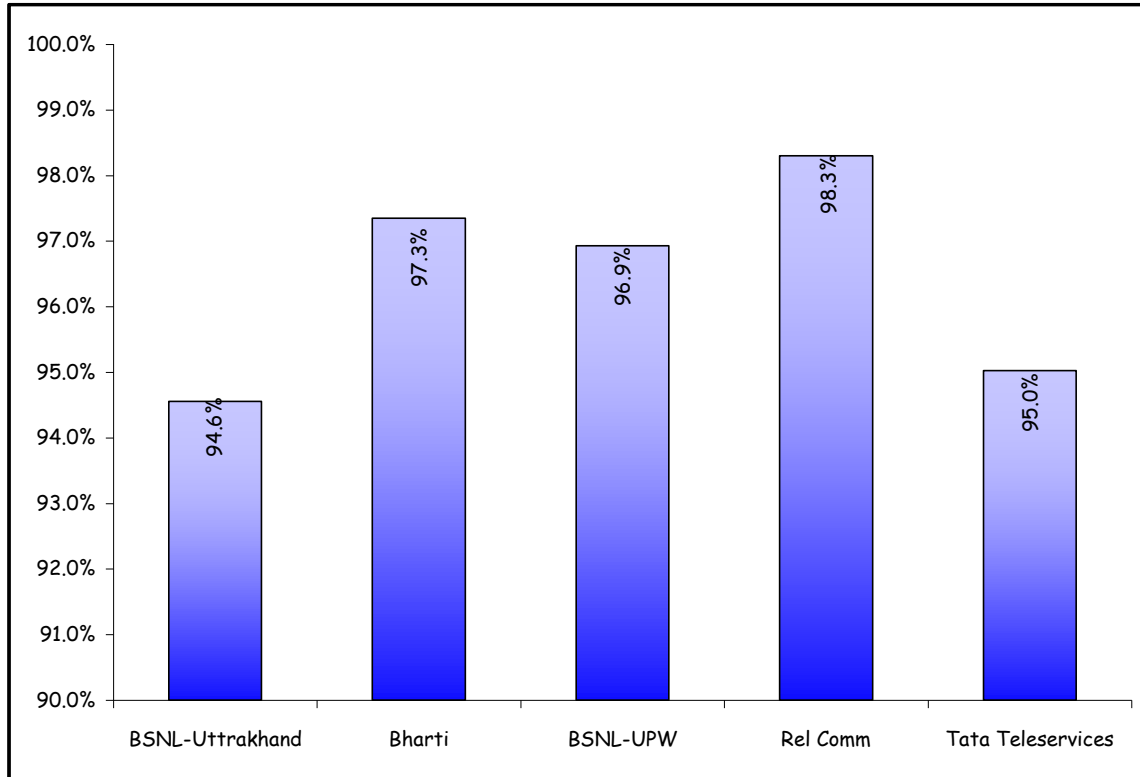
The following graph shows the consumer satisfaction level with the provision of service.



- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 5 operators ranged from 68.1% to 70.1%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (70.1%), followed by BSNL- Uttarakhand (69.7%), Rel Comm (69.4%) and Bharti (69.2%).
- The lowest level of satisfaction was attained by the consumers of BSNL-UPW (68.1%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.

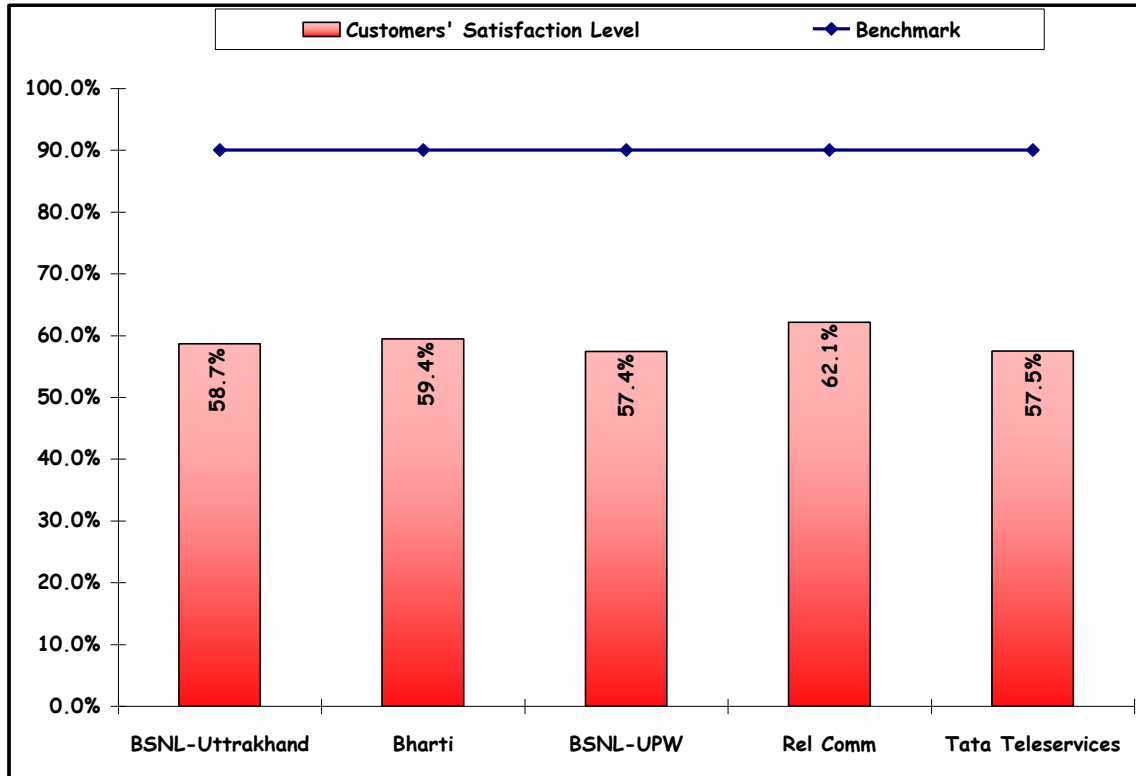


- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of 4 operators, more than 95% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers was found in the case of Rel Comm (98.3%) followed by Bharti (97.3%) and BSNL-UPW (96.9%).
- Whereas the lowest percentages of satisfied customers were in the case of BSNL-Uttarakhand (94.6%) followed by Tata Teleservices (95.0%).

4.2.1.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

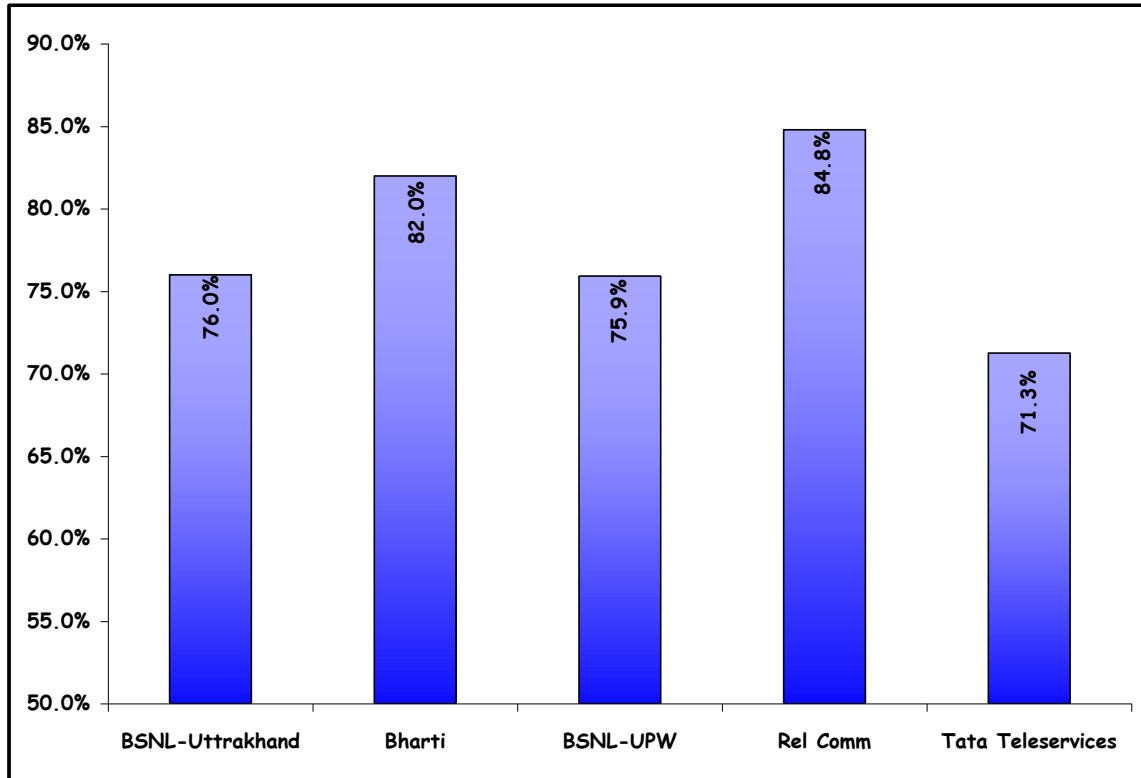
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- Customer satisfaction level with the Prepaid Billing Services attained by all the 5 operators ranged from 57.4% to 62.1%.
- Highest level of satisfaction was found by the consumers of Rel Comm (62.1%), followed by Bharti (59.4%) and BSNL-Uttarakhand (58.7%) .
- The lowest level of satisfaction was attained by the consumers of BSNL-UPW (57.4%) followed by Tata Teleservices (57.5%).

Percent of satisfied consumers

The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.

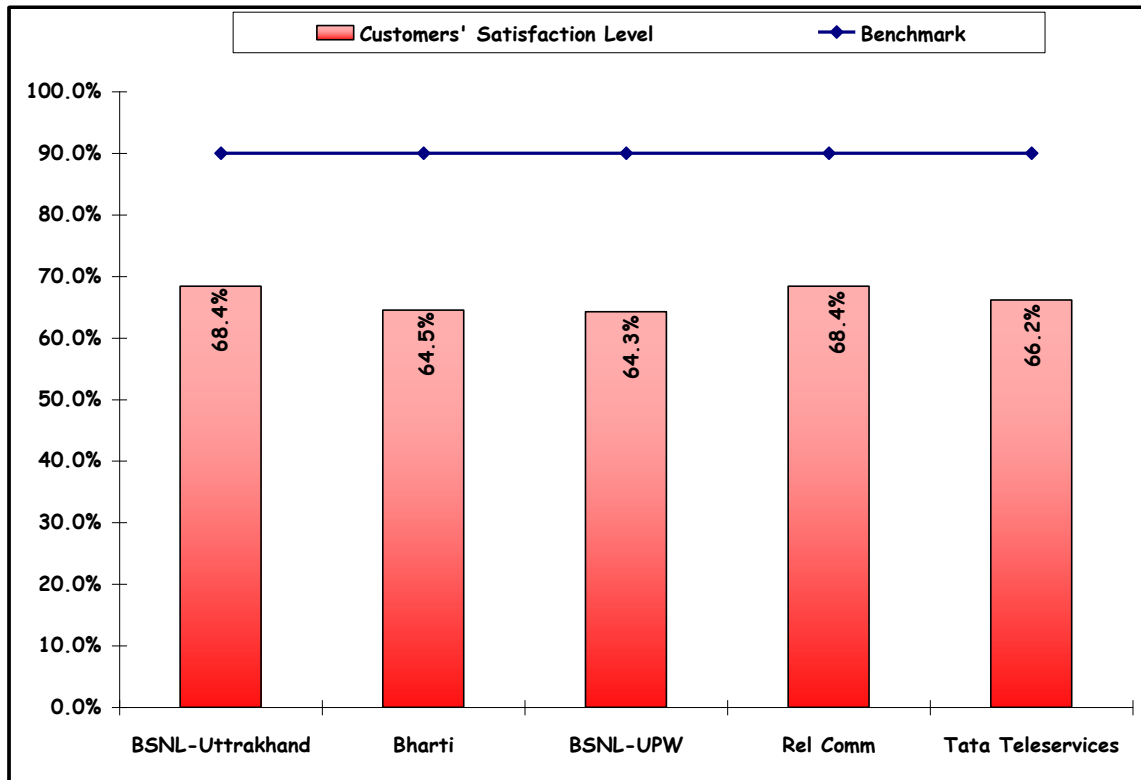


- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- In none of the operators, >90% of customers were satisfied with the billing service, in the pre paid segment.
- Highest percentage of satisfied customers was found in the case of Rel Comm (84.8%) followed by Bharti (82.0%), BSNL-Uttarakhand (76.0%) and BSNL-UPW (75.9%).
- Whereas the lowest percentages of satisfied customers were in the case of Tata Teleservices (71.3%).

4.2.1.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

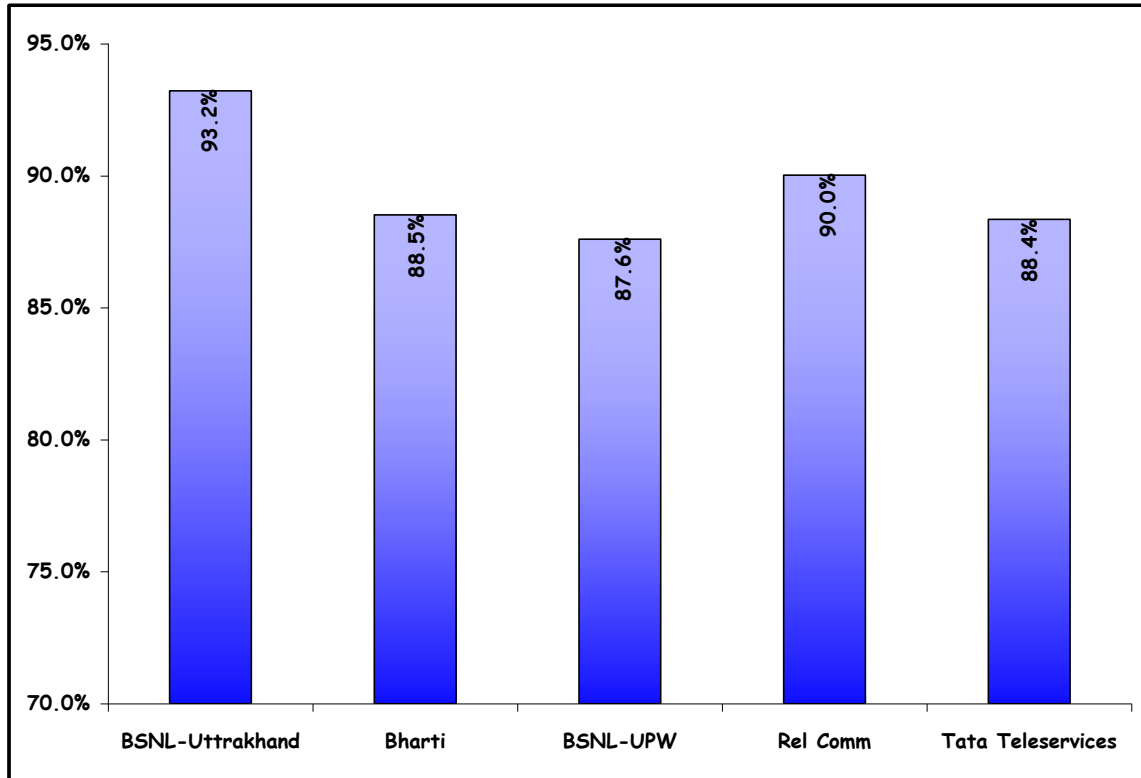
The following graph shows the consumer satisfaction level with the post-paid billing services.



- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- Customer satisfaction level with the Postpaid Billing Services attained by all the 5 operators ranged from 64.3% to 68.4%.
- Highest level of satisfaction was found by the consumers of Rel Comm and BSNL in Uttarakhand (68.4% each), followed by Tata Teleservices (66.2%).
- The lowest level of satisfaction was attained by the consumers of BSNL-UPW (64.3%) followed by Bharti (64.5%).

Percent of satisfied consumers

The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.

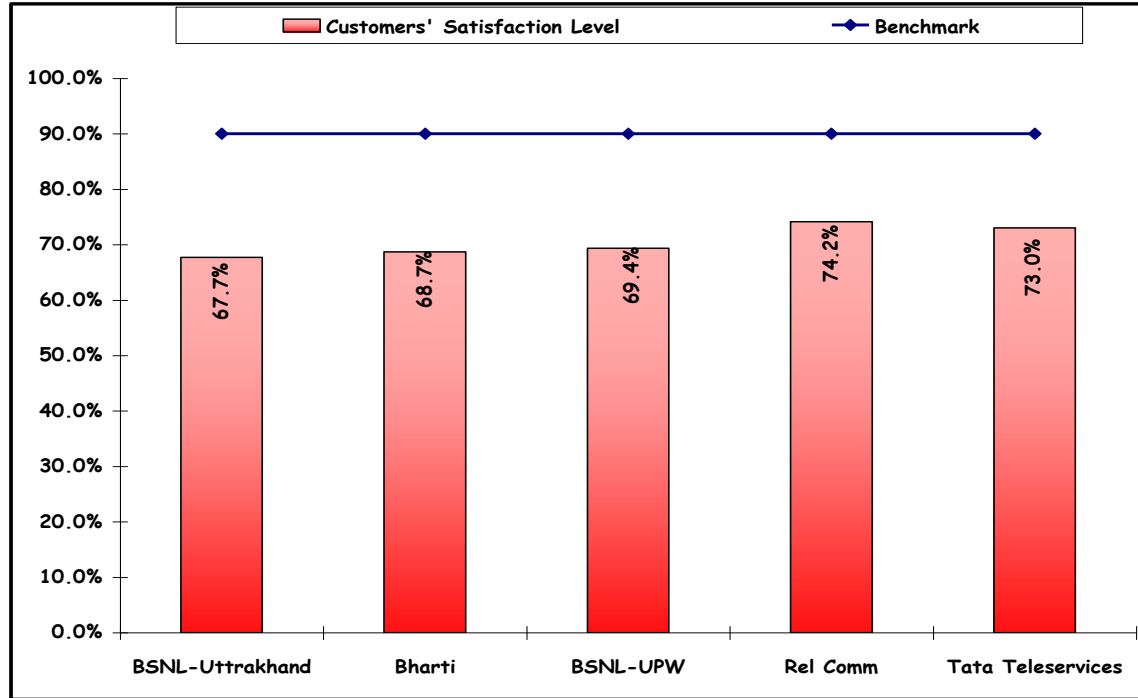


- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of 2 operators, >90% of customers were satisfied with the billing service, in the post-paid segment.
- Highest percentage of satisfied customers was found in the case of BSNL-Uttarakhand (93.2%) followed by Rel Comm (90.0%), Bharti(88.5%) and Tata Teleservices(88.4%).
- Whereas the lowest percentages of satisfied customers were in the case of BSNL-UPW (87.6%).

4.2.1.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

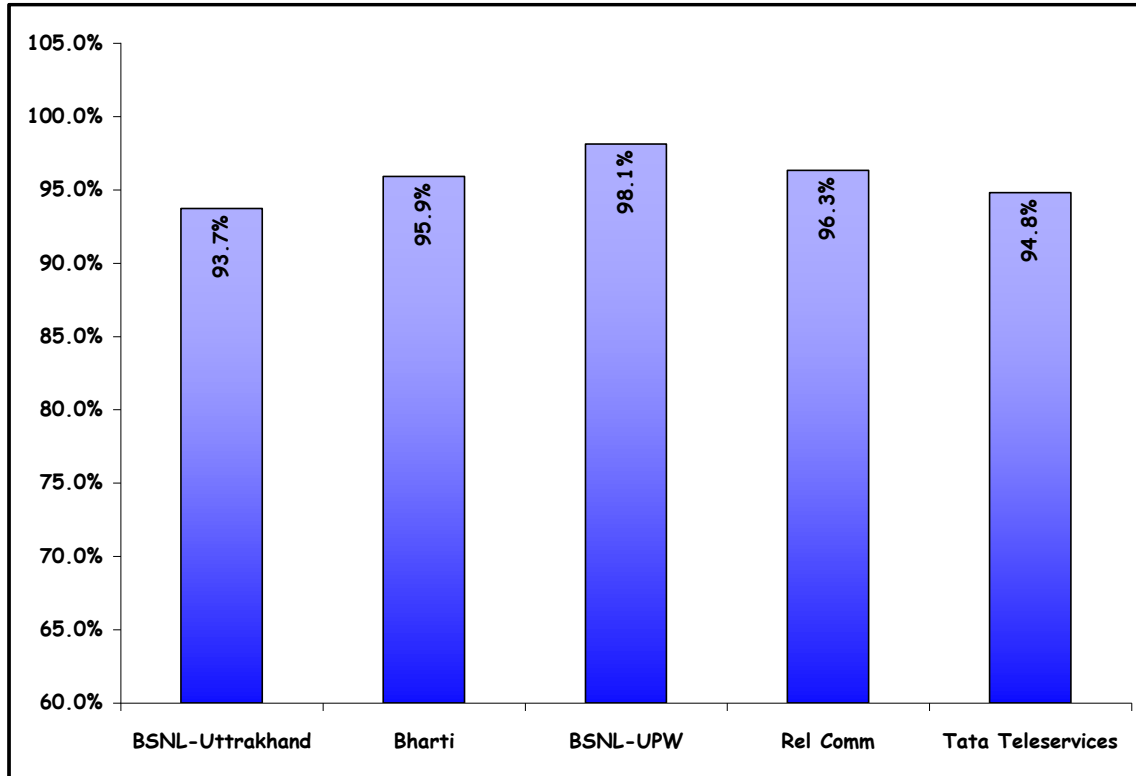
The following graph shows the consumer satisfaction level with the help service.



- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- Customer satisfaction level with the Help Services attained by all the 5 operators ranged from 67.7% to 74.2%.
- Highest level of satisfaction was found by the consumers of Rel Comm (74.2%) followed by Tata Teleservices (73.0%).
- The lowest level of satisfaction was attained by the consumers of BSNL-Uttarakhand (67.7%) followed by Bharti (68.7%) and BSNL-UPW (69.4%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.

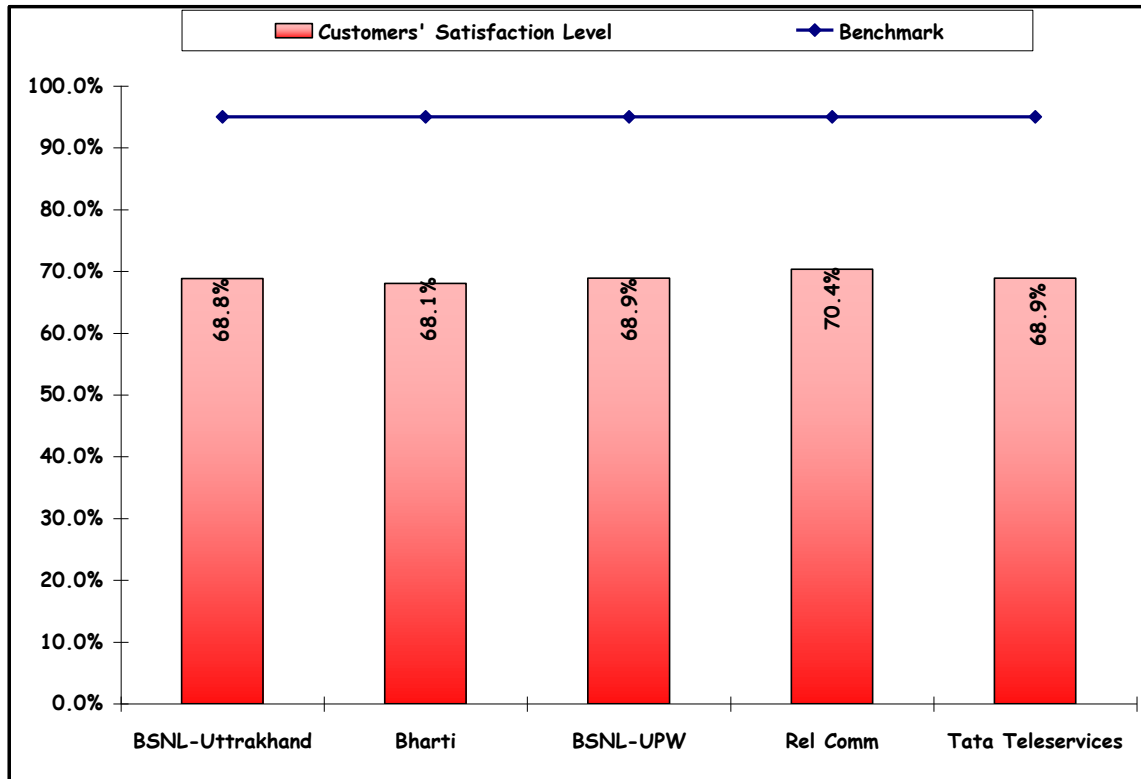


- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of 3 operators, >95% of customers were satisfied with the help service.
- Highest percentage of satisfied customers was found in the case of BSNL-UPW (98.1%) followed by Rel Comm (96.3%) and Bharti (95.9%).
- Whereas the lowest percentages of satisfied customers were found in the case of BSNL-Uttarakhand (93.7%) and Tata Teleservices (94.8%).

4.2.1.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

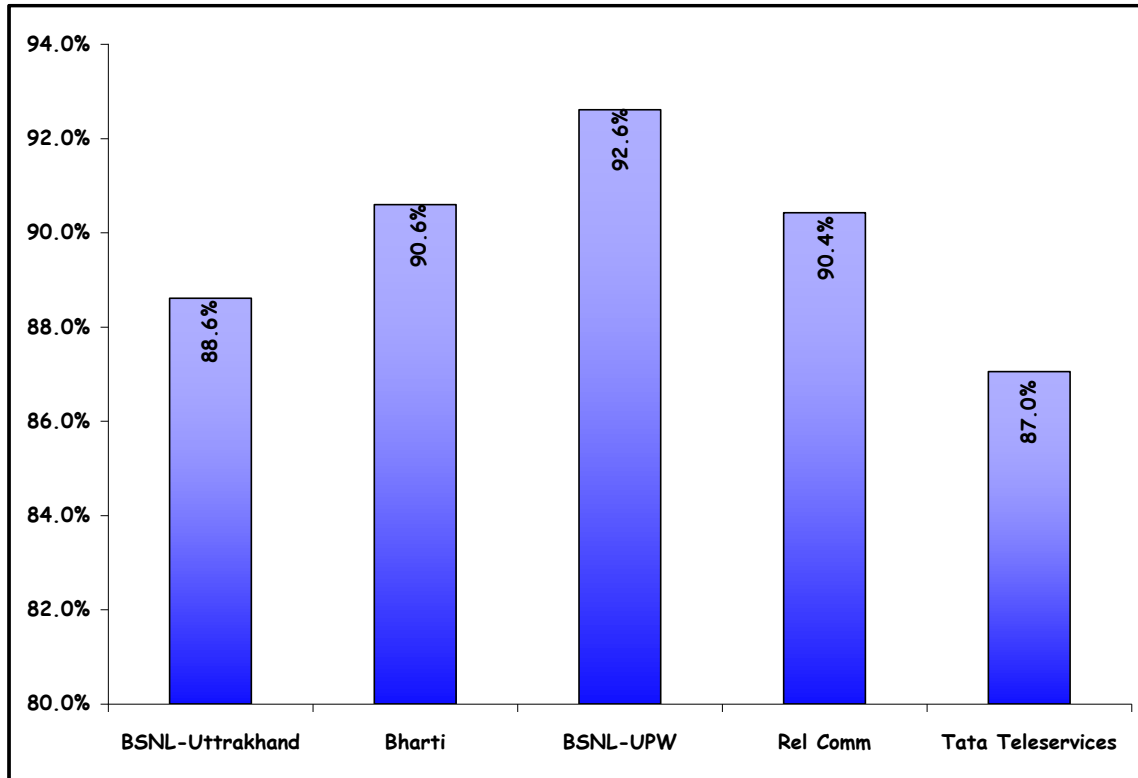
The following graph shows the consumer satisfaction level with network performance.



- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the network Performance attained by all the 5 operators ranged from 68.1% to 70.4%.
- Highest level of satisfaction was found by the consumers of Rel Comm (70.4%) followed by Tata Teleservices and BSNL-UPW (68.9% each) and BSNL-Uttarakhand (68.8%).
- The lowest level of satisfaction was attained by the consumers of Bharti (68.1%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.

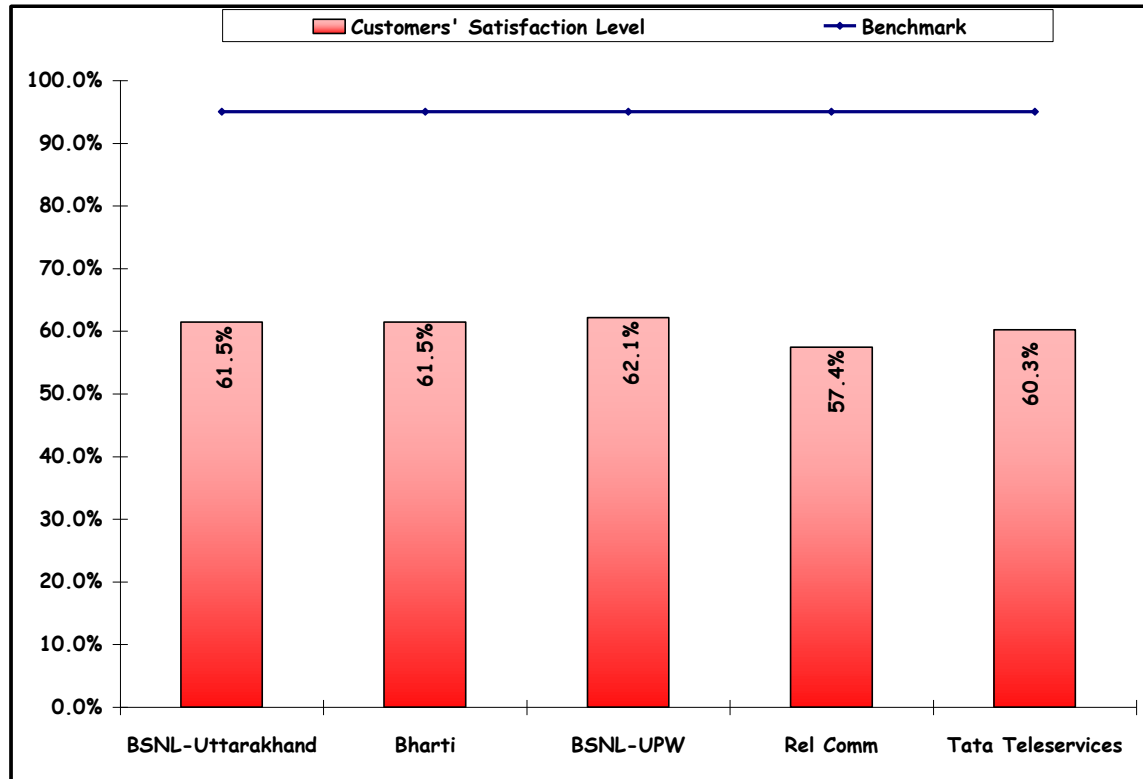


- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of three operators, >90% of customers were satisfied with the network performance.
- Highest percentage of satisfied customers was found in the case of BSNL-UPW (92.6%) followed by Bharti (90.6%) and Rel Comm (90.4%).
- Whereas the lowest percentages of satisfied customers were in the case of Tata Teleservices (87.0%) followed by BSNL in Uttarakhand (88.6%).

4.2.1.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

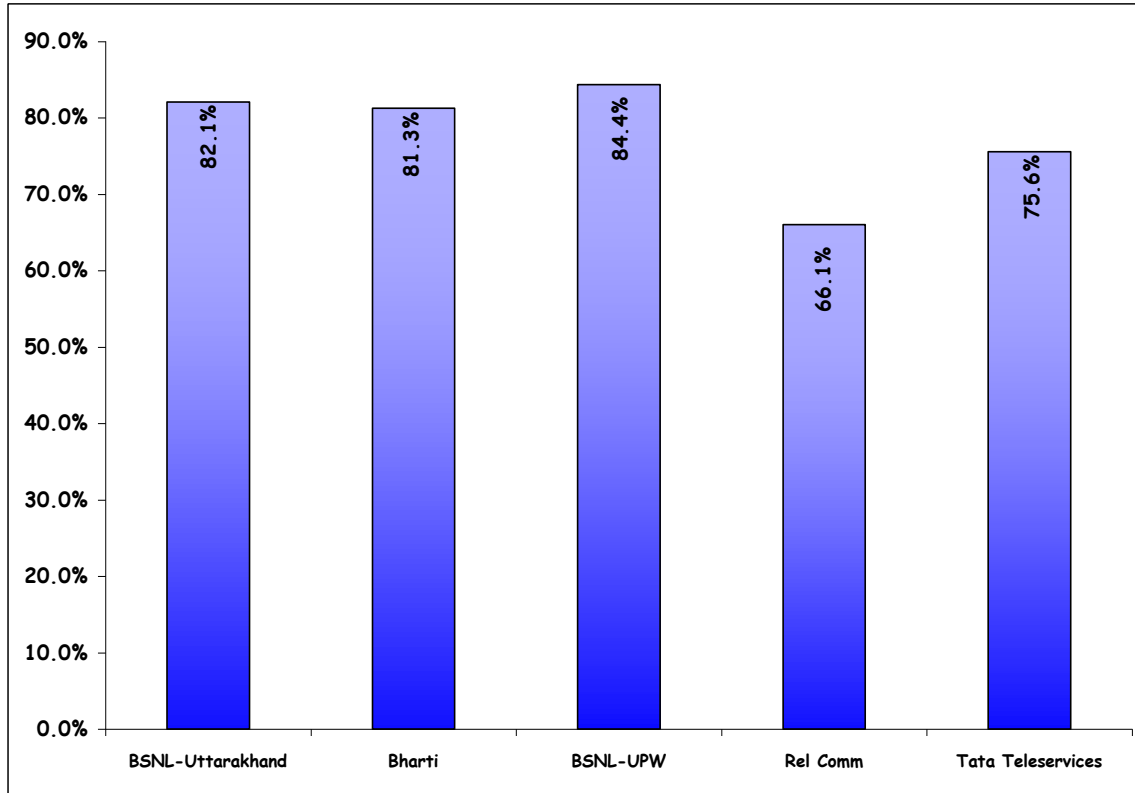
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the Maintainability attained by all the 5 operators ranged from 57.4% to 62.1%.
- Highest level of satisfaction was found by the consumers of BSNL-UPW (62.1%) followed by BSNL-Uttarakhand and Bharti (61.5% each) and Tata Teleservices (60.3%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (57.4%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.

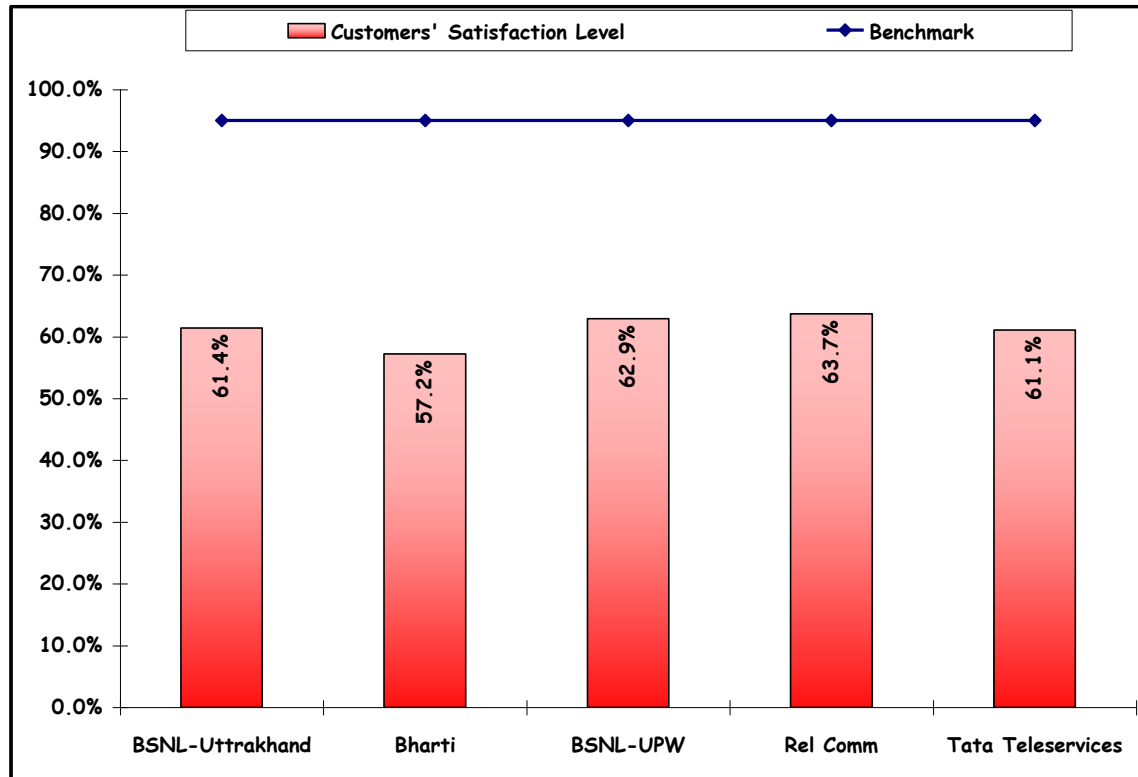


- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of three operators, >95% of customers were satisfied with the maintainability.
- Highest percentages of satisfied customers were found in the case of BSNL-UPW (84.4%) followed by BSNL-Uttarakhand (82.1%) and Bharti (81.3%).
- Whereas the lowest percentages of satisfied customers were in the case of Rel Comm (66.1%) followed by Tata Teleservices (75.6%).

4.2.1.7 SATISFIED WITH SUPPLEMENTARY SERVICES

Consumer satisfaction level

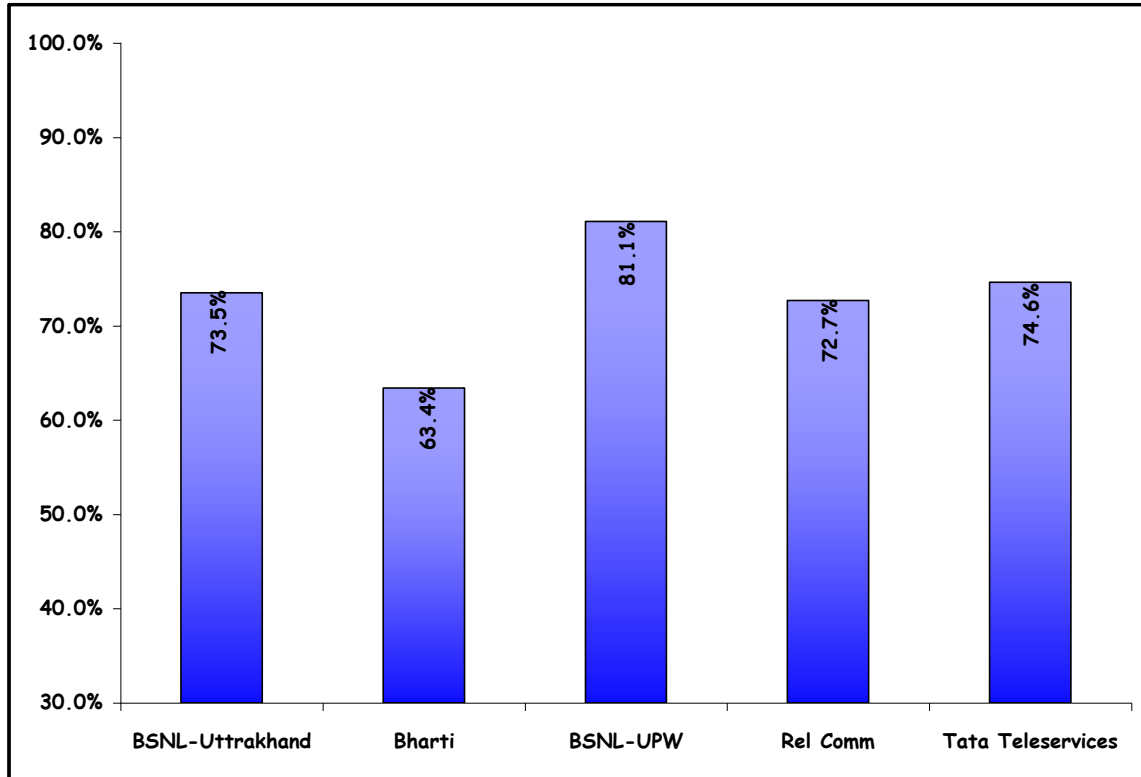
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the supplementary services attained by all the 5 operators ranged from 57.2% to 63.7%.
- Highest level of satisfaction was found by the consumers of Rel Comm (63.7%) followed by BSNL-UPW (62.9%), BSNL-Uttarakhand (61.4%) and Tata Teleservices (61.1%).
- The lowest level of satisfaction was attained by the consumers of Bharti (57.2%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.

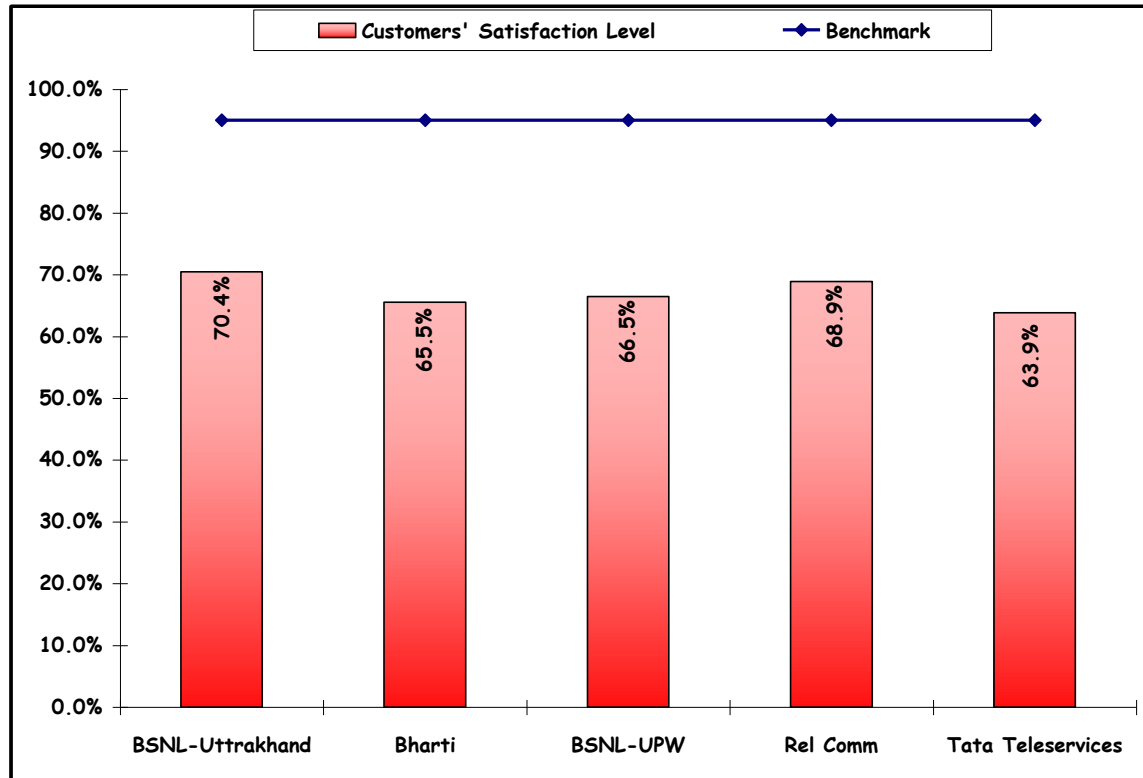


- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of only one operator, >80% of customers were satisfied with the supplementary services.
- Highest percentage of satisfied customers was found in the case of BSNL-UPW (81.1%) followed by Tata Teleservices (74.6%) and BSNL-Uttarakhand (73.5%).
- Whereas the lowest percentages of satisfied customers were in the case of Bharti (63.4%) followed by Rel Comm (72.7%).

4.2.1.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

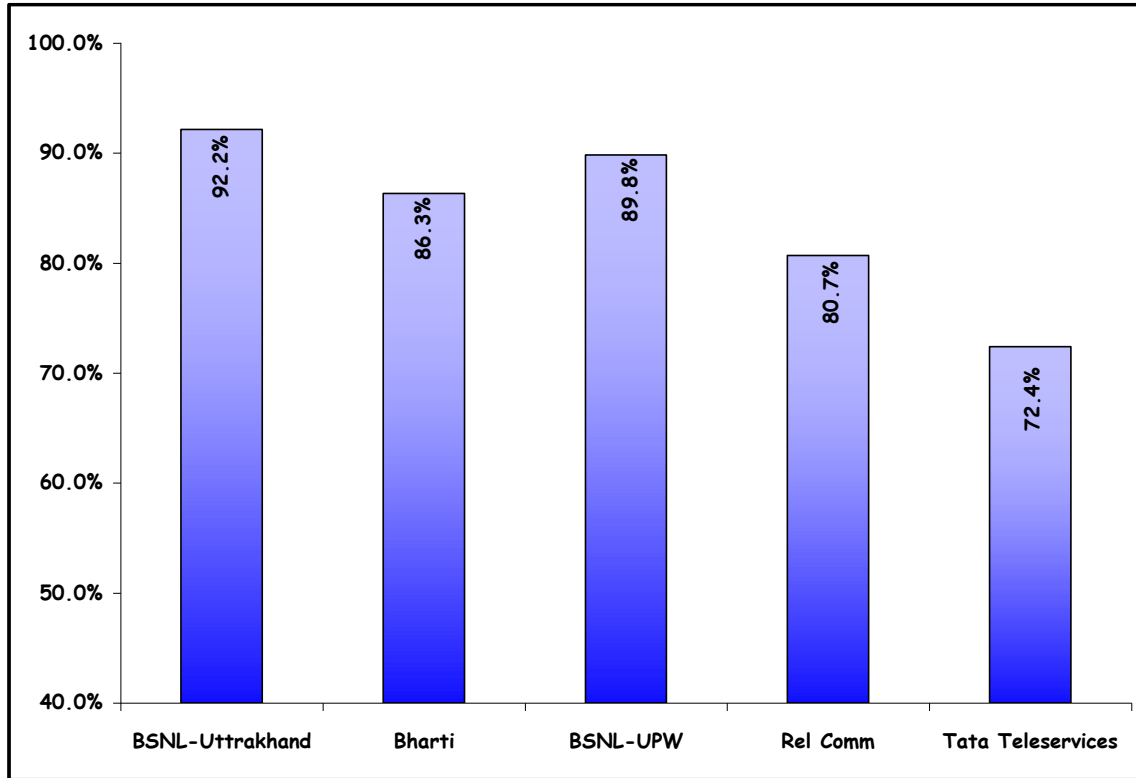
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 5 operators providing service in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the overall customer satisfaction attained by all the 5 operators ranged from 63.9% to 70.4%.
- Highest level of satisfaction was found by the consumers of BSNL-Uttrakhand (70.4%) followed by Rel Comm (68.9%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (63.9%) followed by Bharti (65.5%) and BSNL-UPW (66.5%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with overall services.

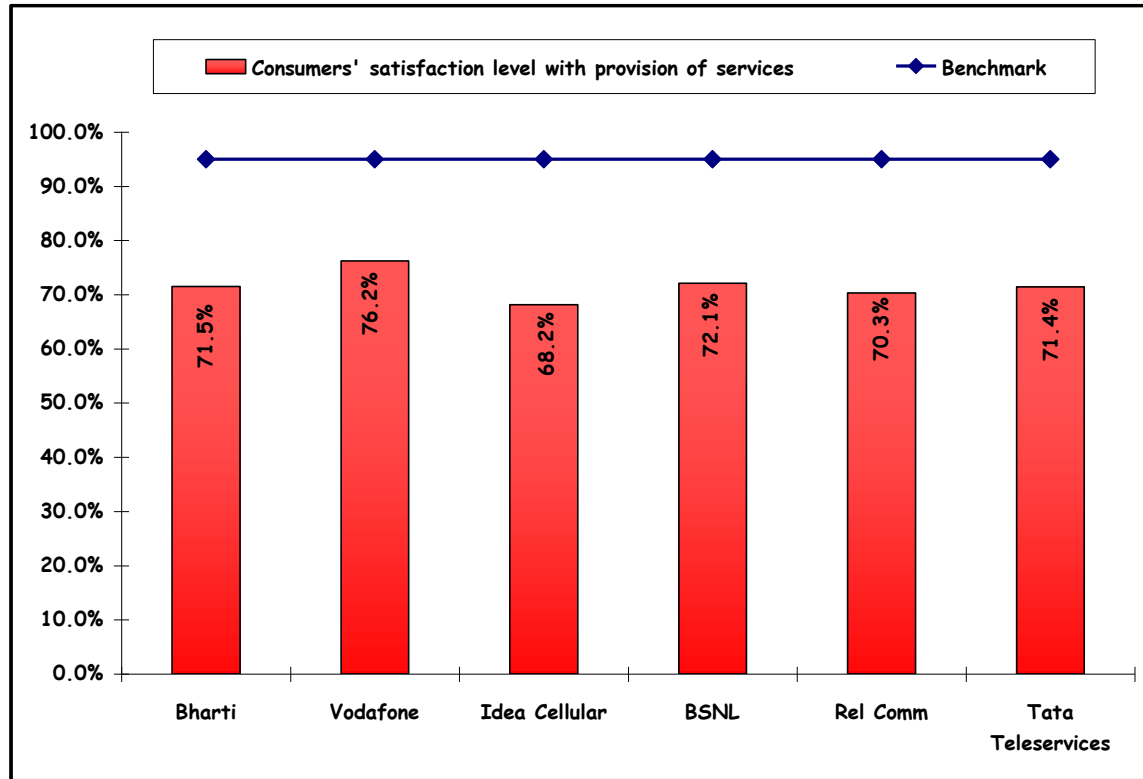


- Audit conducted for 5 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of only one operator >90% of customers were satisfied with the overall services.
- Highest percentage of satisfied customers was found in the case of BSNL in Uttarakhand (92.2%) followed by BSNL in UPW (89.8%) and Bharti (86.3%).
- Whereas the lowest percentages of satisfied customers were in the case of Tata Teleservices (72.4%) followed by Rel Comm (80.7%).

4.2.2 CELLULAR SERVICES – UP (W) SERVICE AREA

4.2.2.1 SATISFIED WITH PROVISION OF SERVICES

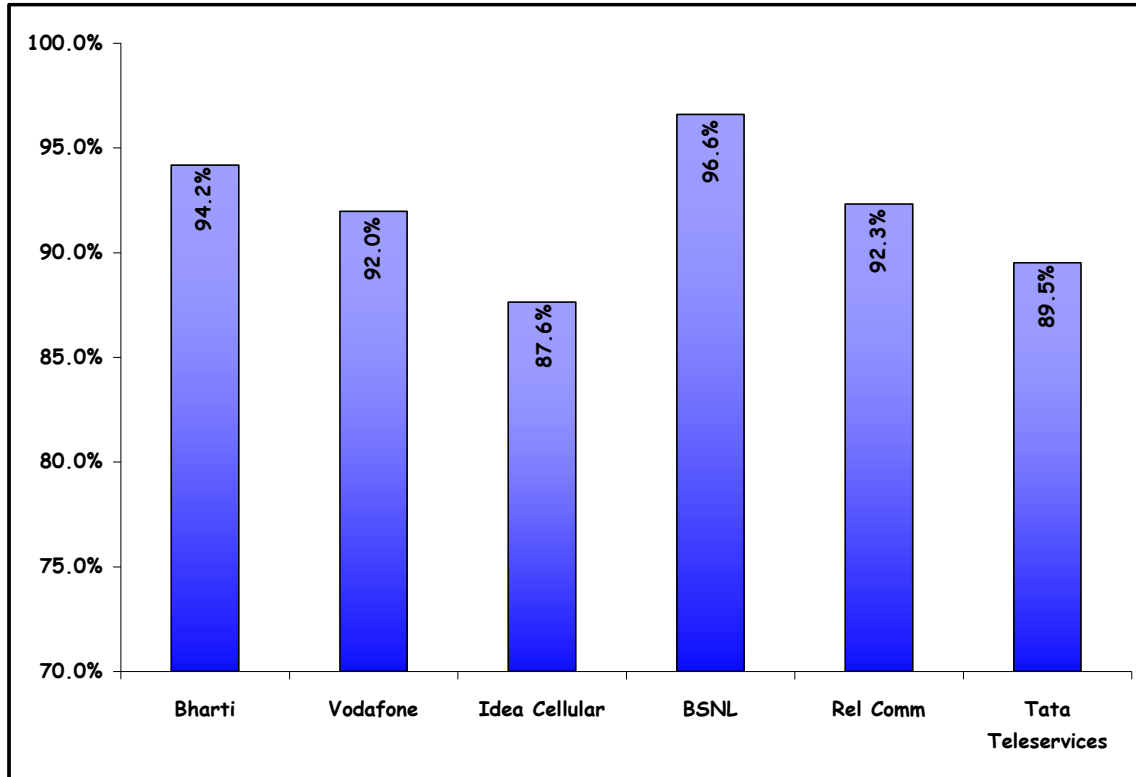
The following graph shows the consumers' satisfaction level with provision of services.



- Audit conducted for 6 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 6 operators ranged from 68.2% to 76.2%.
- Highest level of satisfaction was found by the consumers of Vodafone (76.2%), followed by BSNL (72.1%), Bharti (71.5%) and Tata Teleservices (71.4%).
- The lowest level of satisfaction was attained by the consumers of Idea Cellular (68.2%) followed by Rel Comm (70.3%).

Percent of Satisfied Customers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.

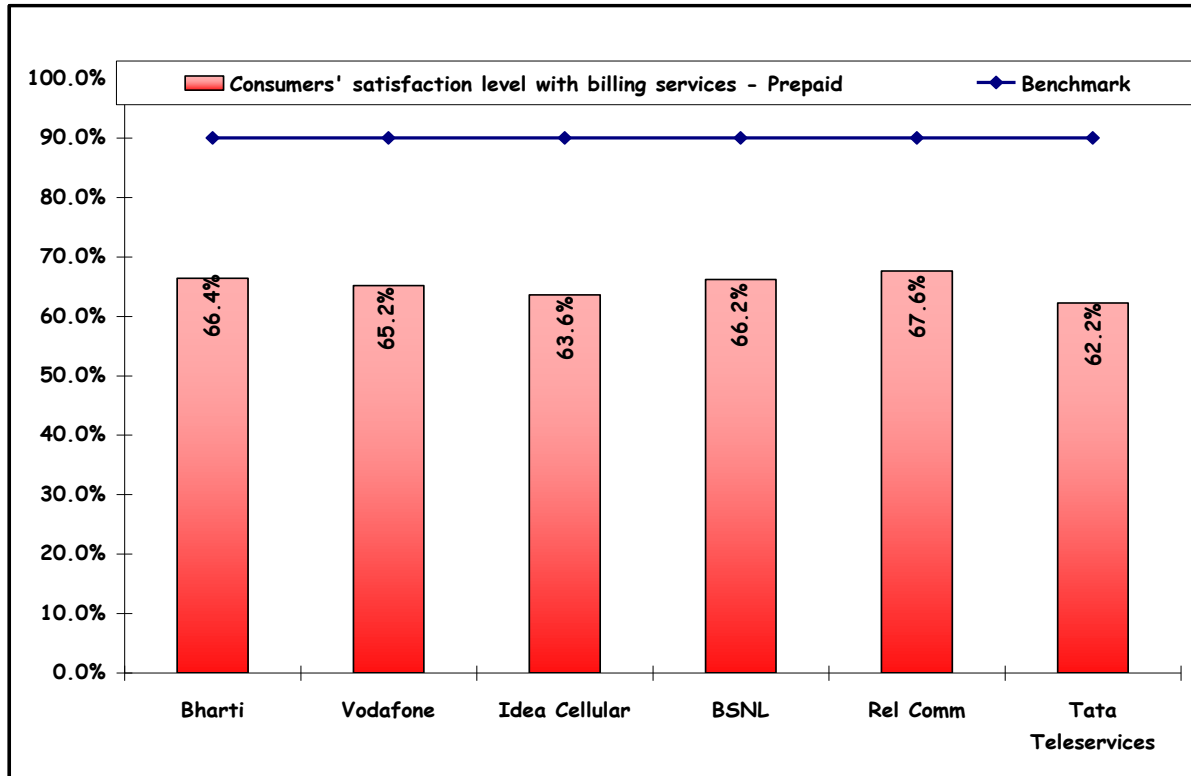


- Audit conducted for 6 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of only one operator, >95% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers was found in the case of BSNL (96.6%) followed by Bharti (94.2%), Rel Comm (92.3%) and Vodafone (92.0%).
- Whereas the lowest percentages of satisfied customers were in the case of Idea Cellular (87.6%) followed by Tata Teleservices (89.5%).

4.2.2.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

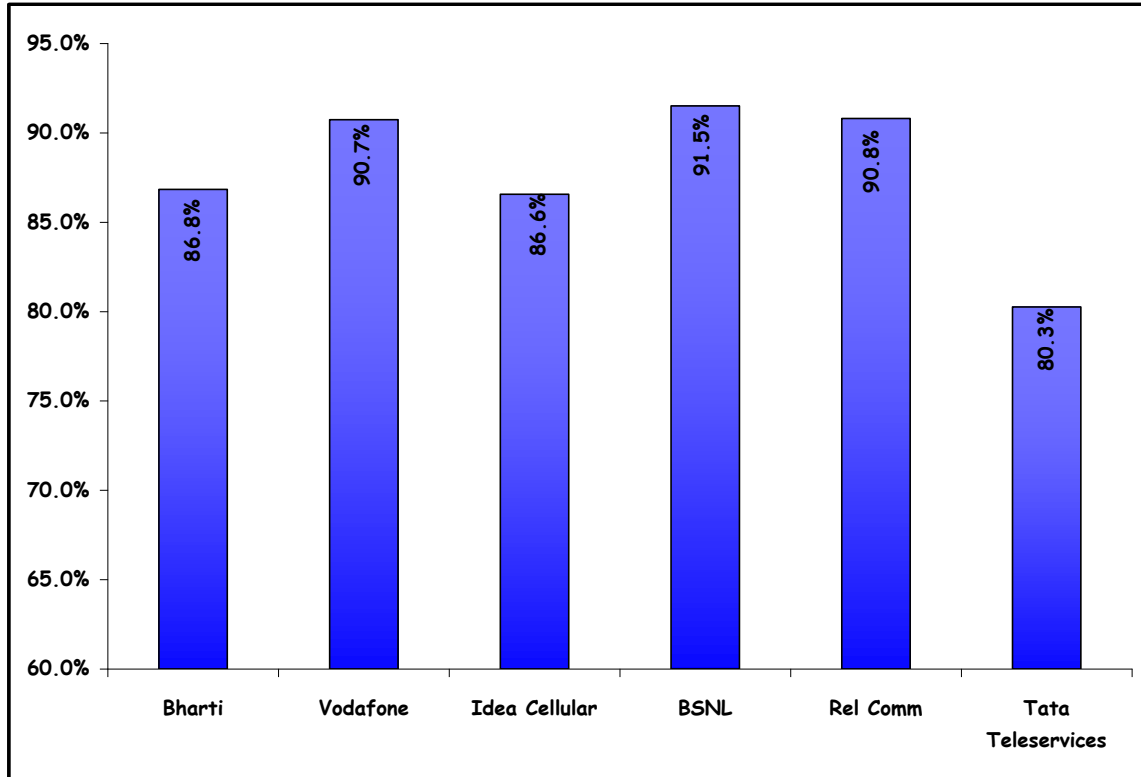
The following graph shows the prepaid consumers' satisfaction level with the prepaid billing services.



- Audit conducted for 6 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- For Customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 6 operators ranged from 62.2% to 67.6%.
- Highest level of satisfaction was found by the consumers of Rel Comm (67.6%) followed by Bharti (66.4%), BSNL (66.2%) and Vodafone (65.2%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (62.2%) followed by Idea Cellular (63.6%).

Percent of satisfied consumers

The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.

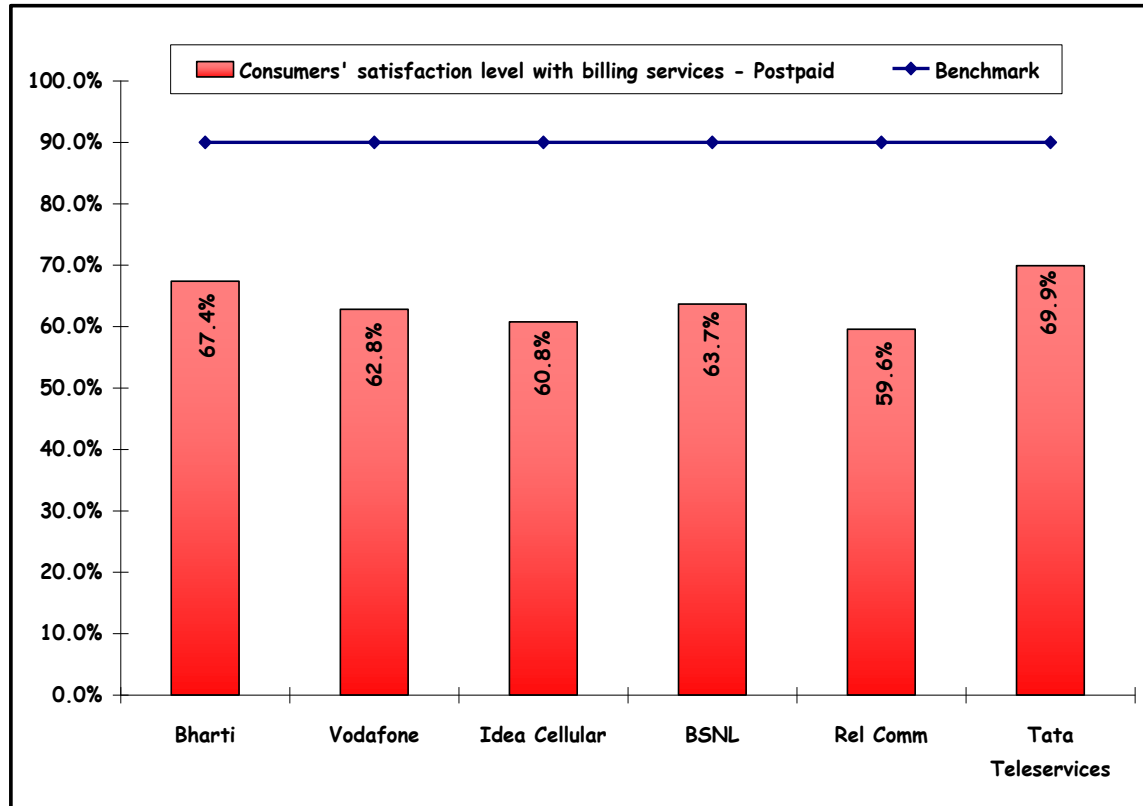


- Audit conducted for 6 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of 3 operators >90% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of BSNL (91.5%) followed by Rel Comm (90.8%) and Vodafone (90.7%).
- Whereas, the lowest percentage of satisfied customers were in the case of Tata Teleservices (80.3%) followed by Idea Cellular (86.6%) and Bharti (86.8%).

4.2.2.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

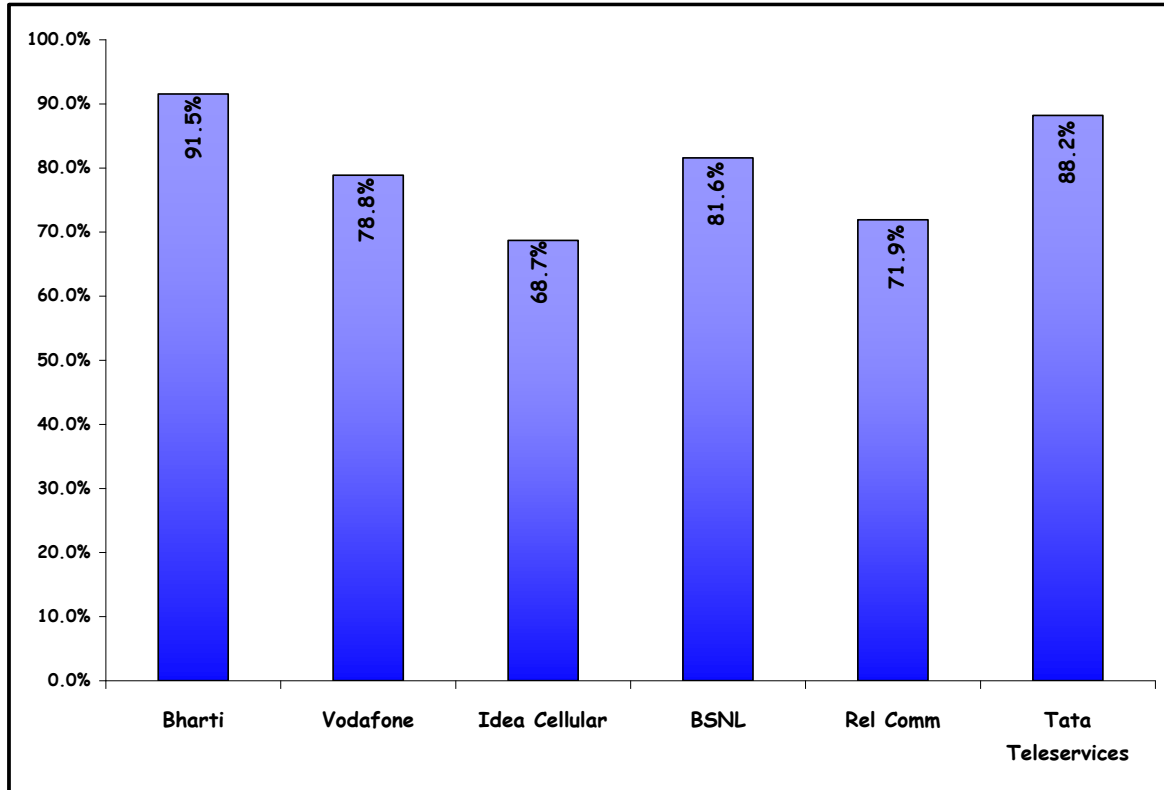
The following graph shows the postpaid consumers' satisfaction level with billing services.



- Audit conducted for 6 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 6 operators ranged from 59.6% to 69.9%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (69.9%) followed by Bharti (67.4%), BSNL (63.7%) and Vodafone (62.8%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (59.6%) followed by Idea Cellular (60.8%).

Percent of satisfied consumers

The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.

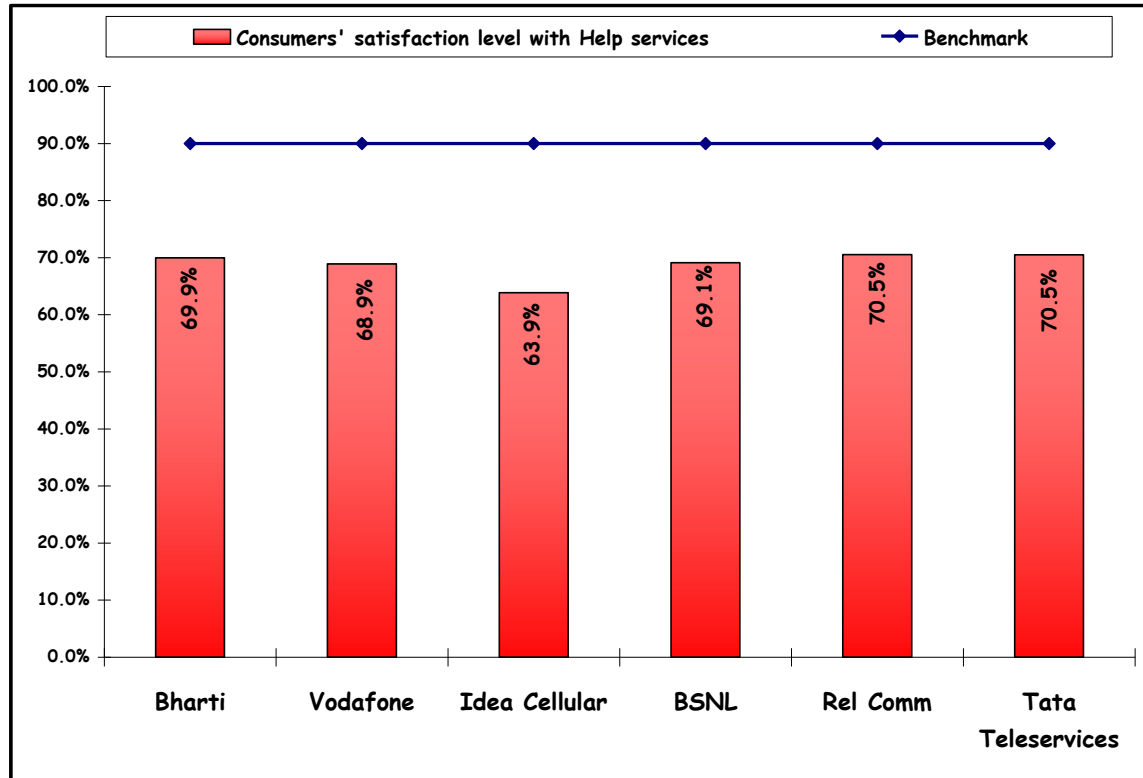


- Audit conducted for 6 operators providing service in UP (W) Service Area including Uttarakhand.
- In the case of only one operator >90% of postpaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case Bharti (91.5%) followed by Tata Teleservices (88.2%), BSNL (81.6%) and Vodafone (78.8%).
- Whereas, the lowest percentage of satisfied customers were in the case of Idea Cellular (68.7%) followed by Rel Comm (71.9%).

4.2.2.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

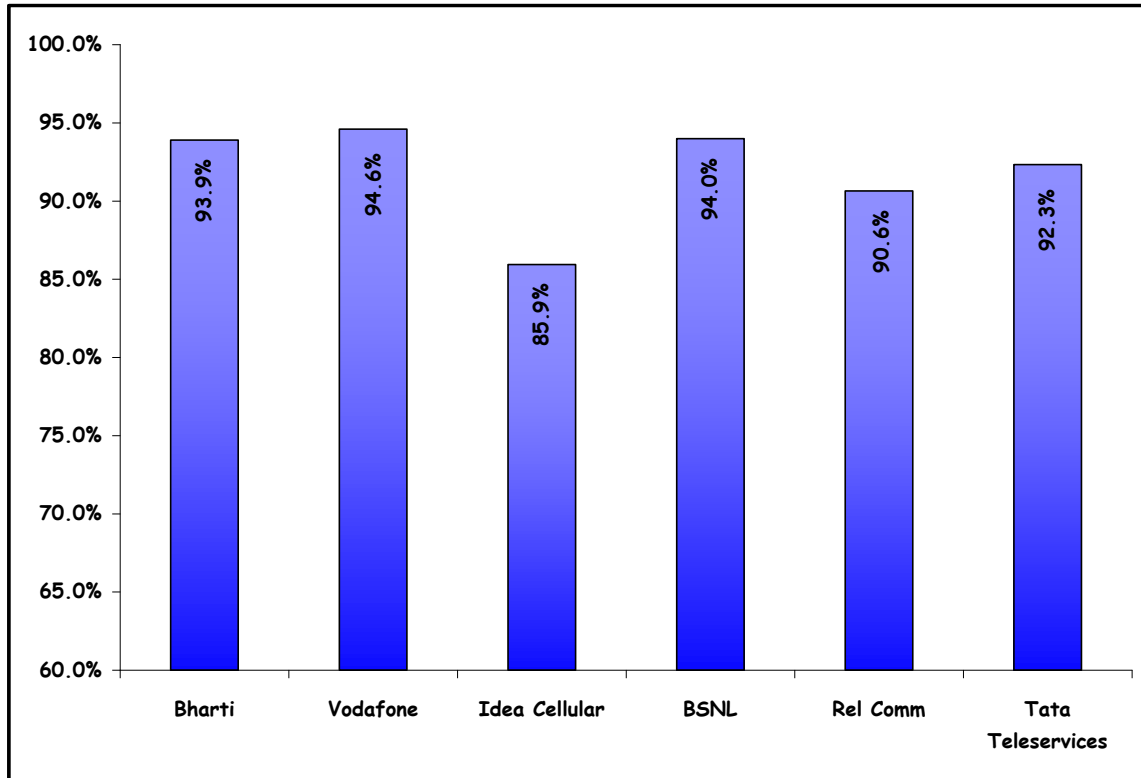
The following graph shows the consumers' satisfaction level with help services.



- Audit conducted for 6 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 6 operators ranged from 63.9% to 70.5%.
- Highest level of satisfaction was shared by the consumers of Rel Com and Tata Teleservices (70.5% each) followed by Bharti (69.9%), BSNL (69.1%) and Vodafone (68.9%).
- The lowest level of satisfaction was attained by the consumers of Idea Cellular (63.9%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.

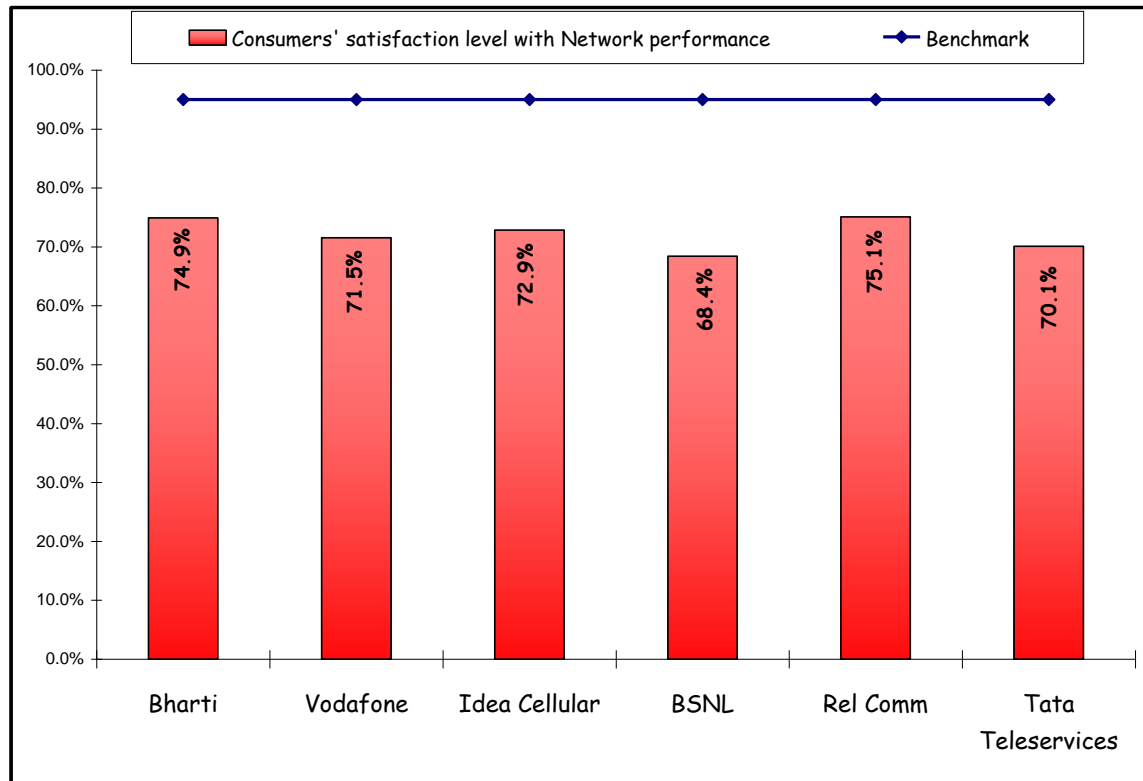


- Audit conducted for 6 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of 5 operators >90% of subscribers were satisfied with help services
- Highest percentage of satisfied customers were found in the case of Vodafone (94.6%) followed by BSNL (94.0%), Bharti (93.9%) and Tata Teleservices (92.3%).
- Whereas, the lowest percentage of satisfied customers were in the case of Idea Cellular (85.9%) followed by Rel Comm (90.6%).

4.2.2.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

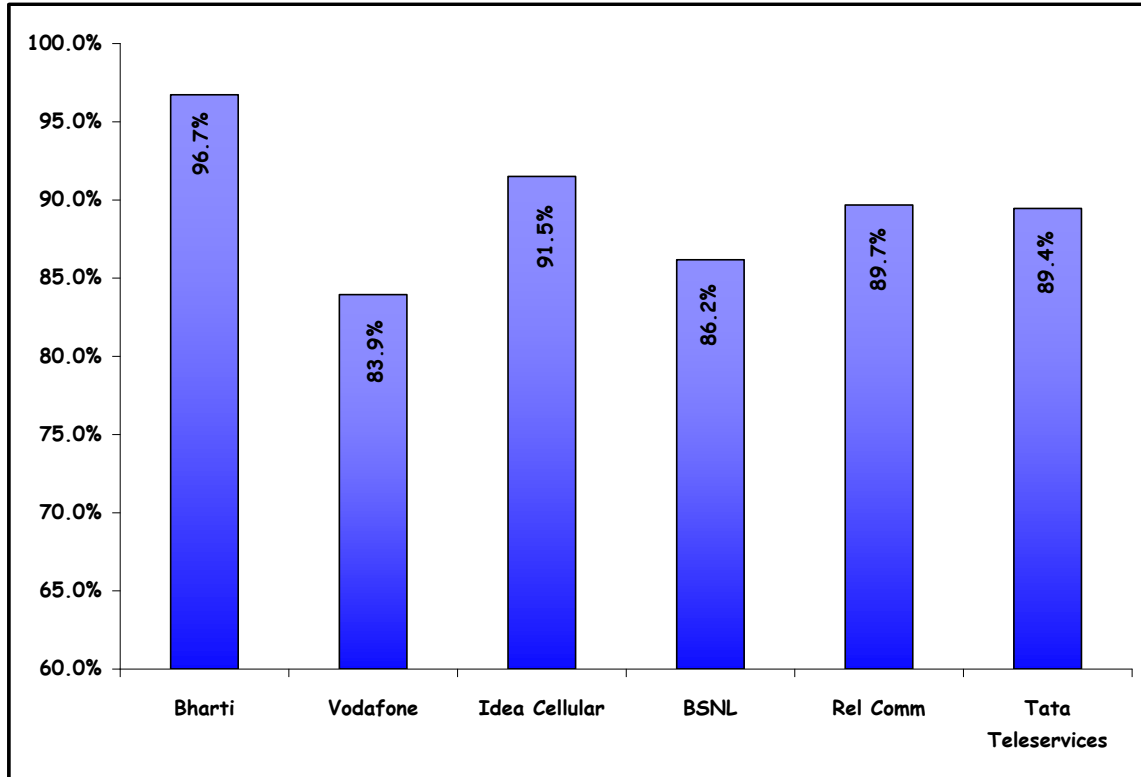
The following graph shows the consumers' satisfaction level with network performance.



- Audit conducted for 6 operators providing services in UP(W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with network performance, achievement level of all the 6 operators ranged from 68.4% to 75.1%.
- Highest level of satisfaction was attained by the consumers of Rel Comm (75.1%) closely followed by Bharti (74.9%) and Idea Cellular (72.9%).
- The lowest level of satisfaction was attained by the consumers of BSNL (68.4%) followed by Tata Teleservices (70.1%) and Vodafone (71.5%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.

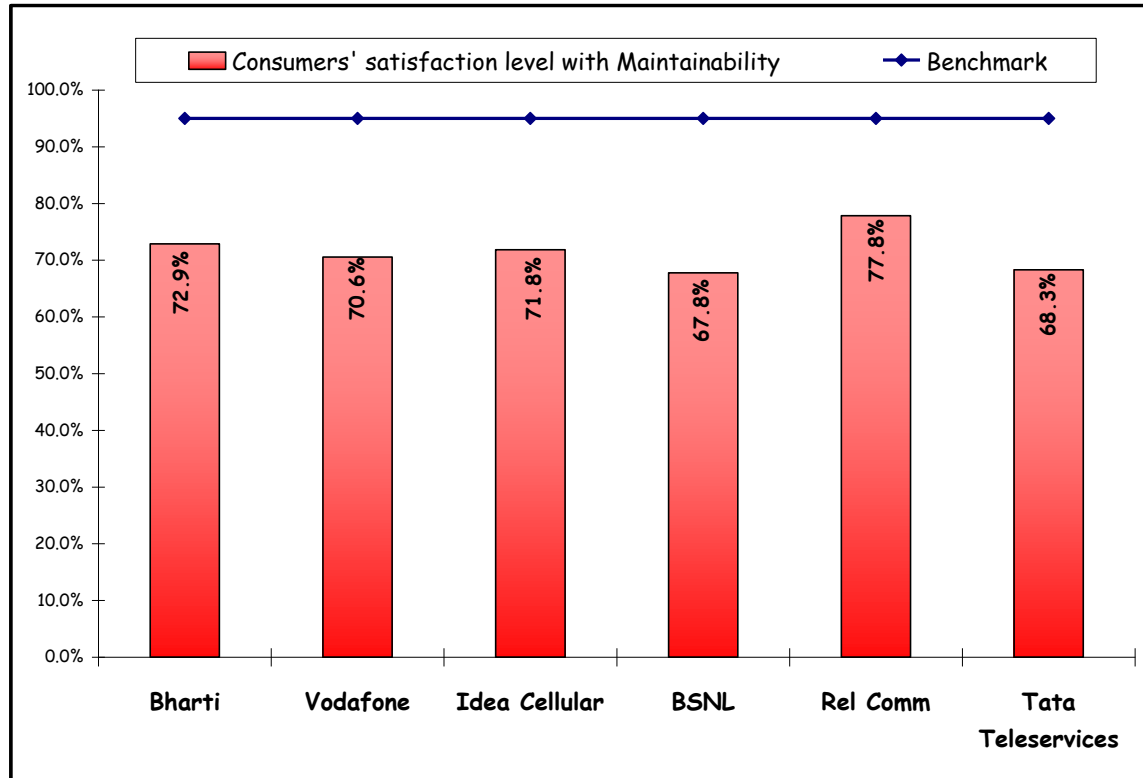


- Audit conducted for 6 operators providing service in UP (W) Service Area including Uttarakhand.
- In the case of one operator >95% of subscribers were satisfied with network performance.
- Highest percentage of satisfied customers were found in the case of Bharti (96.7%) followed by Idea cellular (91.5%), Rel Comm (89.7%) and Tata Teleservices (89.4%).
- Whereas, the lowest percentage of satisfied customers were in the case of Vodafone (83.9%) followed by BSNL (86.2%).

4.2.2.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

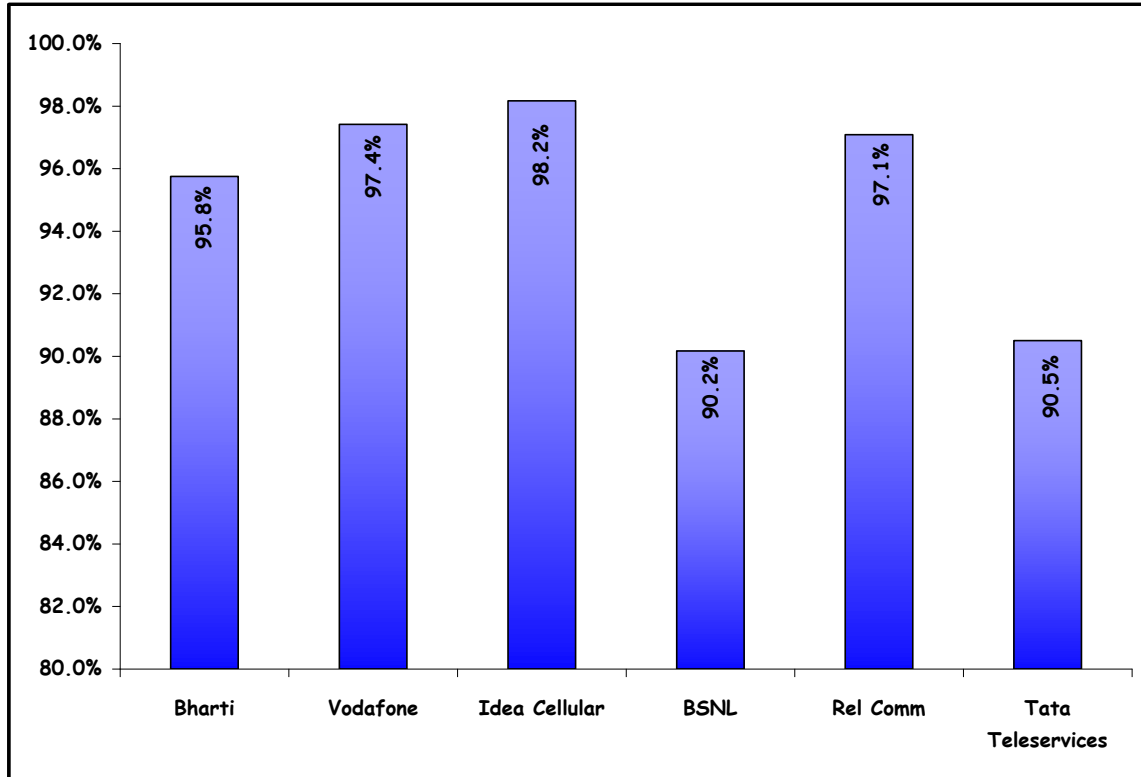
The following graph shows the consumers' satisfaction level with Maintainability.



- Audit conducted for 6 operators providing service in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with maintainability, achievement level of all the 6 operators ranged from 67.8% to 77.8%.
- Highest level of satisfaction was found by the consumers of Rel Comm (77.8%) followed by Bharti (72.9%), Idea Cellular (71.8%) and Vodafone (70.6%).
- The lowest level of satisfaction was attained by the consumers of BSNL (67.8%) followed by Tata Teleservices (68.3%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.

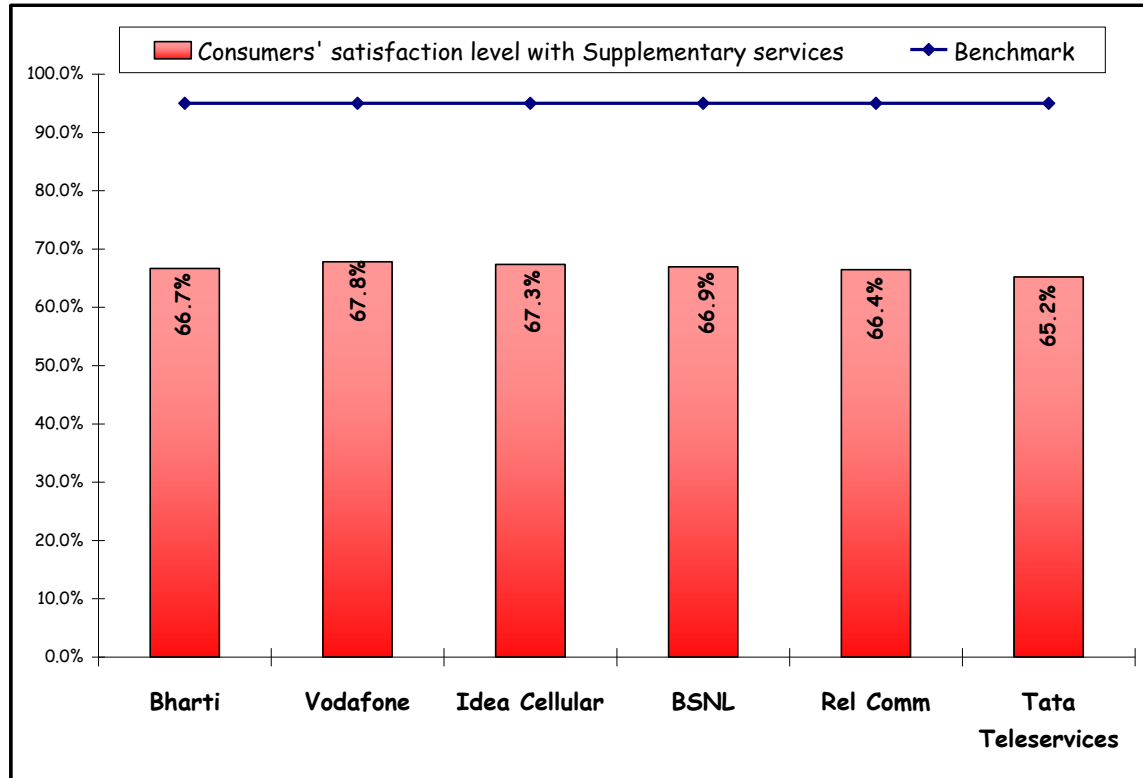


- Audit conducted for 6 operators providing service in UP (W) Service Area including Uttarakhand.
- In the case of four operator >95% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of Idea Cellular (98.2%) followed by Vodafone (97.4%), Rel Comm (97.1%) and Bharti (95.8%).
- Whereas, the lowest percentage of satisfied customers were found in the case of BSNL (90.2%) closely followed by Tata Teleservices (90.5%).

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

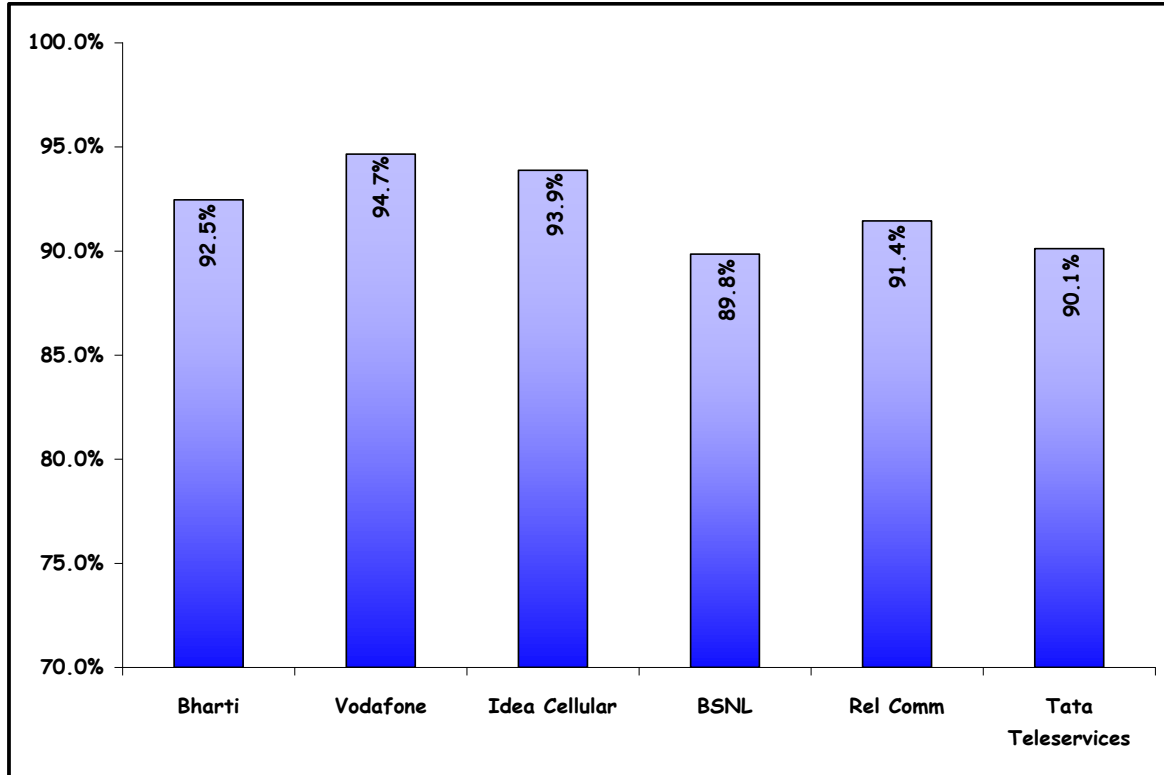
The following graph shows the consumers' satisfaction level with supplementary services.



- Audit conducted for 6 operators providing service in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with supplementary service, achievement level of all the 6 operators ranged from 65.2% to 67.8%.
- Highest level of satisfaction was found by the consumers of Vodafone (67.8%) closely followed by Idea cellular (67.3%), BSNL (66.9%), Bharti (66.7%) and Rel Comm (66.4%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (65.2%).

- **Percent of satisfied consumers**

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.

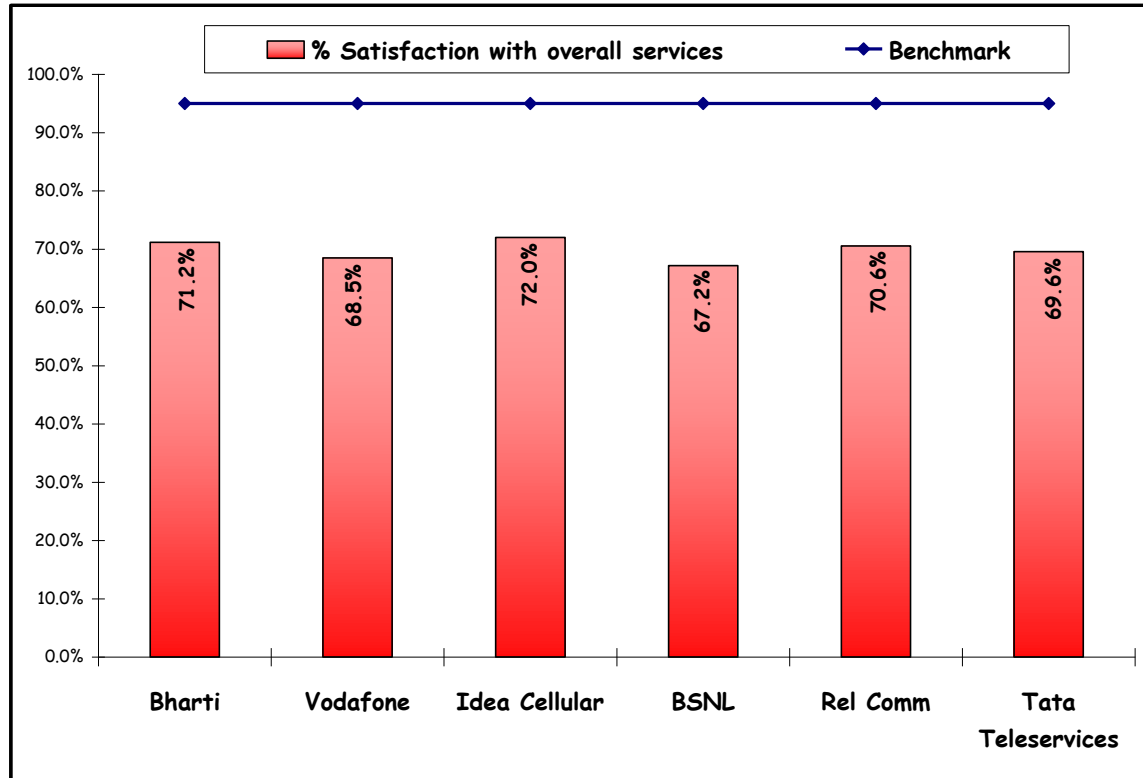


- Audit conducted for 6 operators providing service in UP (W) Service Area including Uttarakhand.
- In the case of five operators >90% of subscribers were satisfied with supplementary services.
- Highest percentage of satisfied customers were found in the case of Vodafone (94.7%) followed by Idea Cellular (93.9%), Bharti (92.5%), Rel Comm (91.4%) and Tata Teleservices (90.1%).
- Whereas, the lowest percentages of satisfied customers were found in the case of BSNL (89.8%).

4.2.2.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

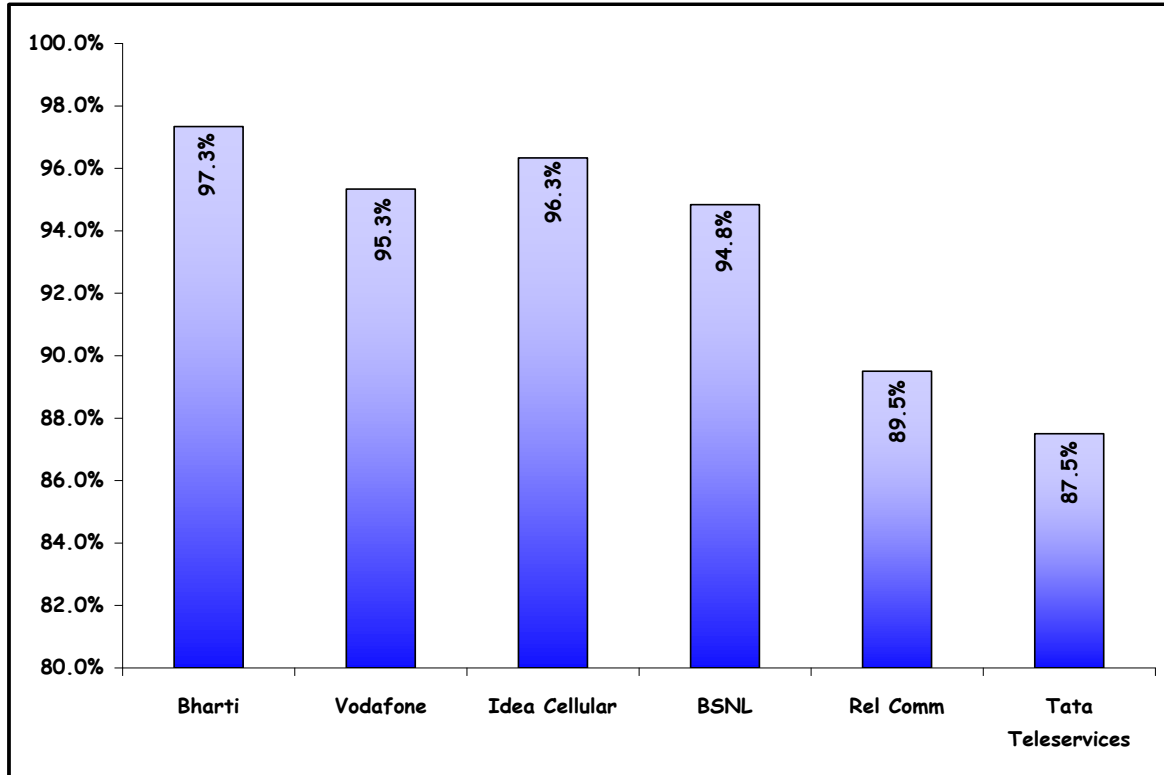
The following graph shows the consumers' overall satisfaction level.



- Audit conducted for 6 operators providing service in UP (W) Service Area including Uttarakhand.
- None of the operators were found to be meeting the benchmark of >95%.
- For customer satisfaction level with overall services, achievement level of all the 6 operators ranged from 67.2% to 72.0%.
- Highest level of satisfaction was achieved by the consumers of Idea Cellular (72.0%) followed by Bharti (71.2%) and Rel Comm (70.6%).
- The lowest level of satisfaction was attained by the consumers of BSNL (67.2%) followed by Vodafone (68.5%) and Tata Teleservices (69.6%).

Percent of satisfied consumers

The following graph shows the percentage of overall satisfied (highly satisfied and satisfied) consumers.



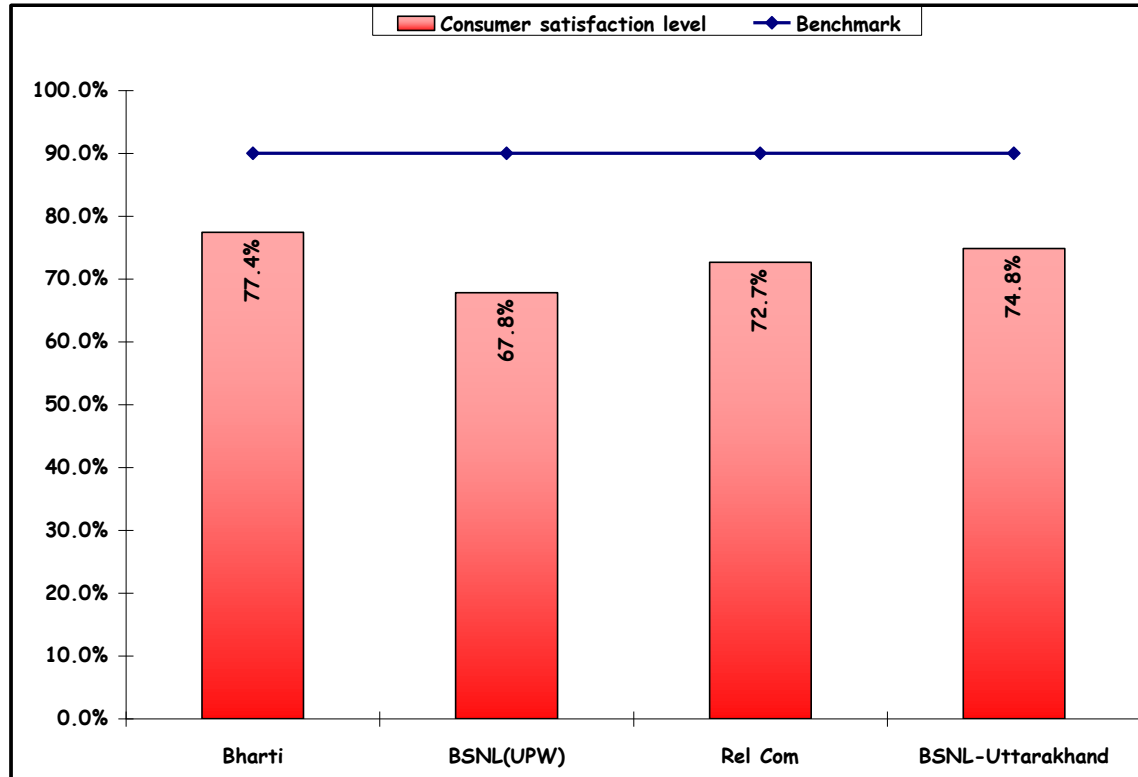
- Audit conducted for 6 operators providing service in UP (W) Service Area including Uttarakhand.
- In case of three operators >95% of subscribers were overall satisfied with services.
- Highest percentage of satisfied customers were found in the case of Bharti (97.3%) followed by Idea Cellular (96.3%), Vodafone (95.3%) and BSNL (94.8%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Tata Teleservices (87.5%) followed by Rel Comm (89.5%).

4.2.3 Broadband services – UP (W) SERVICE AREA

4.2.3.1 SATISFIED WITH PROVISION OF SERVICES

Consumer Satisfaction level

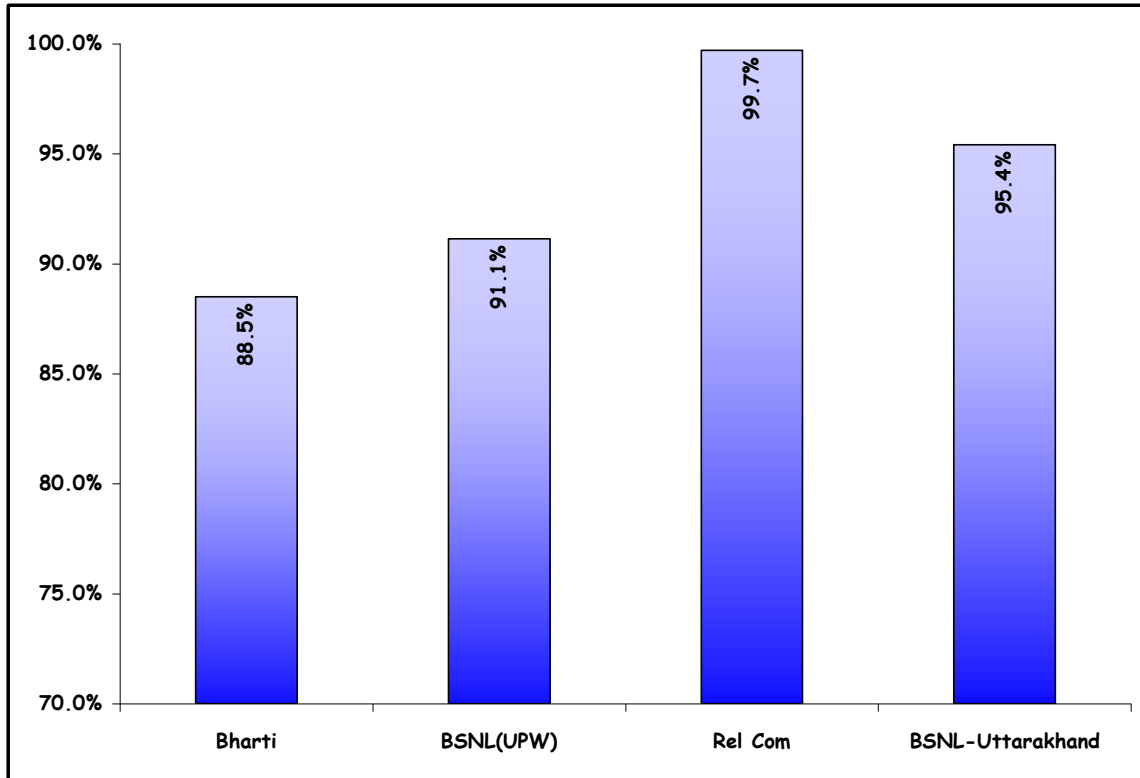
The following graph shows the consumer satisfaction level with the provision of services.



- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with the provision of services attained by all the 4 operators achievement level ranged from 67.8% to 77.4%
- Highest level of satisfaction was found by the consumers of Bharti (77.4%), followed by BSNL in Utrakhand (74.8%) and Rel Comm. (72.7%).
- The lowest level of satisfaction was attained by the consumers of BSNL (UPW) (67.8%)

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.

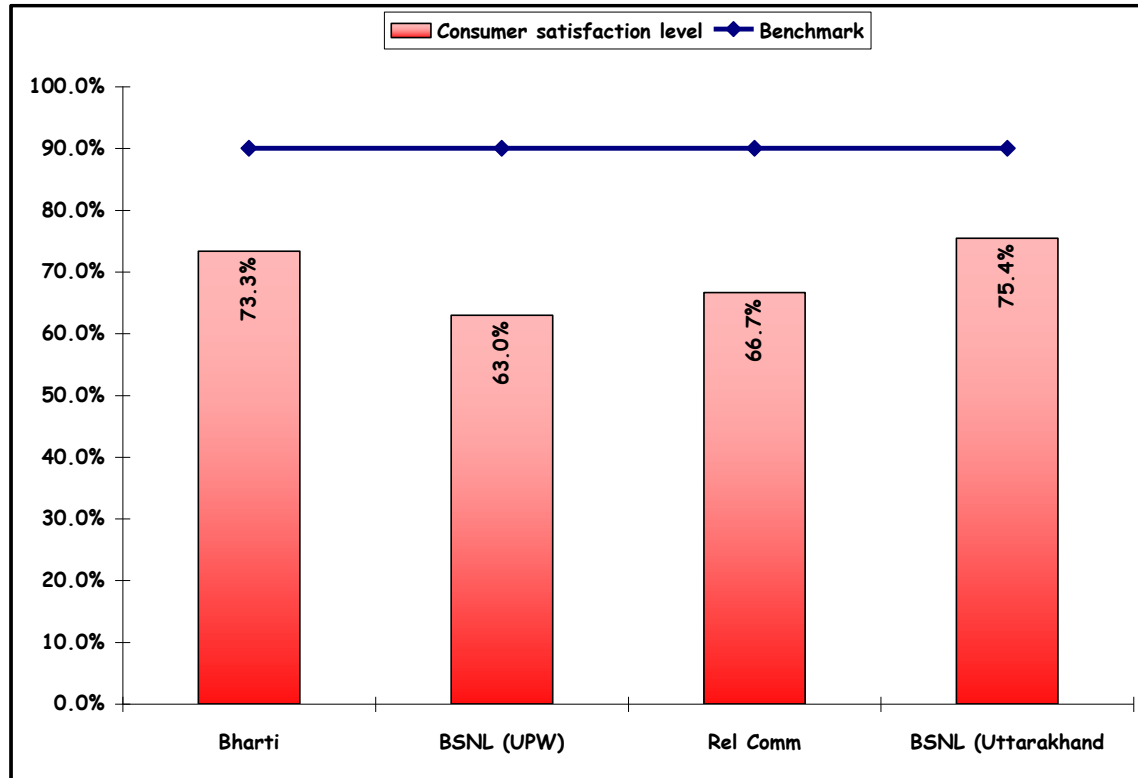


- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of 3 operators >90% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers were found in the case of Rel comm. (99.7%) followed by BSNL in Uttarakhand (95.4%) and BSNL (UPW) (91.1%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Bharti (88.5%).

4.2.3.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer Satisfaction level

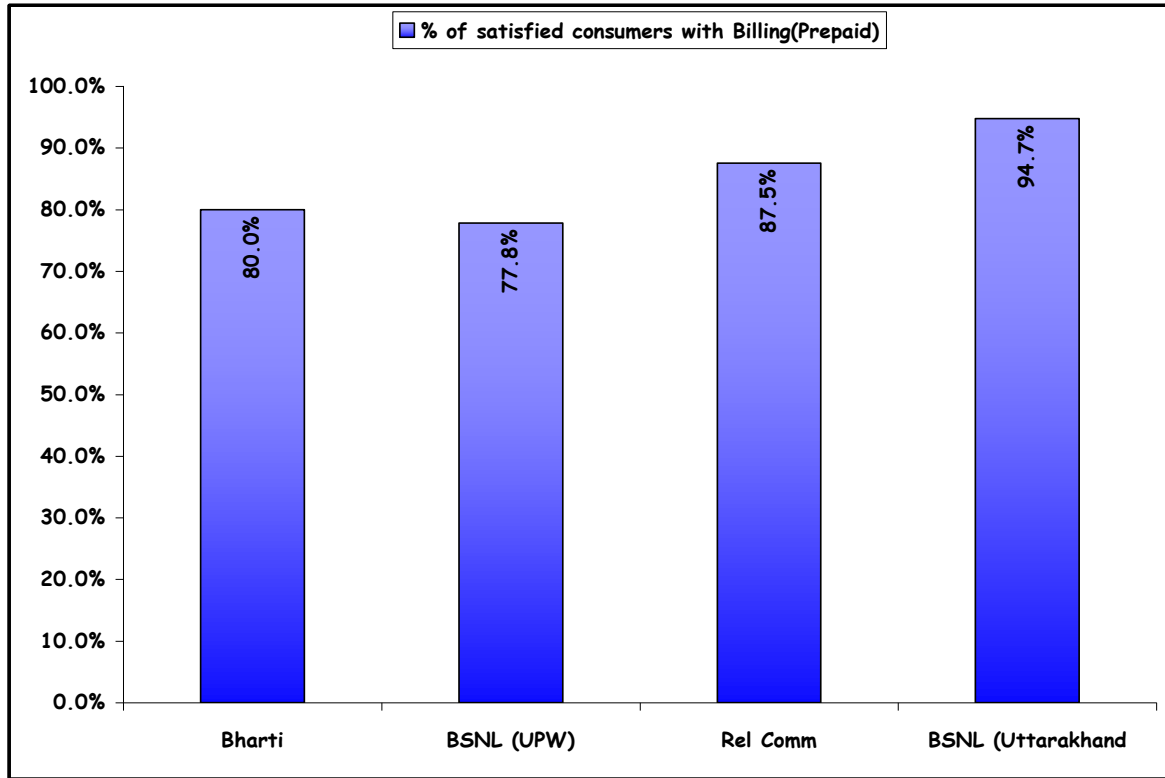
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 4 operators ranged from 63.0% to 75.4%.
- Highest level of satisfaction was found by the consumers of BSNL in Uttarakhand (75.4%) followed by Bharti (73.3%).
- The lowest level of satisfaction was attained by the consumers of BSNL (UPW) (63.0%) followed by Rel Comm (66.7%).

Percent of satisfied consumers

The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.

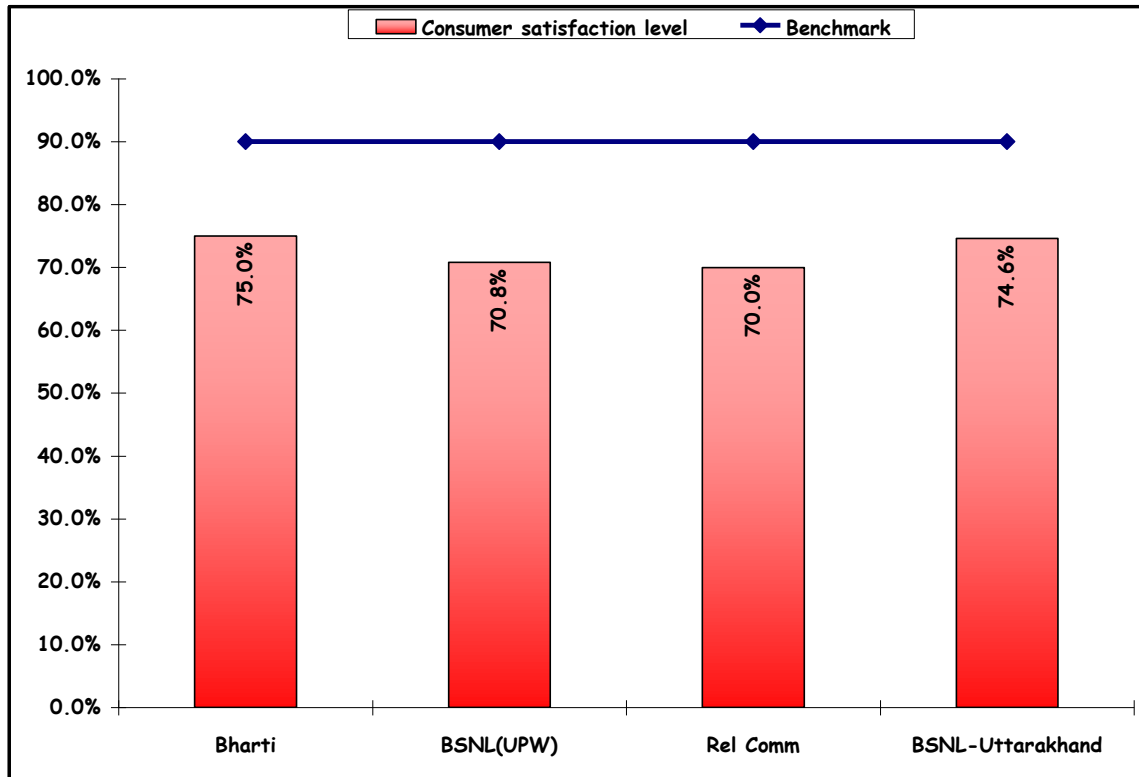


- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of only one operator, 90% of prepaid subscribers were satisfied with pre-paid billing services.
- Highest percentages of satisfied customers were found in the case of BSNL-Uttarakhand (94.7%) followed by Rel Comm (87.5%).
- Whereas, the lowest percentage of satisfied customers were found in the case of BSNL (UPW) (77.8%) followed by Bharti (80.0%).

4.2.3.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer Satisfaction level

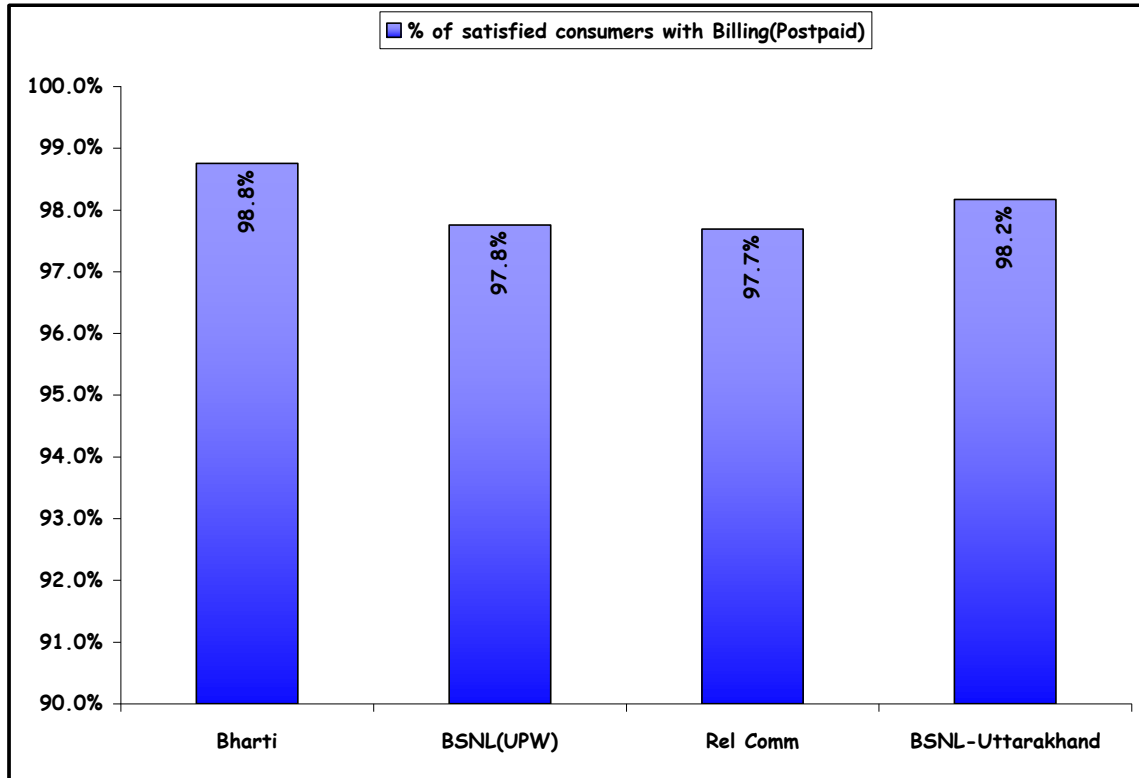
The following graph shows the consumer satisfaction level with the postpaid billing services.



- Audit conducted for 4 operators providing services in UP (w) Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 4 operators ranged from 70.0% to 75.0%.
- Highest level of satisfaction was found by the consumers of Bharti (75.0%) followed by BSNL in Uttarakhand (74.6%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (70.0%). followed by BSNL (UPW) (70.8%).

Percent of satisfied consumers

The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.

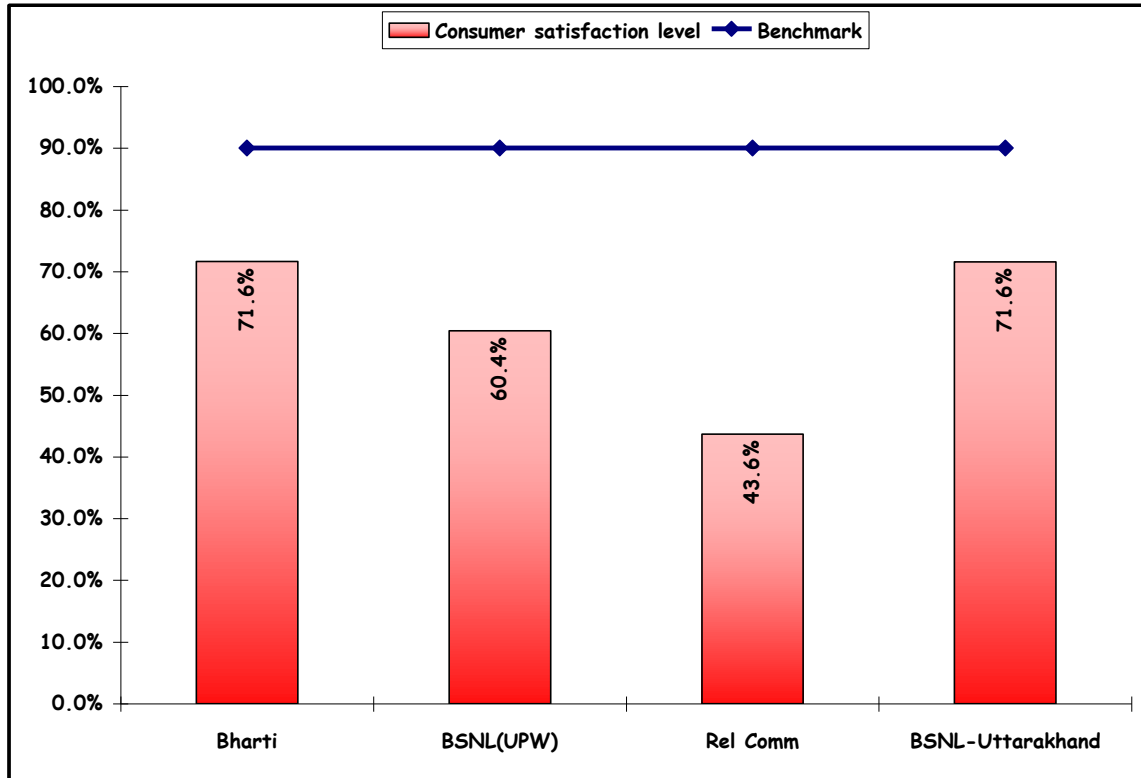


- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- In all the operators >95% of postpaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Bharti (98.8%) closely followed by BSNL-Uttarakhand (98.2%)
- Whereas, the lowest percentages of satisfied customers were found in the case of Rel Comm (97.7%) closely followed by BSNL (UPW) (97.8%).

4.2.3.4 SATISFIED WITH HELP SERVICES

Consumer Satisfaction level

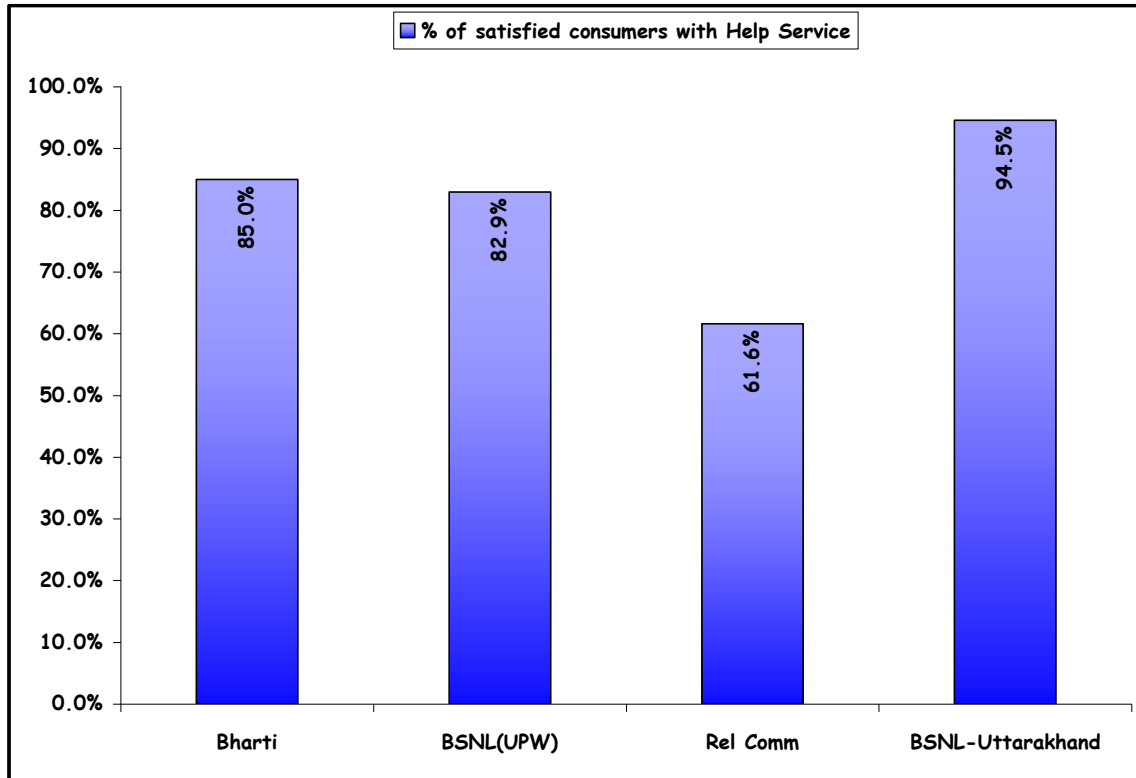
The following graph shows the consumer satisfaction level with the help services.



- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 4 operators ranged from 43.6% to 71.6%.
- Highest level of satisfaction was shared by the consumers of BSNL in Uttarakhand and Bharti (71.6% each) followed by BSNL (UPW) (60.4%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (43.6%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.

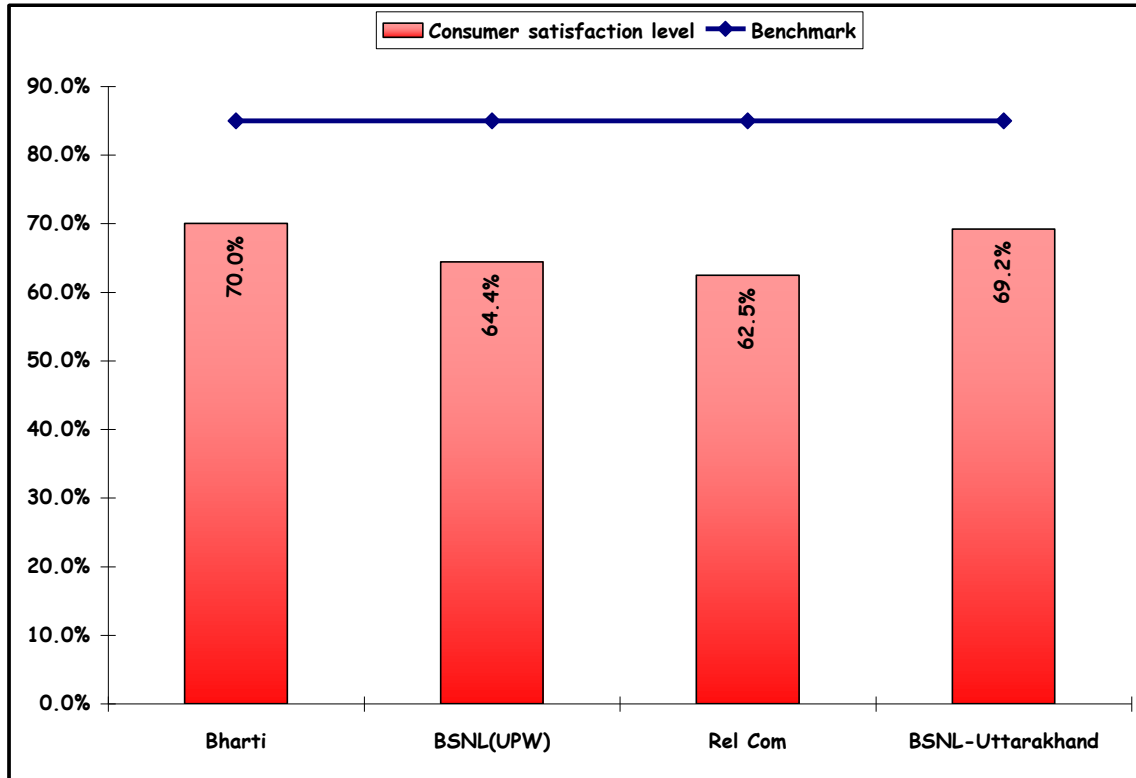


- Audit conducted for 4 operators providing services in UP (W) Service Area.
- In the case of only one operator >90% of subscribers were satisfied with help services.
- Highest percentage of satisfied customers were found in the case of BSNL in Uttarakhand (94.5%) followed by Bharti (85.0%) and BSNL (UPW) (82.9%)
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm (61.6%).

4.2.3.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer Satisfaction level

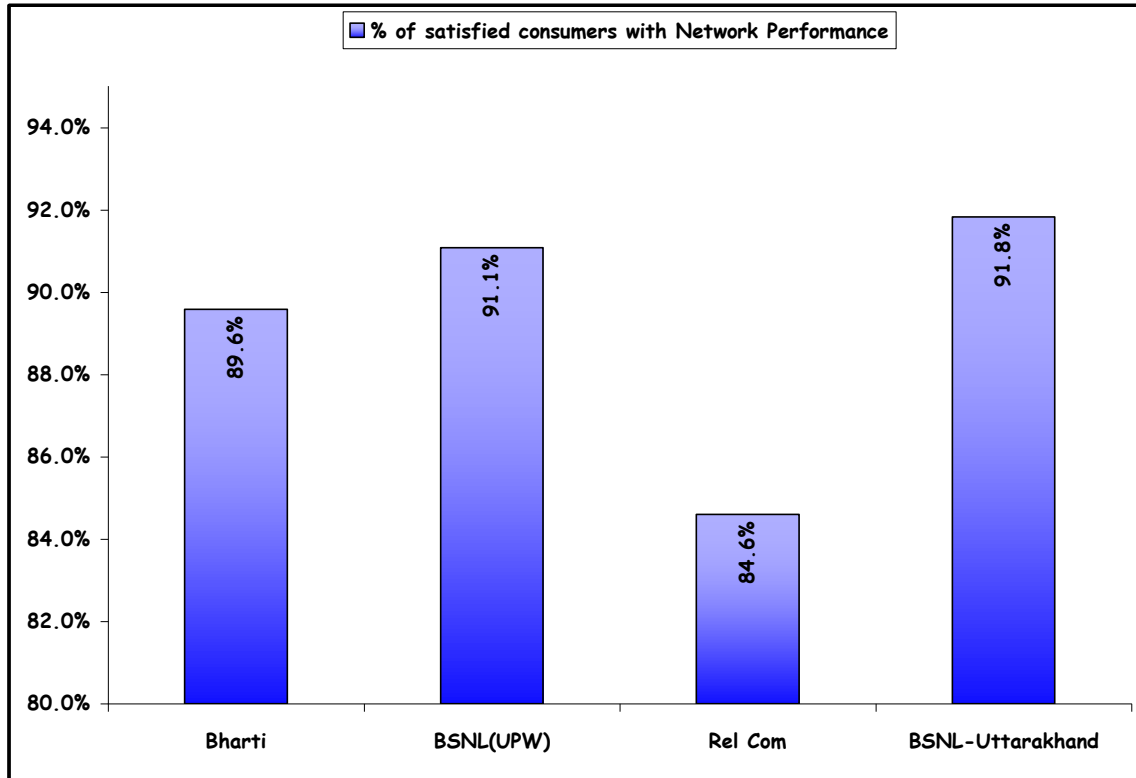
The following graph shows the consumer satisfaction level with the network performance.



- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >85%.
- For customer satisfaction level with network performance, achievement level of all the 4 operators ranged from 62.5% to 70.0%.
- Highest level of satisfaction was found by the consumers of Bharti (70.0%) followed by BSNL in Uttarakhand (69.2%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (62.5%) followed by BSNL-UPW (64.4%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.

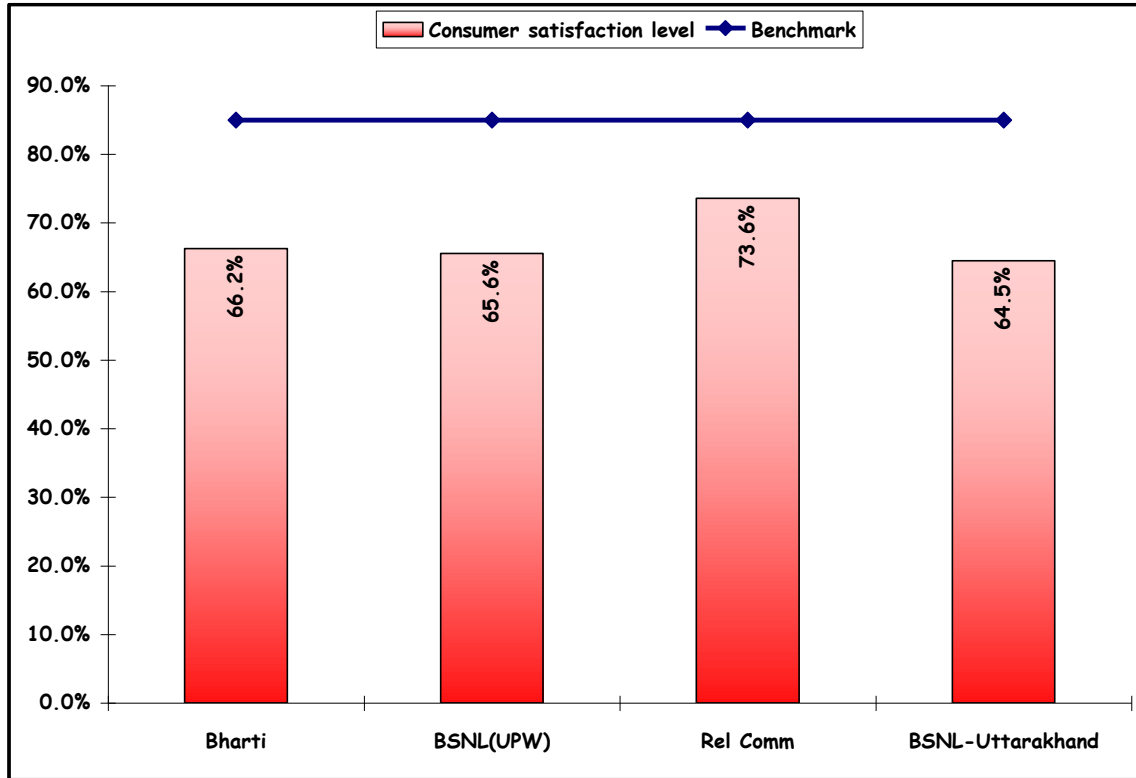


- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of two operators >90% of subscribers were satisfied with network performance.
- Highest percentage of satisfied customers were found in the case of BSNL in Uttarakhand (91.8%) followed by BSNL-UPW (91.1%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm (84.6%) followed by Bharti (89.6%)

4.2.3.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

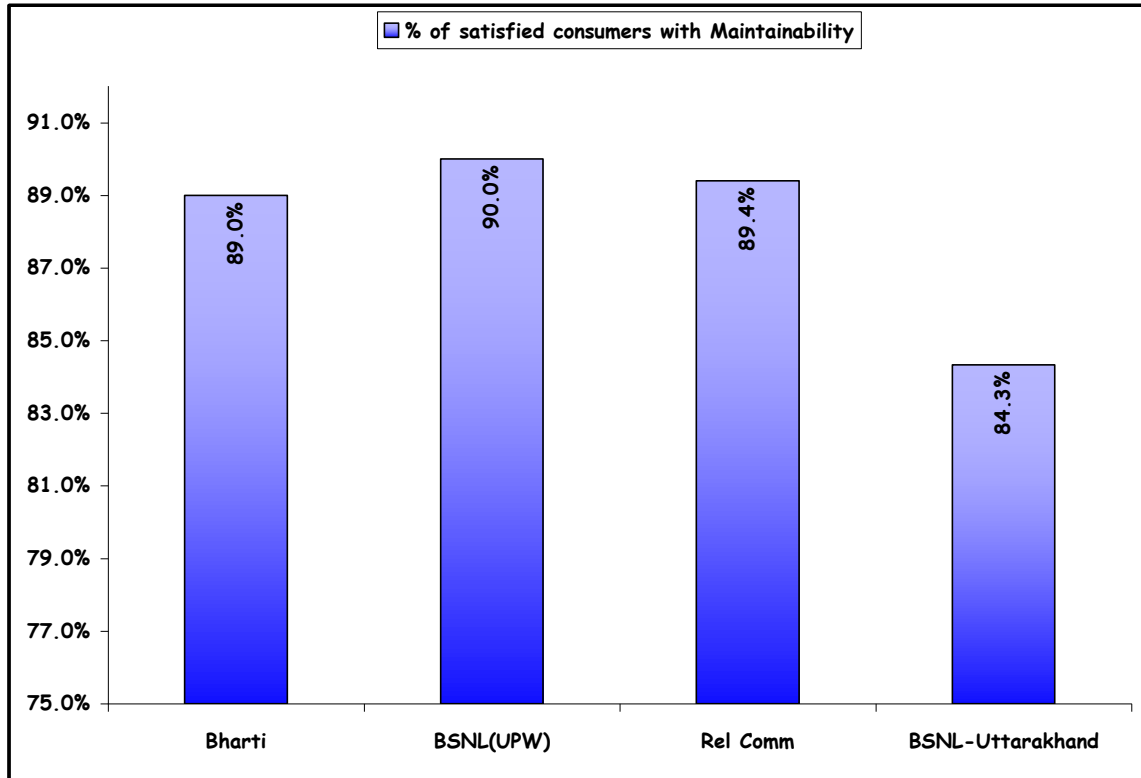
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >85%.
- For customer satisfaction level with maintainability, achievement level of all the 4 operators ranged from 64.5% to 73.6%.
- Highest level of satisfaction was found by the consumers of Rel Comm with 73.6% followed by Bharti (66.2%) and BSNL-UPW (65.6%).
- The lowest level of satisfaction was attained by the consumers of BSNL in Uttarakhand (64.5%)

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.

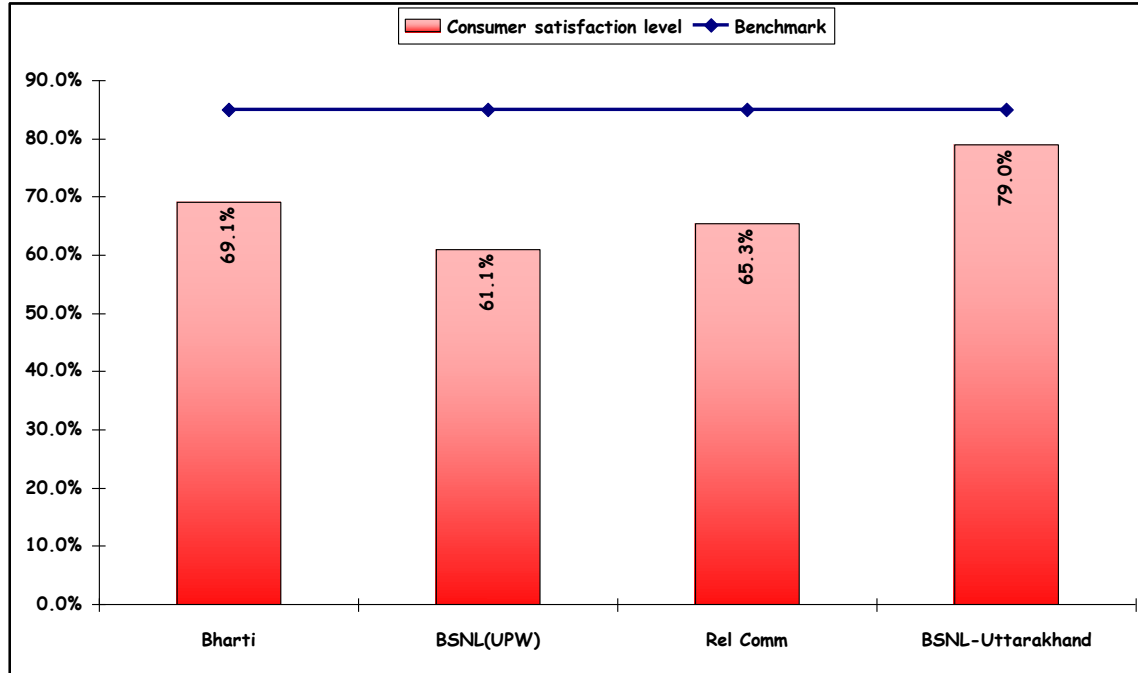


- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of one operator >90% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of BSNL-UPW (90.0%) followed by Rel Comm (89.4%) and Bharti (89.0%).
- Whereas, the lowest percentage of satisfied customers were found in the case of BSNL-Uttarakhand (84.3%).

4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

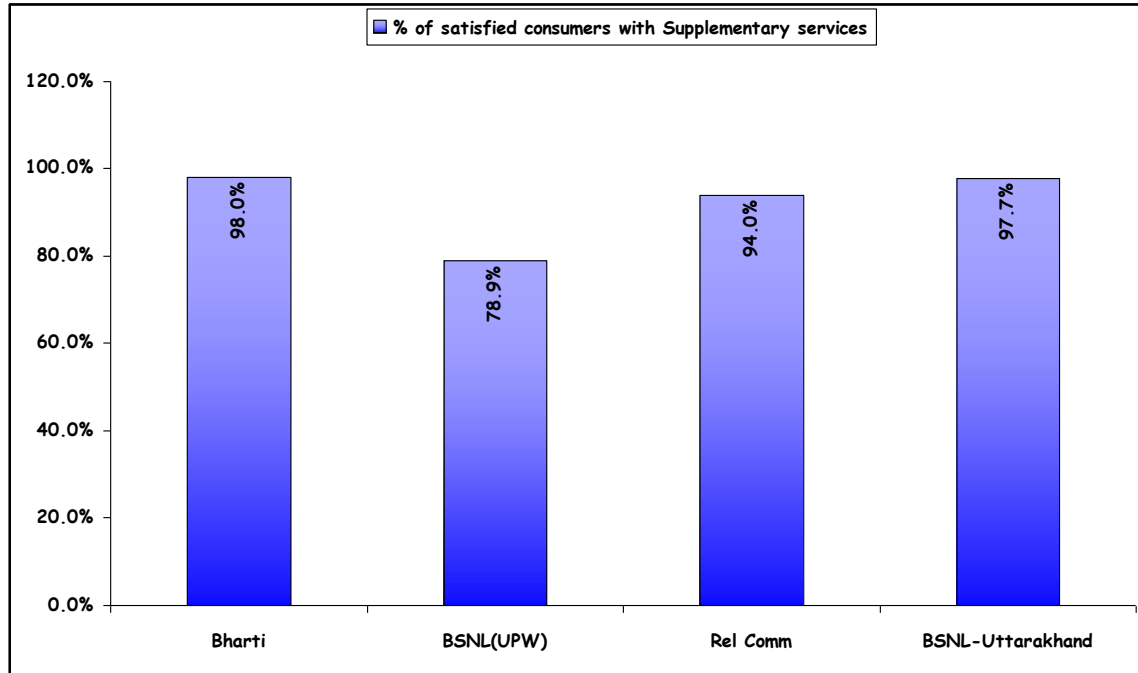
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 4 operators providing services in UP (w) Service Area including Uttarakhand.
- None of the operators were found meeting the benchmark of >85%.
- For Customer satisfaction level with supplementary services, achievement level of all the 4 operators ranged from 61.1% to 79.0%.
- Highest level of satisfaction was found by the consumers of BSNL in Uttrakhand (79.0%) followed by Bharti (69.1%) and Rel Comm (65.3%)
- Whereas, lowest level of satisfaction was attained by the consumers of BSNL-UPW (61.1%) followed by Rel Comm (65.3%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.

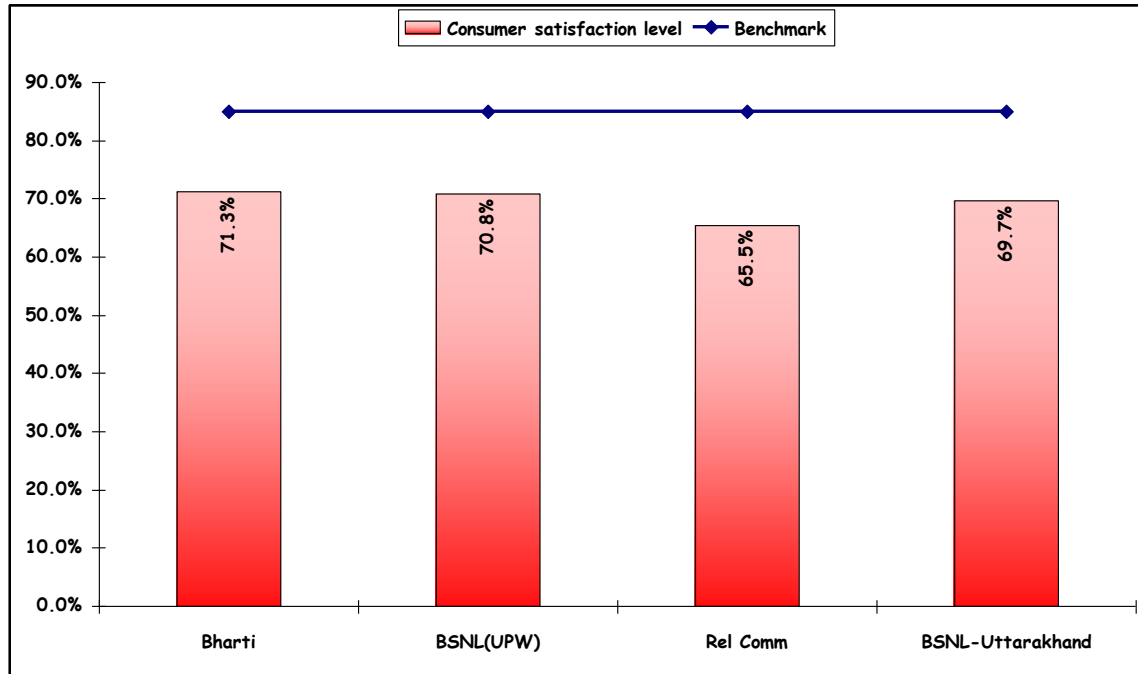


- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of two operator >95% of subscribers were satisfied with supplementary services.
- Highest percentage of satisfied customers were found in the case of Bharti (98.0%) followed by BSNL-Uttarakhand (97.7%) and Rel Comm (94.0%).
- Whereas, the lowest percentage of satisfied customers were found in the case of BSNL-UPW (78.9%).

4.2.3.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

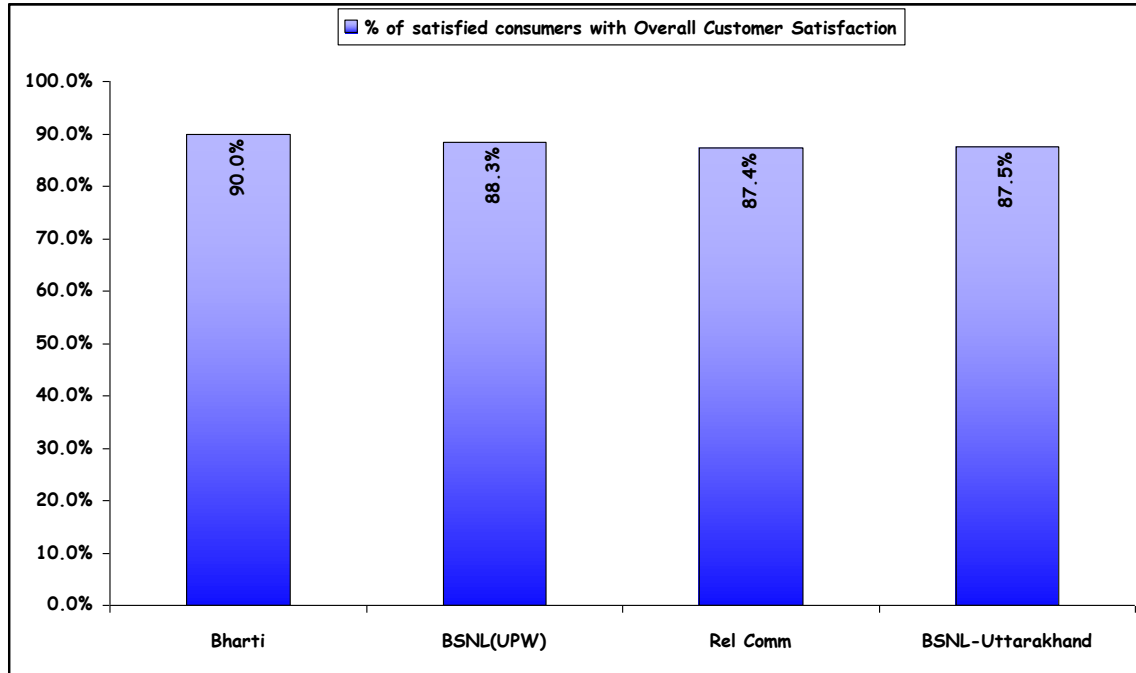
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- None of the operator was found meeting the benchmark of >85%.
- For Customer satisfaction level with overall services, achievement level of all the 4 operators ranged from 65.5% to 71.3%.
- Highest level of satisfaction was obtained by the consumers of Bharti (71.3%) followed by BSNL-UPW (70.8%) and.
- The lowest level of satisfaction was attained by the consumers of Rel Comm (65.5%) followed by BSNL in Uttarakhand (69.7%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with overall services.



- Audit conducted for 4 operators providing services in UP (W) Service Area including Uttarakhand.
- In the case of one operator >90% of subscribers were satisfied with overall services
- Highest percentage of satisfied customers were found in the case of Bharti (90.0%) followed by BSNL (UPW) (88.3%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm (87.4%) closely followed by BSNL-Uttarakhand (87.5%).

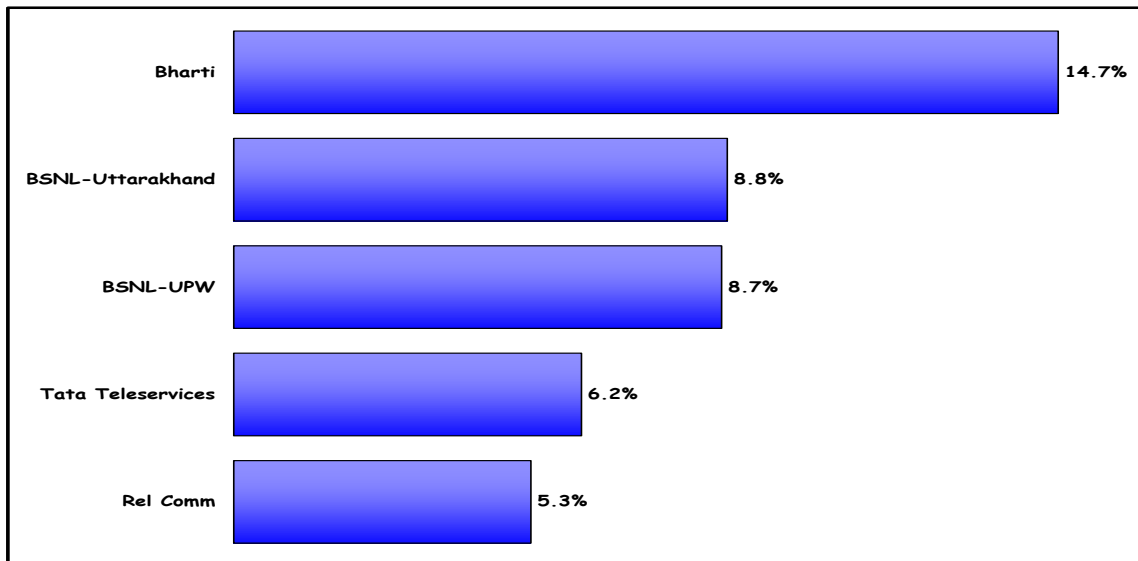
**4.3 ASSESSMENT OF IMPLEMENTATION AND
EFFECTIVENESS OF TELECOM CONSUMER
PROTECTION AND REDRESSAL OF
GRIEVANCES REGULATION, 2007.**

4.3.1 BASIC SERVICE WIRELINE - UP (West) Service Area

4.3.1.1: Awareness about redressal system: In the Basic services (Wireline), altogether 2802 consumers of 5 service providers were interviewed. Only 249 (8.9%) were aware of three stages of grievance redressal mechanism set up by their service providers. The percentages of aware consumer were found higher in the case of Bharti (14.7%) as compared to other operators.

Table 4.3.1.1: Are you aware of the three stage grievance Redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?				
Service Provider		Yes	No	Total
BSNL-Uttarakhand	Count	53	547	600
	%age	8.8%	91.2%	100.0%
Bharti	Count	86	499	585
	%age	14.7%	85.3%	100.0%
BSNL-UPW	Count	52	548	600
	%age	8.7%	91.3%	100.0%
Rel Comm	Count	30	534	564
	%age	5.3%	94.7%	100.0%
Tata Teleservices	Count	28	425	453
	%age	6.2%	93.8%	100.0%
Total	Count	249	2553	2802
	%age	8.9%	91.1%	100.0%

Graphical representation: The graph below shows the percentage of respondents who were aware about three stages of grievance redressal mechanism.



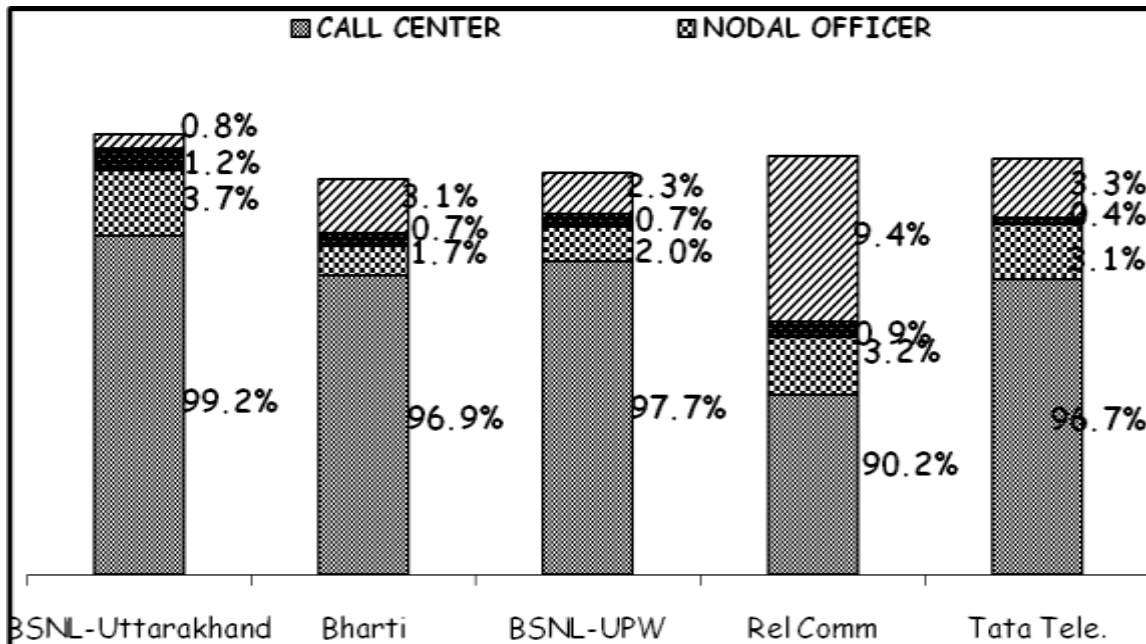
4.3.1.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – call centre, Nodal Officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above.

Operator		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
BSNL-Uttarakhand	Count	595	22	7	5	600
	% age	99.2%	3.7%	1.2%	0.8%	
Bharti	Count	567	10	4	18	585
	% age	96.9%	1.7%	0.7%	3.1%	
BSNL-UPW	Count	586	12	4	14	600
	% age	97.7%	2%	0.7%	2.3%	
Rel Comm	Count	509	18	5	53	564
	% age	90.2%	3.2%	0.9%	9.4%	
Tata Teleservices	Count	438	14	2	15	453
	% age	96.7%	3.1%	0.4%	3.3%	
Total	Count	2695	76	22	105	2802
	% age	96.2%	2.7%	0.8%	3.7%	

*Multi Responded

- Out of 2802 respondents targeted, 2695 (96.2%) were aware of call centers of their service provider. The awareness about the Nodal officers (2.7%) and Appellate Authority (0.8%) were found to be quite low in UP (W) including Uttrakhand.

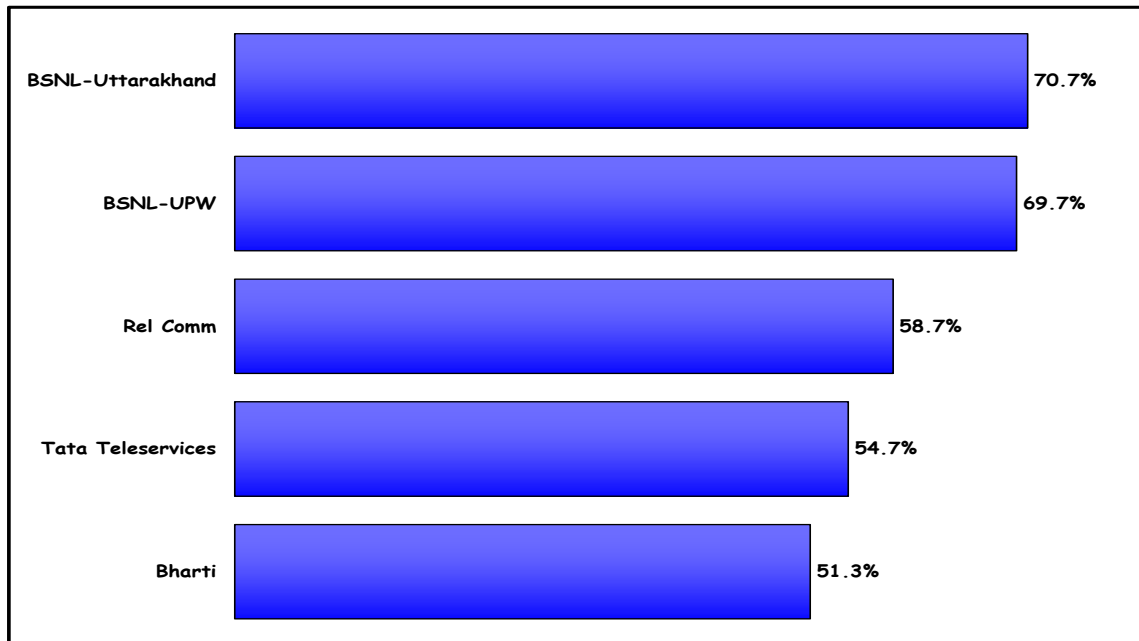
Graphical representation: The graph below shows the percentage of respondents who were aware about call center, Nodal Officer and Appellate Authority.



4.3.1.3: Consumers' complaints about services: Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. The table below shows that out of 2802 respondents, 1721 (61.4%) had made complaints within last six months. The highest percentage of respondents, who had made complaints, was from BSNL in Uttarakhand (70.7%), followed by BSNL in UPW (69.7%) and Rel Comm (58.7%).

Operator		Yes	No	Total
BSNL-Uttarakhand	Count	424	176	600
	% age	70.7%	29.3%	100.0%
Bharti	Count	300	285	585
	% age	51.3%	48.7%	100.0%
BSNL-UPW	Count	418	182	600
	% age	69.7%	30.3%	100.0%
Rel Comm	Count	331	233	564
	% age	58.7%	41.3%	100.0%
Tata Teleservices	Count	248	205	453
	% age	54.7%	45.3%	100.0%
Total	Count	1721	1081	2802
	% age	61.4%	38.6%	100.0%

Graphical representation: The following graph shows provider wise percentages of respondents who had made any complaint within last 6 months to the toll free call centre/customer care/helpline telephone number.

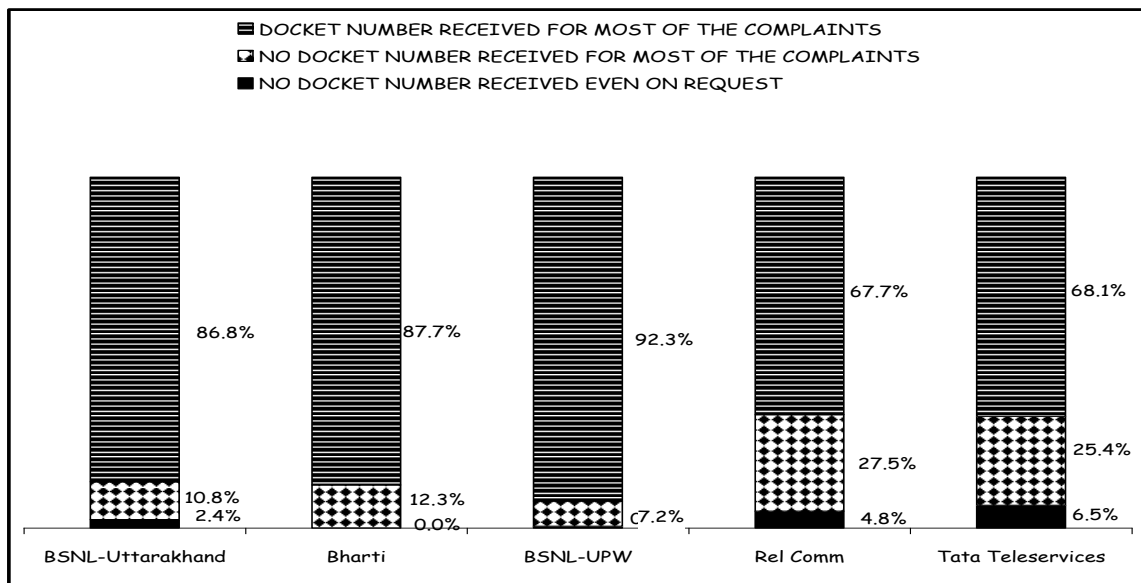


4.3.1.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 1721 respondents who had made a complaint, 81.9% confirmed that they received docket number for most of their complaints. However 15.5 % indicated that they didn't receive any docket number for most of their complaints. The table also shows 2.6% of respondents also reported that docket number was not given for their complaints even on request.

Table 4.3.1.4: Redressal of grievances mechanism provides for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you?

Operator		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
BSNL-Uttarakhand	Count	10	46	368	424
	% age	2.4%	10.8%	86.8%	100.0%
Bharti	Count	0	37	263	300
	% age	0.0%	12.3%	87.7%	100.0%
BSNL-UPW	Count	2	30	386	418
	% age	0.5%	7.2%	92.3%	100.0%
Rel Comm	Count	16	91	224	331
	% age	4.8%	27.5%	67.7%	100.0%
Tata Teleservices	Count	16	63	169	248
	% age	6.5%	25.4%	68.1%	100.0%
Total	Count	44	267	1410	1721
	% age	2.6%	15.5%	81.9%	100.0%

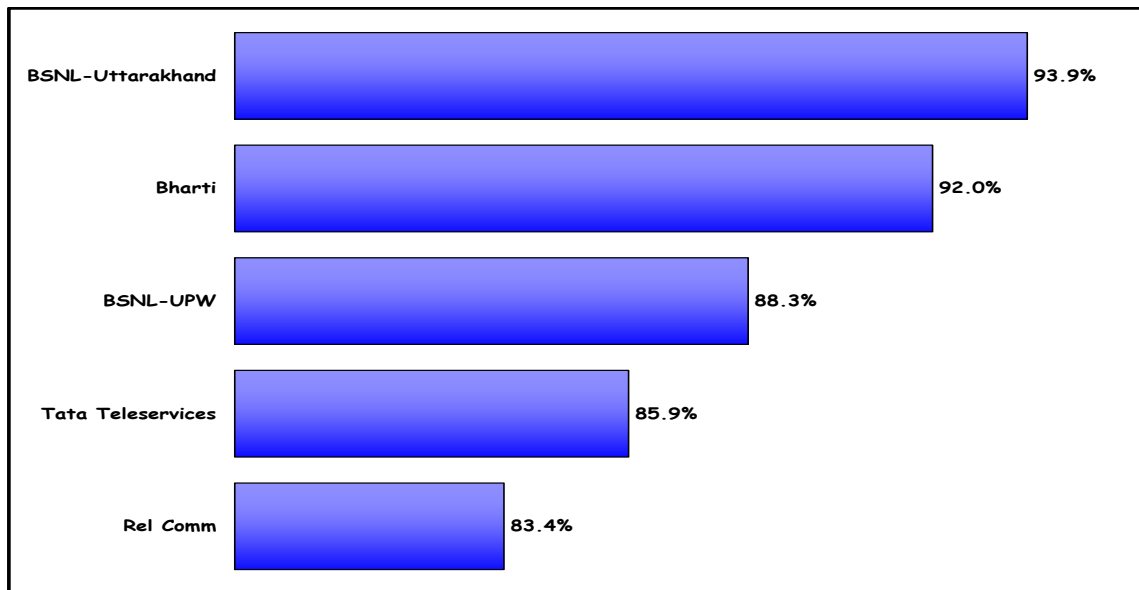
Graphical representation: The graph below shows that highest number of respondents who reported that they received docket number came from BSNL in UPW (92.3%) followed by Bharti in UPW (87.7%) and BSNL in Uttarakhand (86.8%).



4.3.1.5: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 1721 respondents, 89.0% had reported that they were informed by call center for the action taken on their complaints. The Highest from BSNL in Uttarakhand (93.9%) followed by Bharti (92.0%) and others.

Operator		Yes	No	Total
BSNL-Uttarakhand	Count	398	26	424
	% age	93.9%	6.1%	100.0%
Bharti	Count	276	24	300
	% age	92.0%	8.0%	100.0%
BSNL-UPW	Count	369	49	418
	% age	88.3%	11.7%	100.0%
Rel Comm	Count	276	55	331
	% age	83.4%	16.6%	100.0%
Tata Teleservices	Count	213	35	248
	% age	85.9%	14.1%	100.0%
Total	Count	1532	189	1721
	% age	89.0%	11.0%	100.0%

Graphical representation: The graph shows the provider wise percentage of respondents who confirmed that they were informed by the call centre of the action taken on their complaints.



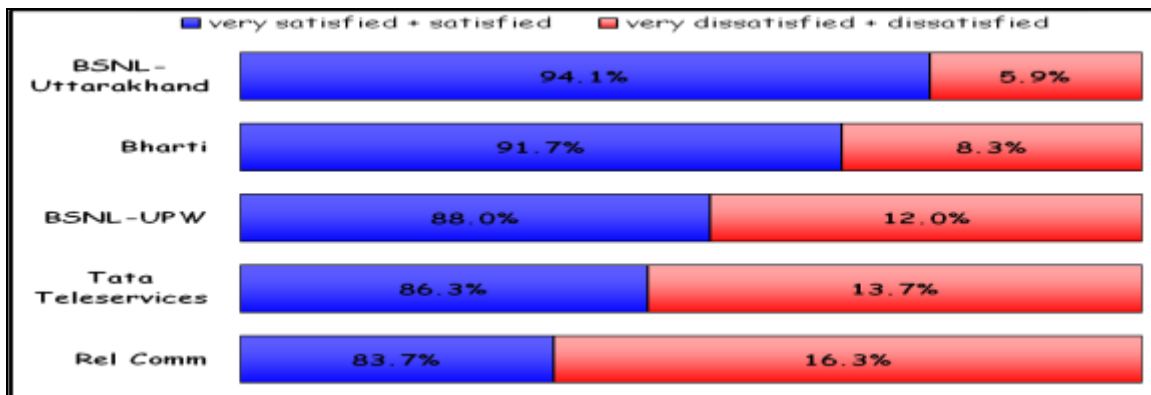
4.3.1.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.1.6: How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline.

Operator		very dissatisfied	dissatisfied	very dissatisfied + dissatisfied	satisfied	very satisfied	very satisfied + satisfied	Total
BSNL-Uttarakhand	Count	4	21	25	385	14	399	424
	% age	0.9%	5.0%	5.9%	90.8%	3.3%	94.1%	100.0%
Bharti	Count	13	12	25	256	19	275	300
	% age	4.3%	4.0%	8.3%	85.3%	6.3%	91.7%	100.0%
BSNL-UPW	Count	28	22	50	358	10	368	418
	% age	6.7%	5.3%	12.0%	85.6%	2.4%	88.0%	100.0%
Rel Comm	Count	24	30	54	262	15	277	331
	% age	7.3%	9.1%	16.3%	79.2%	4.5%	83.7%	100.0%
Tata Teleservices	Count	19	15	34	196	18	214	248
	% age	7.7%	6.0%	13.7%	79.0%	7.3%	86.3%	100.0%
Total	Count	88	100	188	1457	76	1533	1721
	% age	5.1%	5.8%	10.9%	84.7%	4.4%	89.1%	100.0%

- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) were found in the case of **BSNL in Uttarakhand** (94.1%) followed by Bharti (91.7%).
- However, the highest percentages of **very satisfied consumers** were found in the case of **Tata Teleservices** (7.3%), followed by Bharti (6.3%) and Rel Comm (4.5%).
- As far **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from **Rel Comm** (16.3%) followed by Tata Teleservices (13.7%).

Graphical representation: The graph below shows the provider wise percentage of satisfied (very satisfied and satisfied) and dissatisfied (very dissatisfied and dissatisfied) consumers with the resolution of complains by call centre/ customer care.

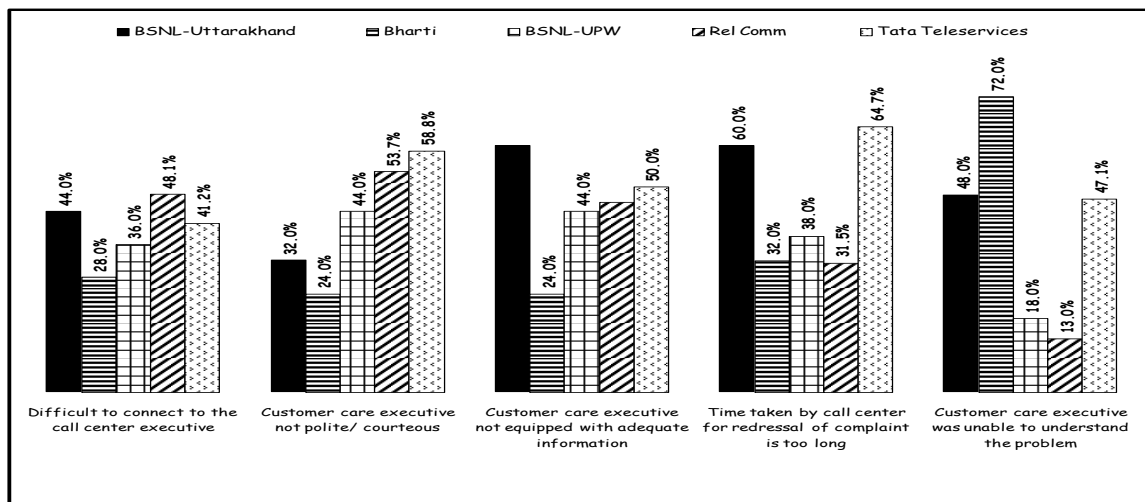


4.3.1.7: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 29) were asked to specify the reasons for their dissatisfaction.

4.3.1.7. Please specify the reason(s) for your dissatisfaction							
Operator		Difficult to connect to the call center executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call center for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
BSNL-Uttarakhand	Count	11	8	15	15	12	25
	% age	44.0%	32.0%	60.0%	60.0%	48.0%	
Bharti	Count	7	6	6	8	18	25
	% age	28.0%	24.0%	24.0%	32.0%	72.0%	
BSNL-UPW	Count	18	22	22	19	9	50
	% age	36.0%	44.0%	44.0%	38.0%	18.0%	
Rel Comm	Count	26	29	25	17	7	54
	% age	48.1%	53.7%	46.3%	31.5%	13.0%	
Tata Teleservices	Count	14	20	17	22	16	34
	% age	41.2%	58.8%	50.0%	64.7%	47.1%	
Total	Count	76	85	85	81	62	188
	% age	40.4%	45.2%	45.2%	43.1%	33.0%	

- Out of 188 dissatisfied respondents most of them cited the reasons as “Customer care executive are not equipped with adequate information” and “Customer care executive not polite/ Courteous” Over 40% had also cited the reasons as “Long time taken by call centre for redressal of complaint” and “Difficult to connect to the call center executive”. One out of 3 complainant had also reported about inability of customer care executives to understand the problem”. This was reported highest in the case of Bharti (72%).

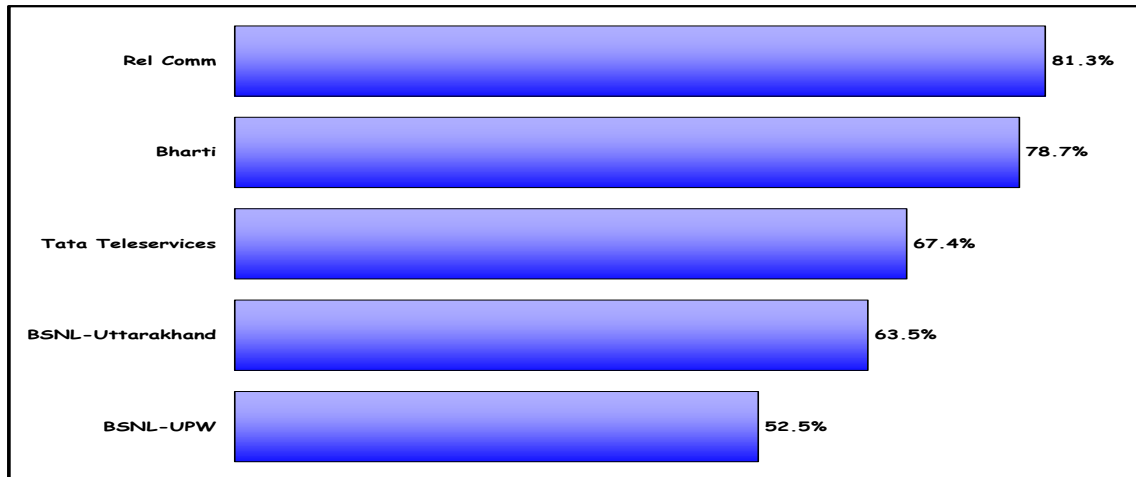
Graphical representation: The following graph shows the some of the reasons specified by the consumers who were dissatisfied with the resolution their complaints.



4.3.1.8 Resolution of billing complaints: Out of 1721 respondents who had complained to call center/customer care, 543 had billing related complaints. Out of these 379 (69.8%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was found to be higher in the case of Rel Comm (81.3%) as followed by Bharti (78.7%), Tata Teleservices (67.4%) and BSNL in Uttrakhand (63.5%). In the case of BSNL in UP (W) this was confirmed by only 52.5%.

Operator		Yes	No	Total
BSNL-Uttarakhand	Count	106	61	167
	% age	63.5%	36.5%	100.0%
Bharti	Count	70	19	89
	% age	78.7%	21.3%	100.0%
BSNL-UPW	Count	32	29	61
	% age	52.5%	47.5%	100.0%
Rel Comm	Count	109	25	134
	% age	81.3%	18.7%	100.0%
Tata Teleservices	Count	62	30	92
	% age	67.4%	32.6%	100.0%
Total	Count	379	164	543
	% age	69.8%	30.2%	100.0%

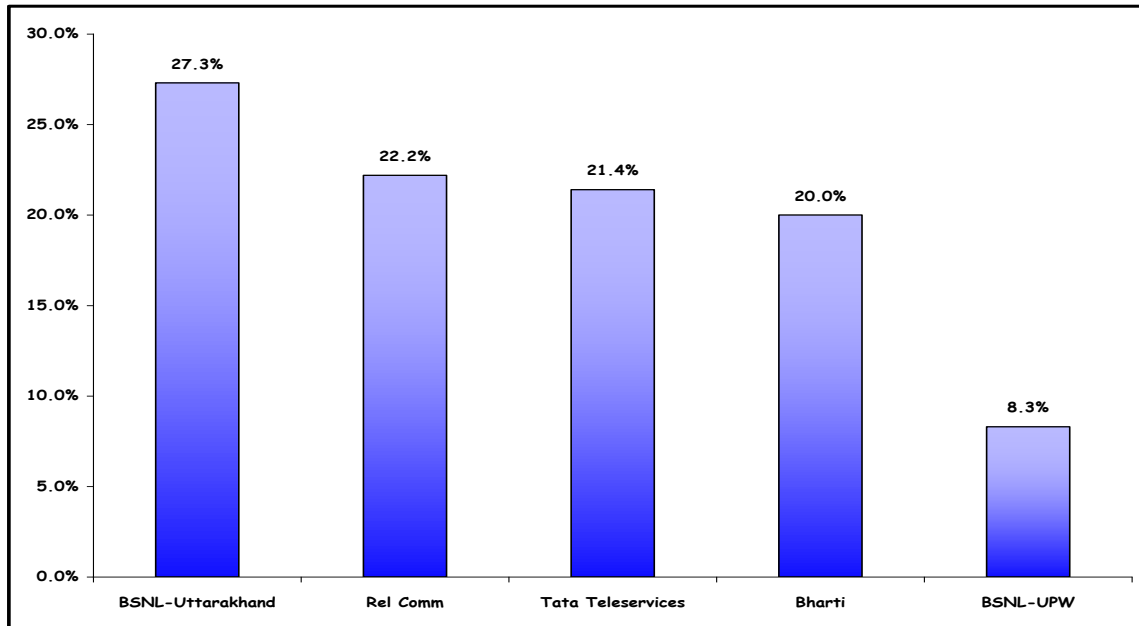
Graphical representation: The graphs below shows the provider wise percentage of respondents who confirmed that their billing complaints were resolved satisfactorily by call centre/ customer cared within four weeks after lodging the complaint.



4.3 1.9.: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 25). 76 respondents had reported that they were aware about Nodal officers. Out of these 76 respondents, only 16 (21.1%) were aware about the contact detail of Nodal Officer; maximum in the case of BSNL subscribers in Uttarakhand (27.3%), followed by Rel Comm (22.2%) and Tata Teleservices (21.4%) and Bharti (20%). Whereas, in the case of BSNL consumers in UP (W), only 8.3% were aware of contact details of Nodal Officers.

4.3.1.9. Are you aware of the contact details of the Nodal Officer; Service providers wise				
Operator		Yes	No	Total
BSNL-Uttarakhand	Count	6	16	22
	% age	27.3%	72.7%	100.0%
Bharti	Count	2	8	10
	% age	20.0%	80.0%	100.0%
BSNL-UPW	Count	1	11	12
	% age	8.3%	91.7%	100.0%
Rel Comm	Count	4	14	18
	% age	22.2%	77.8%	100.0%
Tata Teleservices	Count	3	11	14
	% age	21.4%	78.6%	100.0%
Total	Count	16	60	76
	% age	21.1%	78.9%	100.0%

Graphical representation: The percentage of respondents for each service provider who were aware about the contact details of Nodal Officers.



4.3.1.10- Complaints to Nodal officer:

None of the customers who were aware of the contact details of nodal officer had made any complaint to Nodal officers, which were not resolved or unsatisfactorily resolved by call centre/ customer care executive. Therefore, the analysis of redressal mechanism with the Nodal Officer could not be ascertained.

4.3.1.11: Awareness about the contact details of Appellate Authority: As regard to the awareness about the contact details of the Appellate Authority, 22 respondents reported that they were aware about Appellate Authority; none of them were aware about the contact details of the same.

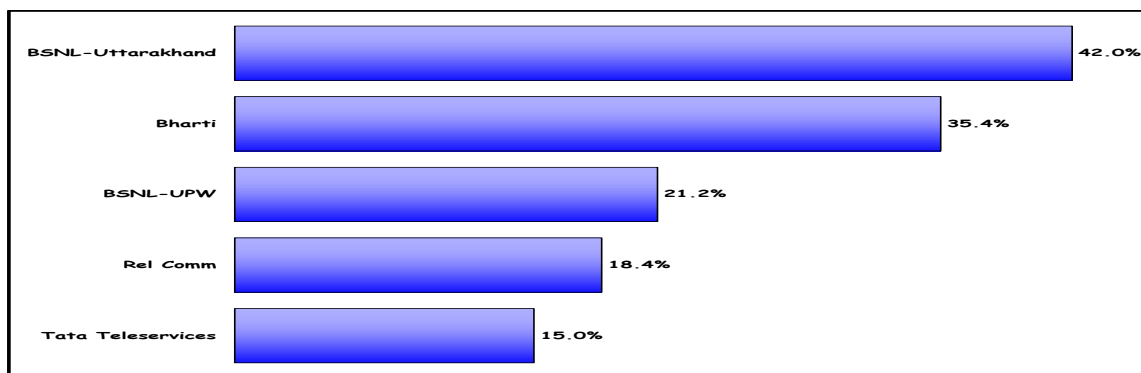
4.3.1.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 760 prepaid customers of 5 providers targeted, 186 (24.5%) reported that they were aware of this facility. The highest percentage was reported from the prepaid subscribers of BSNL in Uttarakhnad (42.0%) followed by Bharti (35.4%).

Table 4.3.1.12: Are you aware that the prepaid customer can get item-wise usage charge details, on request?

Operator		Yes	No	Total
BSNL-Uttarakhand	Count	21	29	50
	% age	42.0%	58.0%	100.0%
Bharti	Count	57	104	161
	% age	35.4%	64.6%	100.0%
BSNL-UPW	Count	73	271	344
	% age	21.2%	78.8%	100.0%
Rel Comm	Count	23	102	125
	% age	18.4%	81.6%	100.0%
Tata Teleservices	Count	12	68	80
	% age	15.0%	85.0%	100.0%
Total	Count	186	574	760
	% age	24.5%	75.5%	100.0%

*Only for Prepaid customer

Graphical representation: The graphs below shows the provider wise percentage of consumers who were aware that they can get item-wise usage charge details, on request?



4.3.1.13: Denial of itemized usage charges detail: There were 186 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. But only 28 (15.1%) of them reported that they were denied of their request for itemized charges for their pre paid connection from their service provider.

4.3.1.13: Have you been denied of your request for itemized usage charge details for your pre-paid connection.				
Operator		Yes	No	Total
BSNL-Uttarakhand	Count	0	21	21
	% age	0.0%	100.0%	100.0%
Bharti	Count	14	43	57
	% age	24.6%	75.4%	100.0%
BSNL-UPW	Count	13	60	73
	% age	17.8%	82.2%	100.0%
Rel Comm	Count	0	23	23
	% age	0.0%	100.0%	100.0%
Tata Teleservices	Count	1	11	12
	% age	8.3%	91.7%	100.0%
Total	Count	28	158	186
	% age	15.1%	84.9%	100.0%

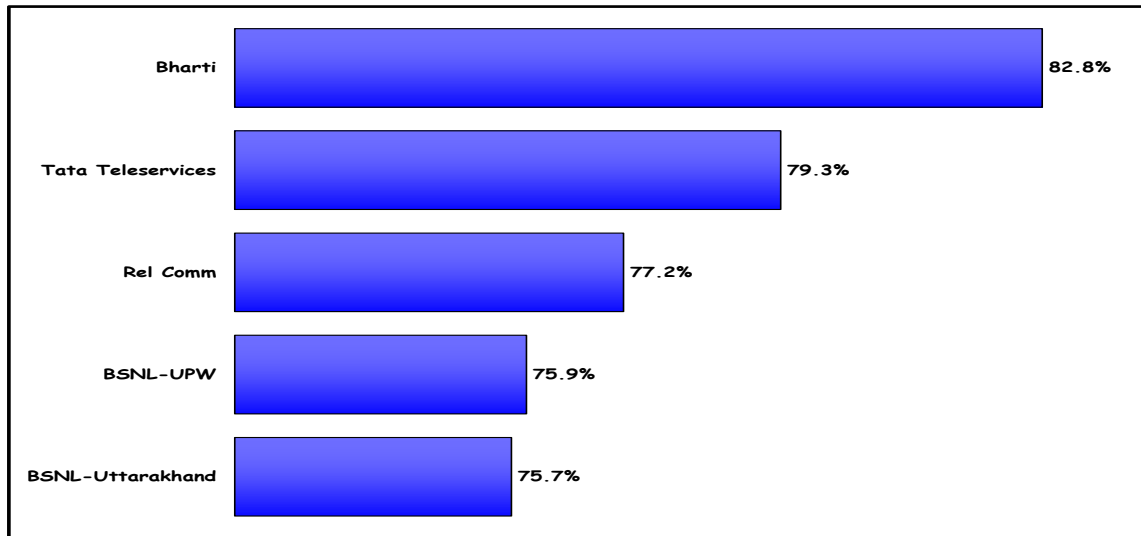
4.3.1.14: Reason (s) for Denial of itemized usage charges detail: Out of these 28 respondents, who reported for denial of itemized usage charges details, 10 (35.7%) reported that were given no reason for denial of itemized usage charges details and rest 18 (64.3%) reported that they were given the reason as technical problem.

Table 4.3.1.14 What were the reason(s)for denying your request?				
Operator		No Reason given	Technical Problem	Total
Bharti	Count	1	13	14
	% age	7.1%	92.9%	
BSNL-UPW	Count	8	5	13
	% age	61.5%	38.5%	
	% age	0%	0.0%	
Tata Teleservices	Count	1	0	1
	% age	100.0%	0.0%	
Total	Count	10	18	28
	% age	35.7%	64.3%	

4.3.1.15: Provision of Manual of Practice by the Service Provider: TRAI has suggested to all the service providers to provide manual of practice to the new customers. Out of 234 new customers (Subscribed in last 6 months), nearly 79% indicated that they have were provided the manual of practice containing the term and condition of service, grievances redressal mechanism while taking the connection. This was reported highest by the subscribers of Bharti (82.8%) followed by Tata Teleservices (79.3%), Rel Com (77.22%), BSNL in UP (W) (75.9%) and BSNL in Uttrakhand (75.7%).

Table 4.3.1.15: Have you been provided the manual of Practice containing the term and conditions of services, grievance Redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
BSNL-Uttarakhand	Count	11	3	14
	% Age	75.7%	24.3%	100.0%
Bharti	Count	53	11	64
	% Age	82.8%	17.2%	100.0%
BSNL-UPW	Count	41	13	54
	% Age	75.9%	24.1%	100.0%
Rel Comm	Count	44	13	57
	% Age	77.2%	22.8%	100.0%
Tata Teleservices	Count	36	9	45
	% Age	79.3%	20.7%	100.0%
Total	Count	185	49	234
	% age	78.9%	21.1%	100.0%

Graphical representation: The graph shows provider wise subscribers who confirmed that they received the manual of practice at the time of connection.



Overall Score – Telecom Consumer Protection and Redressal of Grievances

BASIC SERVICES-WIRELINE

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

S.N.	Sub Parameter	BSNL-Uttarakhand	Bharti	BSNL-UPW	Rel Comm	Tata Teleservices
1	Awareness of three stage grievance mechanism	8.8%	14.7%	8.7%	5.3%	6.2%
2	For pre-paid customers awareness about item-wise usage charge details on request	42.0%	35.4%	21.2%	18.4%	15.0%
3	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	NA*	24.6%	17.8%	0%	8.3%
4	For new customers provisioning of "Manual of practice while taking the new connection	75.7%	82.8%	75.9%	77.2%	79.3%
5	Awareness of call center for redressing grievances	99.2%	96.9%	97.7%	90.2%	96.7%
6	Penetration of consumers made any complaint to the toll free number within last six months	70.7%	51.3%	69.7%	58.7%	54.7%
7	Call center informing about the action taken on complaint	93.9%	92.0%	88.3%	83.4%	85.9%
8	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	63.5%	78.7%	52.5%	81.3%	67.4%
9	Percentage satisfied with complaint resolution by call center	94.1%	91.7%	88.0%	83.7%	86.3%
10	Awareness of nodal officer for redressing grievances	3.7%	1.7%	2.0%	3.2%	3.1%
11	Awareness of appellate authority for redressing grievances	1.2%	0.7%	0.7%	0.9%	0.4%

*None of the BSNL subscribers in Uttarakhand were aware about the services

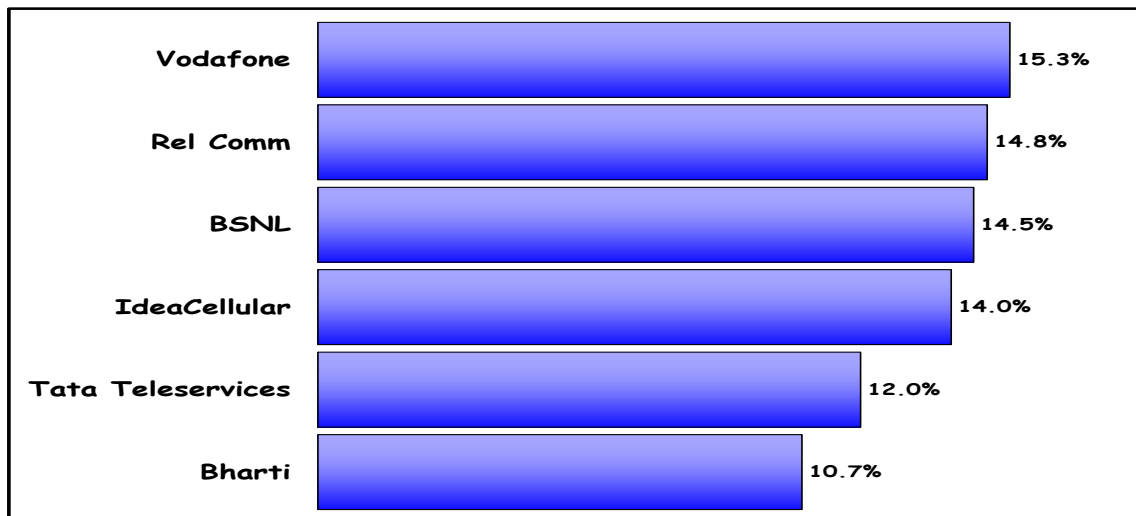
- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 5.3% to 14.7%. The highest percentages of aware subscribers were found in the case of Bharti (14.7%) followed by BSNL-Uttarakhand (8.8%) and BSNL-UPW (8.7%). The lowest percentages of aware consumers were found in the case of Rel Comm (5.3%) followed by Tata Teleservices (6.2%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of from 90.2% to 99.2%.
- Awareness about the Nodal Officer was found to be low and ranged from 1.7% (Bharti) to 3.7% (BSNL-Uttarakhand). Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.4% (Tata Teleservices) to 1.2% (BSNL-Uttarakhand).
- Highest number of complaints to the call centre, within last six months, was made by the subscribers of BSNL-Uttarakhand (70.7%) followed by BSNL-UPW (69.7%), Rel Comm (58.7%). Lowest number of complaints to the call centre was made by the subscribers of Bharti (51.3%) followed by Tata Teleservices (54.7%)..
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of BSNL-Uttarakhand (42.0%) followed by Bharti (35.4%), BSNL-UPW(21.2%). Lowest percentages of aware consumers were found in the case of Tata Teleservices (15.0%) followed by Rel Comm (18.4%).

4.3.2: CELLULAR MOBILE – UP (West) Service Area

4.3.2.1: Awareness about redressal system: In the Cellular Mobile Service, altogether 3600 consumers were interviewed for UP (W) Service Area. Overall 13.6 % respondents reported that they were aware of the three stage grievance redressal mechanism set up by their service provider. And among the all, Vodafone (15.3%) had the highest percentage of aware consumers of three stage grievance redressal mechanism set up by their service provider based on the regulation of TRAI for redressal of grievances. This is shown in the table below:

4.3.2.1. Are you aware of the three stage grievance Redressal mechanism set up by your telecom service provider based on the regulations of TRAI for Redressal of your grievances?				
Service provider		Yes	No	Total
Bharti	Count	64	536	600
	%age	10.7%	89.3%	100.0%
Vodafone	Count	92	508	600
	%age	15.3%	84.7%	100.0%
Idea Cellular	Count	84	516	600
	%age	14.0%	86.0%	100.0%
BSNL	Count	87	513	600
	%age	14.5%	85.5%	100.0%
Rel Comm	Count	89	511	600
	%age	14.8%	85.2%	100.0%
Tata Teleservices	Count	72	528	600
	%age	12.0%	88.0%	100.0%
Total	Count	488	3112	3600
	%age	13.6%	86.4%	100.0%

Graphical representation: The following graph shows the operator wise percentage of respondents who were aware about three stages of grievance redressal mechanism.

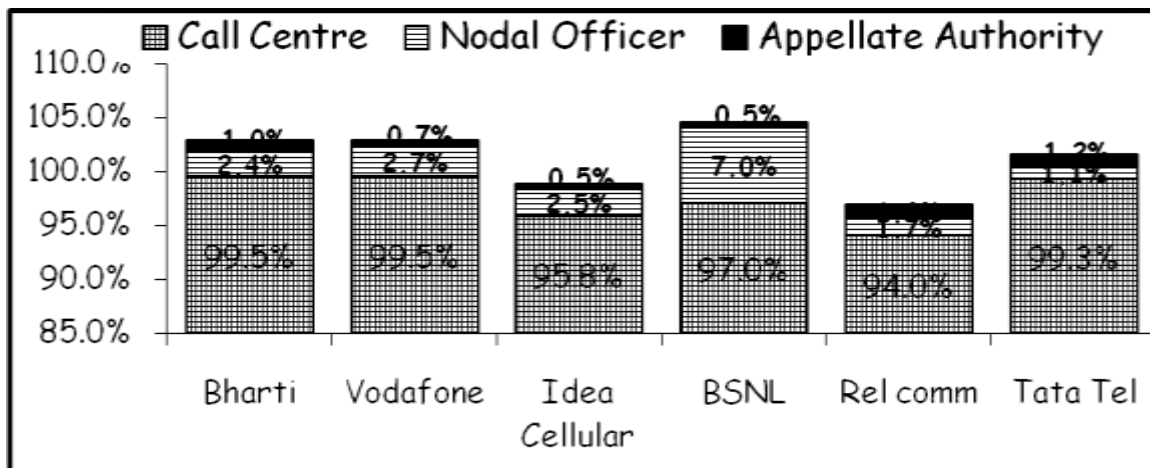


4.3.2.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal Officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above. Out of 3600 respondents, 97.5% respondents indicated that they were aware of call center. Whereas, only 2.9 % and 0.8% were aware about Nodal Officer and Appellate Authority respectively. However, 2.4% of respondents also indicated that they were not aware of any of the stage.

Service provider		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	597	14	6	3	600
	%age	99.5%	2.3%	1.0%	0.5%	
Vodafone	Count	597	16	4	3	600
	%age	99.5%	2.7%	0.7%	0.5%	
Idea	Count	575	15	3	24	600
	%age	95.8%	2.5%	0.5%	4.0%	
BSNL	Count	582	42	3	18	600
	%age	97.0%	7.0%	0.5%	3.0%	
Rel Comm	Count	564	10	7	36	600
	%age	94.0%	1.7%	1.2%	6.0%	
Tata Teleservices	Count	596	6	7	4	600
	%age	99.3%	1.1%	1.2%	0.7%	
Total	Count	3511	103	30	88	3600
	%age	97.5%	2.9%	0.8%	2.4%	

*Multi Responded

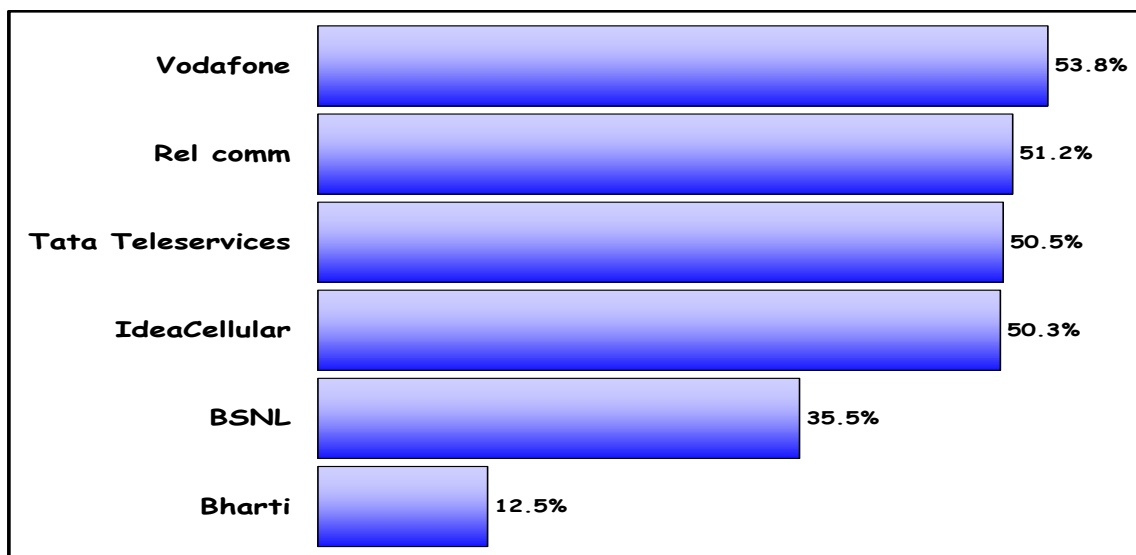
Graphical representation: The following graph shows the operator wise percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



4.3.2.3: Consumers' complaints about services: The table below shows that out of 3600 respondents, 1523 (42.3%) of respondents had used call centre / help line telephone numbers for complaints in the last six months. Vodafone (53.8%) had the highest percentages of complainants, followed by Rel Comm (51.2%), Tata Teleservices (50.5%), Idea Cellular (50.3%) and BSNL (35.5%). In the case of Bharti only 12.5% of respondents reported that they had used the call centre facility for registering any complaints within the last six months.

4.3.2.3. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number; Service provider wise				
Service provider		Yes	No	Total
Bharti	Count	75	525	600
	%age	12.5%	87.5%	100.0%
Vodafone	Count	323	277	600
	%age	53.8%	46.2%	100.0%
IdeaCellular	Count	302	298	600
	%age	50.3%	49.7%	100.0%
BSNL	Count	213	387	600
	%age	35.5%	64.5%	100.0%
RelComm	Count	307	293	600
	%age	51.2%	48.8%	100.0%
TataTeleservices	Count	303	297	600
	%age	50.5%	49.5%	100.0%
Total	Count	1523	2077	3600
	%age	42.3%	57.7%	100.0%

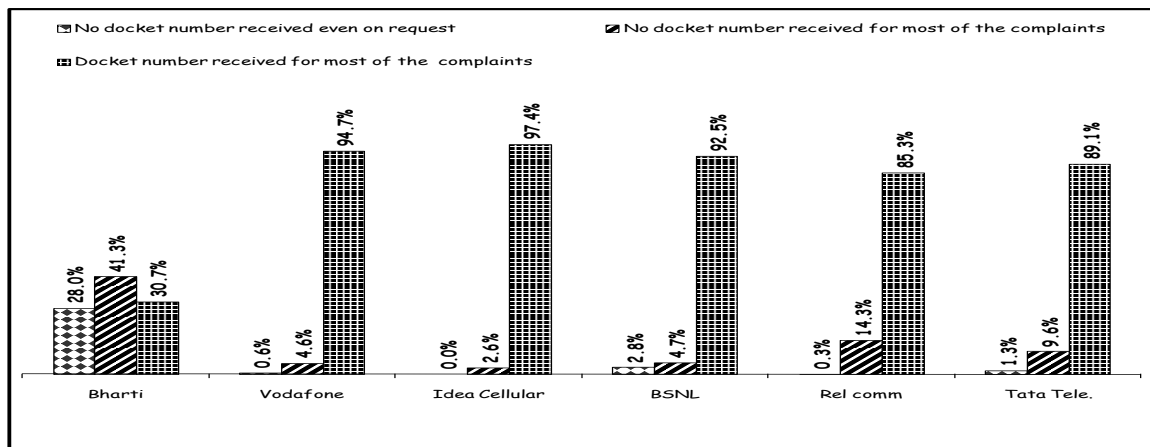
Graphical representation: The graph below shows the operator wise percentage of respondents who had made any complaint within last 6 months to the toll free call centre/customer care/ Helpline telephone number of their service provider.



4.3.2.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 1523 respondents who had made complaints within last six months, 88.8% confirmed that they had received docket number for most of their complaints. Therefore, nearly 1 out of 10 (9.0%) indicated that they didn't receive any docket number for most of their complaints. The table also shows 2.2% of respondents did not receive docket numbers even on request.

4.3.2.4 Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.					
Service provider		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	21	31	23	75
	%age	28.0%	41.3%	30.7%	100.0%
Vodafone	Count	2	15	306	323
	%age	0.6%	4.6%	94.7%	100.0%
Idea Cellular	Count	0	8	294	302
	%age	0.0%	2.6%	97.4%	100.0%
BSNL	Count	6	10	197	213
	%age	2.8%	4.7%	92.5%	100.0%
Rel Comm	Count	1	44	262	307
	%age	0.3%	14.3%	85.3%	100.0%
Tata Teleservices	Count	4	29	270	303
	%age	1.3%	9.6%	89.1%	100.0%
Total	Count	34	137	1352	1523
	%age	2.2%	9.0%	88.8%	100.0%

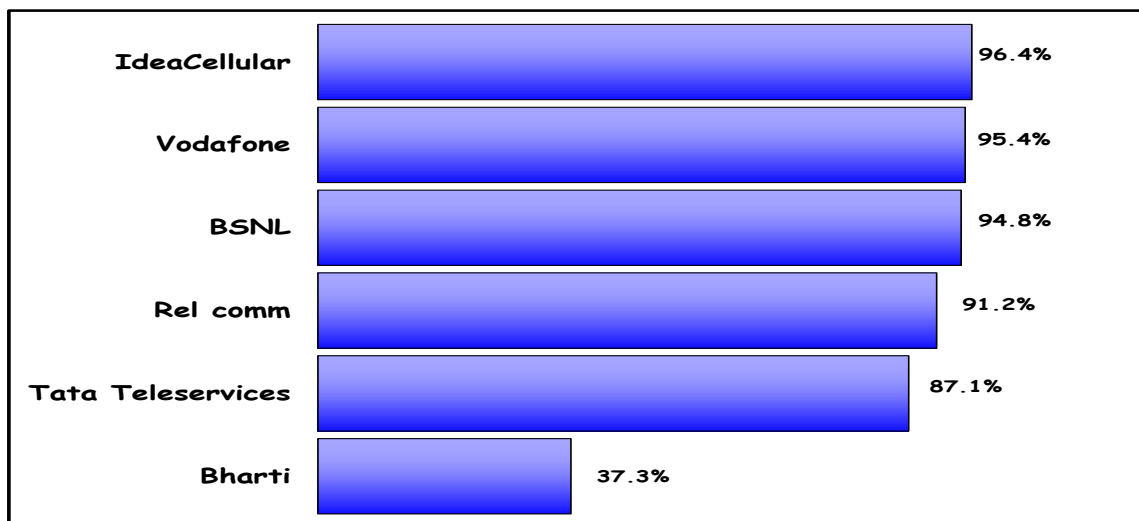
Graphical representation: The graphs below show that highest number of respondents who had reported that they received docket number came from Idea Cellular (97.4%) followed by Vodafone (94.7%), BSNL (92.5%), Tata Teleservices (89.1%), Rel Comm (85.3%) and Bharti (30.7%).



4.3.2.5: Feedback from Call Centre: The respondents who had made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 1523 respondents, 90.2% had reported that they were informed by call center for the action taken on their complaints. This was found to be highest in the case of Idea Cellular (96.4%), followed by Vodafone (95.4%), BSNL (94.8%), Rel Comm (91.2%) and Tata Teleservices (87.1%). In the case Bharti only 37.3% complainants confirmed that got the feedback from call centre.

Table 4.3.2.5. Did the call centre inform you the action taken on your complaint?				
Service provider		Yes	No	Total
Bharti	Count	28	47	75
	%age	37.3%	62.7%	100.0%
Vodafone	Count	308	15	323
	%age	95.4%	4.6%	100.0%
Idea Cellular	Count	291	11	302
	%age	96.4%	3.6%	100.0%
BSNL	Count	202	11	213
	%age	94.8%	5.2%	100.0%
Rel Comm	Count	280	27	307
	%age	91.2%	8.8%	100.0%
Tata Teleservices	Count	264	39	303
	%age	87.1%	12.9%	100.0%
Total	Count	1373	150	1523
	%age	90.2%	9.8%	100.0%

Graphical representation: The graph below shows the provider wise percentage of respondents who confirmed that they were informed by the call centre of the action taken on their complaints.



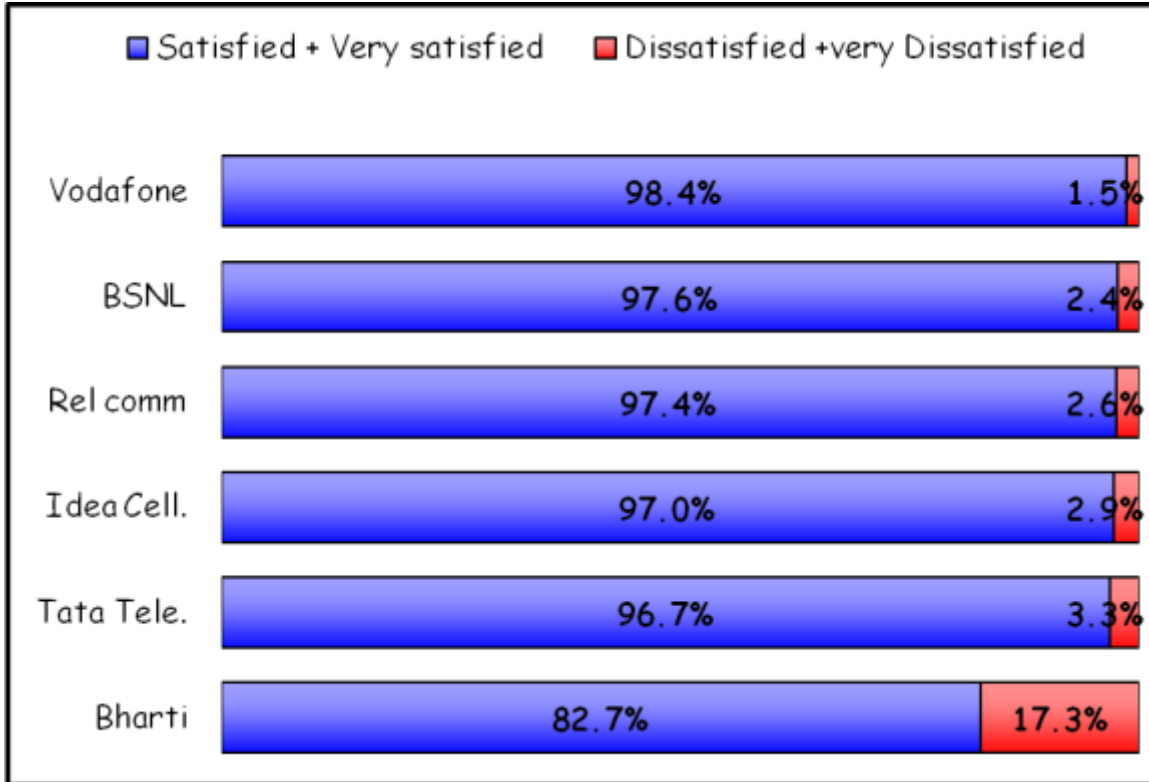
4.3.2.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of their satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.2.6: How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline.

Service provider		Total	Dissatisfied + very Dissatisfied	Very Dissatisfied	Dissatisfied	Satisfied + Very satisfied	Satisfied	Very Satisfied
Bharti	Count	75	13	3	10	62	48	14
	%age	100.0%	17.3%	4.0%	13.3%	82.7%	64.0%	18.7%
Vodafone	Count	323	5	0	5	318	263	55
	%age	100.0%	1.5%	0.0%	1.5%	98.4%	81.4%	17.0%
Idea Cellular	Count	302	9	1	8	293	260	33
	%age	100.0%	2.9%	0.3%	2.6%	97.0%	86.1%	10.9%
BSNL	Count	213	5	1	4	208	137	71
	%age	100.0%	2.4%	0.5%	1.9%	97.6%	64.3%	33.3%
Rel Comm	Count	307	8	1	7	299	194	105
	%age	100.0%	2.6%	0.3%	2.3%	97.4%	63.2%	34.2%
Tata Teleservices	Count	303	10	1	9	293	247	46
	%age	100.0%	3.3%	0.3%	3.0%	96.7%	81.5%	15.2%
Total	Count	1523	50	7	43	1473	1149	324
	%age	100.0%	3.3%	0.5%	2.8%	96.7%	75.4%	21.3%

- Maximum percentage of **satisfied consumers (very satisfied and satisfied)** were reported in the case of **Vodafone (98.4%)**, followed by BSNL (97.6%), Rel Comm (97.4%) , Idea Cellular (97.0%) and Tata Teleservices (96.7%). Whereas the lowest were in the case of Bharti (82.7%).
- The highest percentage of **very satisfied consumers** was found in the case of **Rel Comm** (34.2%), which was followed by BSNL (33.3%) .
- As far as **Dissatisfaction (very dissatisfied and dissatisfied)** is concerned the highest percentage of respondents were reported from **Bharti** (17. 3%). followed by Tata Teleservices (3.3%)
- The highest percentage of **very Dissatisfied consumers** was found in the case of **Bharti**(4.0%)..

Graphical representation: The graph below shows the provider wise percentage of satisfied and dissatisfied consumers with resolution of their complaints by the call centre. .



4.3.2.7: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 39) were asked to specify the reasons for their dissatisfaction.

Various reasons were specified by the consumers. Among them “**difficult to connect to the call centre executive**” was cited as the main reason. This was cited by 74.0% of dissatisfied consumers.

The two other important reasons were cited as “**time taken by call center for redressal of complaint is too long**” and “**Customer Care executive was unable to understand the problem**” – reported by nearly 2 out of 5 dissatisfied consumers.

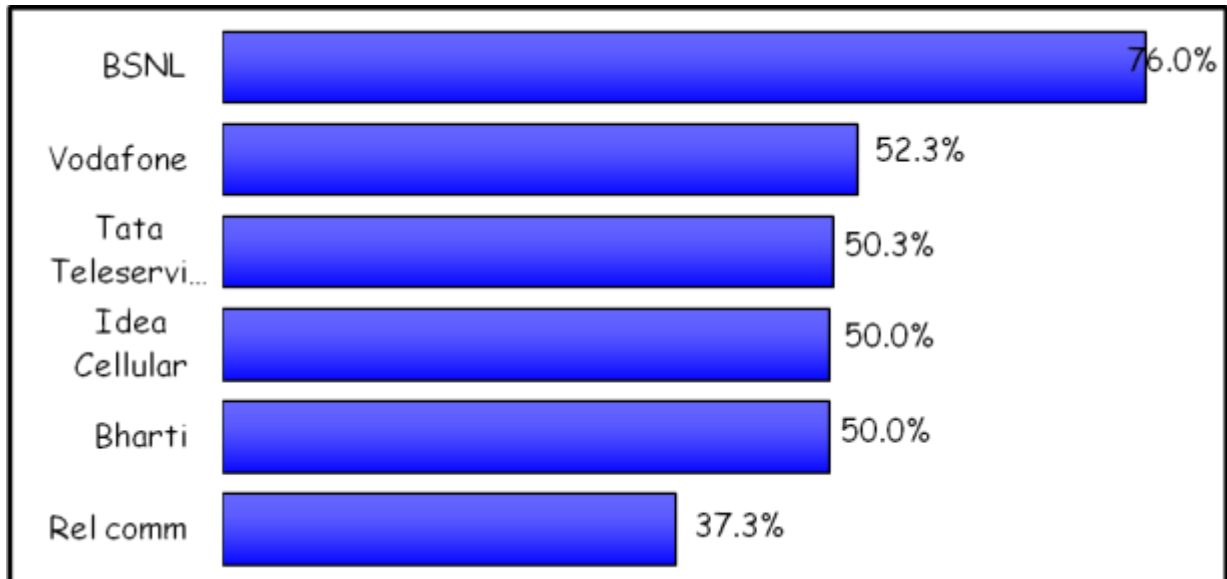
Table 4.3.2.7 Please specify the reason(s) for your dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	11	2	1	5	7	13
	%age	84.6%	15.4%	7.7%	38.5%	53.8%	
Vodafone	Count	4	2	0	3	3	5
	%age	80.0%	40.0%	0.0%	60.0%	60.0%	
Idea Cellular	Count	7	0	5	4	3	9
	%age	77.8%	0.0%	55.6%	44.4%	33.3%	
BSNL	Count	4	0	1	2	2	5
	%age	80.0%	0.0%	20.0%	40.0%	40.0%	
Rel Comm	Count	6	2	1	2	2	8
	%age	75.0%	25.0%	12.5%	25.0%	25.0%	
Tata Teleservices	Count	5	3	1	3	2	10
	%age	50.0%	30.0%	10.0%	30.0%	20.0%	
Total	Count	37	9	9	19	19	50
	%age	74.0%	18.0%	18.0%	38.0%	38.0%	

Note: sum may not add because of multiple response

4.3.2.8: Resolution of billing complaints: The following table shows that out of 1523 respondents who had complained to call center/customer care, 319 had billing related complaints. Out of these 319, 50.2% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four weeks after lodging the complaint. This was found to be highest in the case of BSNL (76.0%) followed by Vodafone (52.3%), Tata Teleservices (50.3%) and Idea Cellular and Bharti (50.0%each). It was reported to be lowest in the case of Rel Comm (37.3%).

4.3.2.8. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?				
Service provider		Yes	No	Total
Bharti	Count	12	12	24
	%age	50.0%	50.0%	100.0%
Vodafone	Count	23	21	44
	%age	52.3%	47.7%	100.0%
Idea Cellular	Count	8	8	16
	%age	50.0%	50.0%	100.0%
BSNL	Count	19	6	25
	%age	76.0%	24.0%	100.0%
Rel Comm	Count	22	37	59
	%age	37.3%	62.7%	100.0%
Tata Teleservices	Count	76	75	151
	%age	50.3%	49.7%	100.0%
Total	Count	160	159	319
	%age	50.2%	49.8%	100.0%

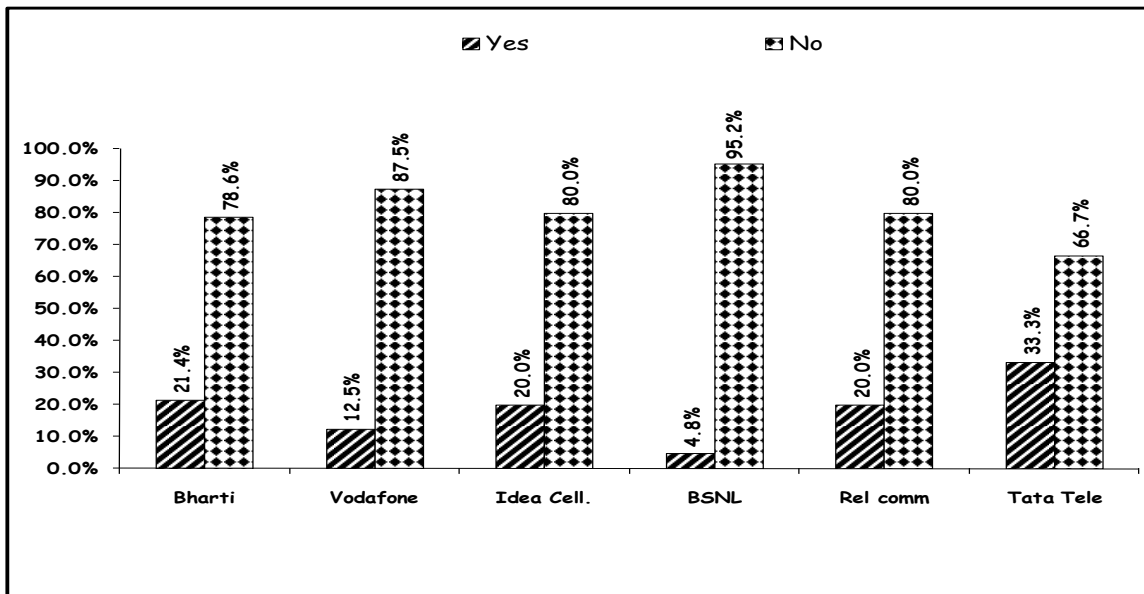
Graphical representation: The operator percentage of respondents who confirmed that their billing complaints were resolved satisfactorily by call centre/ customer cared with four weeks after lodging the complaint.



4.3.2.9: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35). 103 (2.9%) respondents had reported that they were aware about Nodal officers. However, awareness about the contact details of nodal officers was by only 14 (13.6%) respondents.

4.3.2.9. Are you aware of the contact details of the Nodal Officer; Service providers wise				
Service provider		Yes	No	Total
Bharti	Count	3	11	14
	%age	21.4%	78.6%	100.0%
Vodafone	Count	2	14	16
	%age	12.5%	87.5%	100.0%
IdeaCellular	Count	3	12	15
	%age	20.0%	80.0%	100.0%
BSNL	Count	2	40	42
	%age	4.8%	95.2%	100.0%
Rel Comm	Count	2	8	10
	%age	20.0%	80.0%	100.0%
Tata Teleservices	Count	2	4	6
	%age	33.3%	66.7%	100.0%
Total	Count	14	89	103
	%age	13.6%	86.4%	100.0%

Graphical representation: The graph below shows the provider wise percentage of respondents who confirmed that they were aware of the contact details of the Nodal Officer .



4.3.2.10 Complaints to Nodal officer:

None of the customers who were aware of the contact details of nodal officer had made any complaint to Nodal Officers, which were not resolved or unsatisfactorily resolved by customer care executive/ call centre. Therefore, the analysis of redressal mechanism with the Nodal Officer could not be ascertained.

4.3.2.11: Awareness about the contact details of Appellate Authority:

As regard to the awareness about the contact details of the Appellate Authority out of 30 respondents who had reported that they were aware about Appellate Authority, 9 (30.0%) of them were aware about their contact details for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer.

Service provider		Yes	No	Total
Bharti	Count	3	3	6
	%age	50.0%	50.0%	100.0%
Vodafone	Count	1	3	4
	%age	25.0%	75.0%	100.0%
Idea Cellular	Count	1	2	3
	%age	33.3%	66.7%	100.0%
BSNL	Count	1	2	3
	%age	33.3%	66.7%	100.0%
Rel Comm	Count	1	6	7
	%age	14.3%	85.7%	100.0%
Tata Teleservices	Count	2	5	7
	%age	28.6%	71.4%	100.0%
Total	Count	9	21	30
	%age	30.0%	70.0%	100.0%

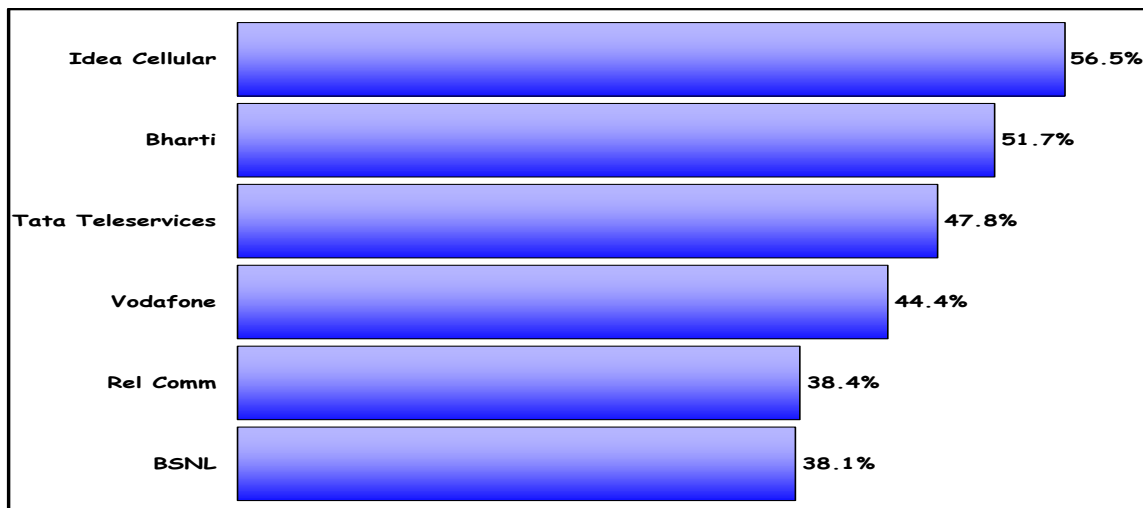
None of these had filed any appeal to the Appellate Authority in the last 6 month? Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

4.3.2.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 3340 prepaid customers of 6 providers targeted, only 1541 (46.1%) reported that they were aware of this facility. Therefore around 54% customers of prepaid service were unaware about this facility. The highest percentage of awareness level of this service was found among the customers of Idea Cellular (56.5%) followed by Bharti (51.7%).

Service provider		Yes	No	Total
Bharti	Count	283	264	547
	%age	51.7%	48.3%	100.0%
Vodafone	Count	254	318	572
	%age	44.4%	55.6%	100.0%
Idea	Count	315	243	558
	%age	56.5%	43.5%	100.0%
BSNL	Count	202	328	530
	%age	38.1%	61.9%	100.0%
Rel Comm	Count	221	355	576
	%age	38.4%	61.6%	100.0%
Tata Teleservices	Count	266	291	557
	%age	47.8%	52.2%	100.0%
Total	Count	1541	1799	3340
	%age	46.1%	53.9%	100.0%

*Only for Prepaid customer

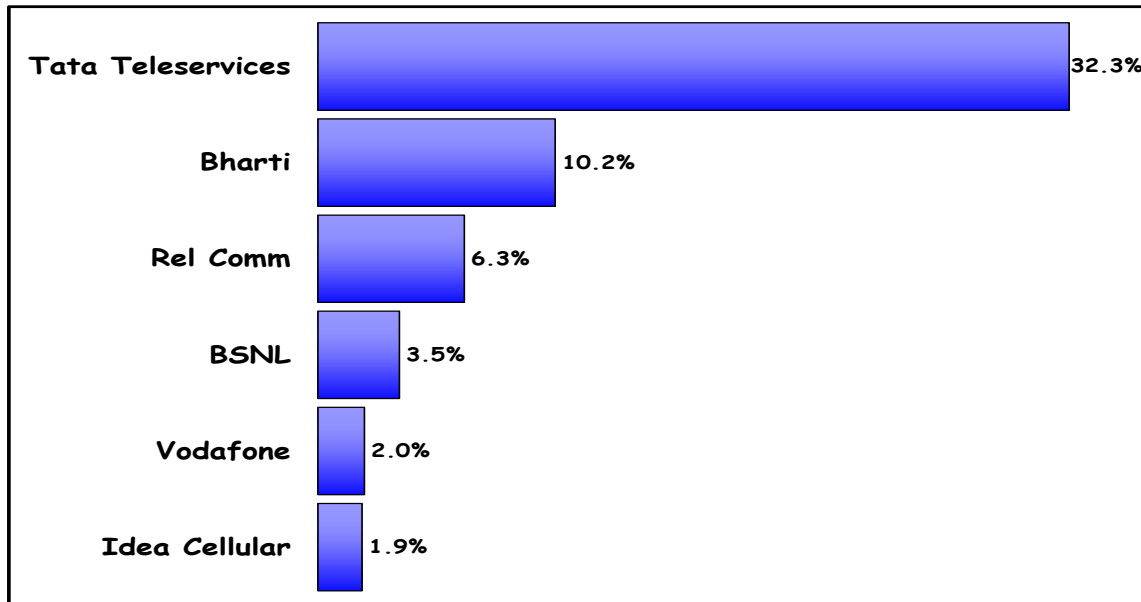
Graphical representation: The following graph shows the percentage of prepaid subscribers who were aware that they can get item wise usage charge details, request.



4.3.2.13: Denial of itemized usage charges detail: There were 1541 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Nearly 9.5% of them reported that they were denied of their request for itemized usage charge for their pre paid connection from their service provider.

Service provider		Yes	No	Total
Bharti	Count	29	254	283
	%age	10.2%	89.8%	100.0%
Vodafone	Count	5	249	254
	%age	2.0%	98.0%	100.0%
Idea Cellular	Count	6	309	315
	%age	1.9%	98.1%	100.0%
BSNL	Count	7	195	202
	%age	3.5%	96.5%	100.0%
Rel Comm	Count	14	207	221
	%age	6.3%	93.7%	100.0%
Tata Teleservices	Count	86	180	266
	%age	32.3%	67.7%	100.0%
Total	Count	147	1394	1541
	%age	9.5%	90.5%	100.0%

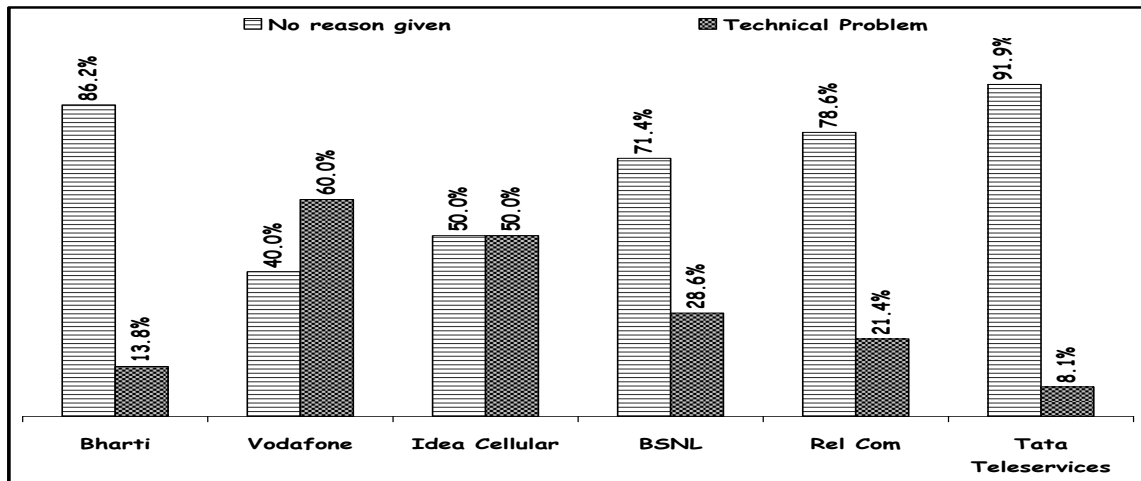
Graphical representation: The following graph shows the percentage of prepaid subscribers who were denied of their request for itemized usage charge for their pre paid connection from their service charge.



4.3.2.14: Reason (s) for Denial of itemized usage charges detail: Out of these 147 respondents, who reported about denial of itemized usage charges details, 125 (85.0%) reported that they were given the reason as technical problem while the rest 22 (15.0%) reported that they were given no reason for denial of itemized usage charges details.

Service provider		No reason given	Technical Problem	Total
Bharti	Count	25	4	29
	%age	86.2%	13.8%	10.2%
Vodafone	Count	2	3	5
	%age	40.0%	60.0%	2.0%
Idea Cellular	Count	3	3	6
	%age	50.0%	50.0%	1.9%
BSNL	Count	5	2	7
	%age	71.4%	28.6%	3.5%
Rel Comm	Count	11	3	14
	%age	78.6%	21.4%	6.3%
Tata Teleservices	Count	79	7	86
	%age	91.9%	8.1%	32.3%
Total	Count	125	22	147
	%age	85.0%	15.0%	9.5%

Graphical representation: The following graph shows the percentage of respondents with the reasons for denial of their request to the provider for itemized usage charge for their pre paid connection.

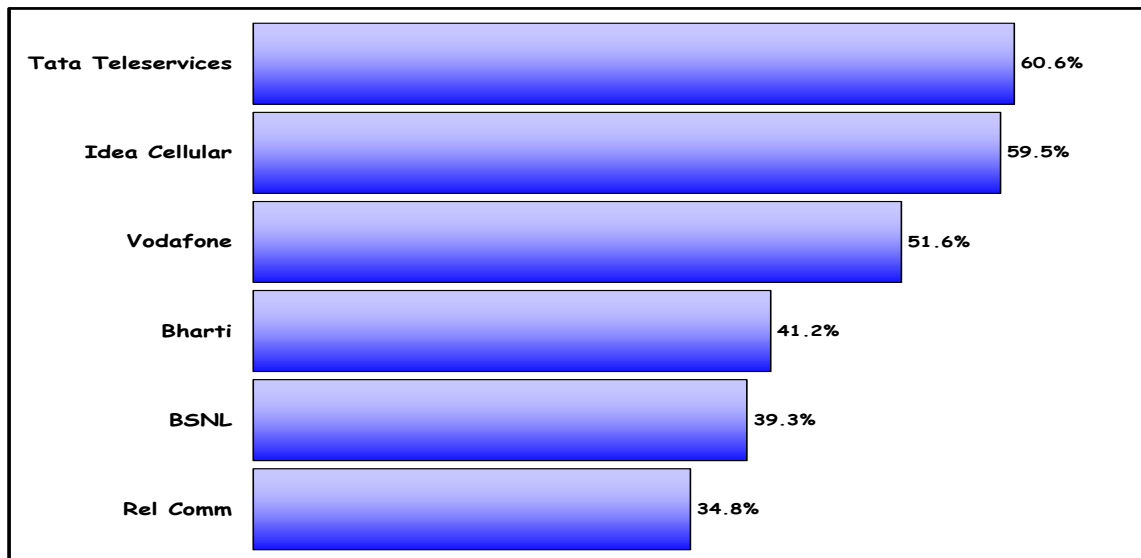


4.3.2.15: Provision of Manual of Practice by the Service Provider: TRAI has suggested to all the service providers to provide manual of practice to the new customers. Out of 382 respondents, who had subscribed in last 6 months, only half of them (49.5%) indicated that they were provided the manual of practice containing the terms and condition of service and grievances redressal mechanism while taking the connection. This was reported highest in the case of Tata Teleservices (60.6%) followed by Idea Cellular (59.5%), Vodafone (51.6%), Bharti (41.2%), BSNL (39.3%), Rel Comm (34.8%).

Table 4.3.2.15: Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Service provider		Yes	No	Total
Bharti	Count	21	30	51
	%age	41.2%	58.8%	100.0%
Vodafone	Count	48	45	93
	%age	51.6%	48.4%	100.0%
Idea	Count	22	15	37
	%age	59.5%	40.5%	100.0%
BSNL	Count	11	17	28
	%age	39.3%	60.7%	100.0%
Rel Comm	Count	24	45	69
	%age	34.8%	65.2%	100.0%
Tata Teleservices	Count	63	41	104
	%age	60.6%	39.4%	100.0%
Total	Count	189	193	382
	%age	49.5%	50.5%	100.0%

Graphical representation: The graph below shows provider wise subscribers who confirmed that they received the manual of practice at the time of connection.



Overall Score – Telecom Consumer Protection and Redressal of Grievances

CELLULAR MOBILE

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

S.N.	Sub Parameter	Bharti	Vodafone	Idea Cellular	BSNL	Rel Comm	Tata Teleservices
1	Awareness of three stage grievance mechanism	10.7%	15.3%	14.0%	14.5%	14.8%	12.0%
2	For pre-paid customers awareness about item-wise usage charge details on request	51.7%	44.4%	56.5%	38.1%	38.4%	47.8%
3	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	10.2%	2.0%	1.9%	3.5%	6.3%	32.3%
4	For new customers provisioning of "Manual of practice while taking the new connection	41.2%	51.6%	59.5%	39.3%	34.8%	60.6%
5	Awareness of call center for redressing grievances	99.5%	99.5%	95.8%	97.0%	94.0%	99.3%
6	Penetration of consumers made any complaint to the toll free number within last six months	12.5%	53.8%	50.3%	35.5%	51.2%	50.5%
7	Call center informing about the action taken on complaint	37.3%	95.4%	96.4%	94.8%	91.2%	87.1%
8	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	50.0%	52.3%	50.0%	76.0%	37.3%	50.3%
9	Percentage satisfied with complaint resolution by call center	82.7%	98.4%	97.0%	97.6%	97.4%	96.7%
10	Awareness of nodal officer for redressing grievances	2.4%	2.7%	2.5%	7.0%	1.7%	1.1%
11	Awareness of appellate authority for redressing grievances	1.0%	0.7%	0.5%	0.5%	1.2%	1.2%

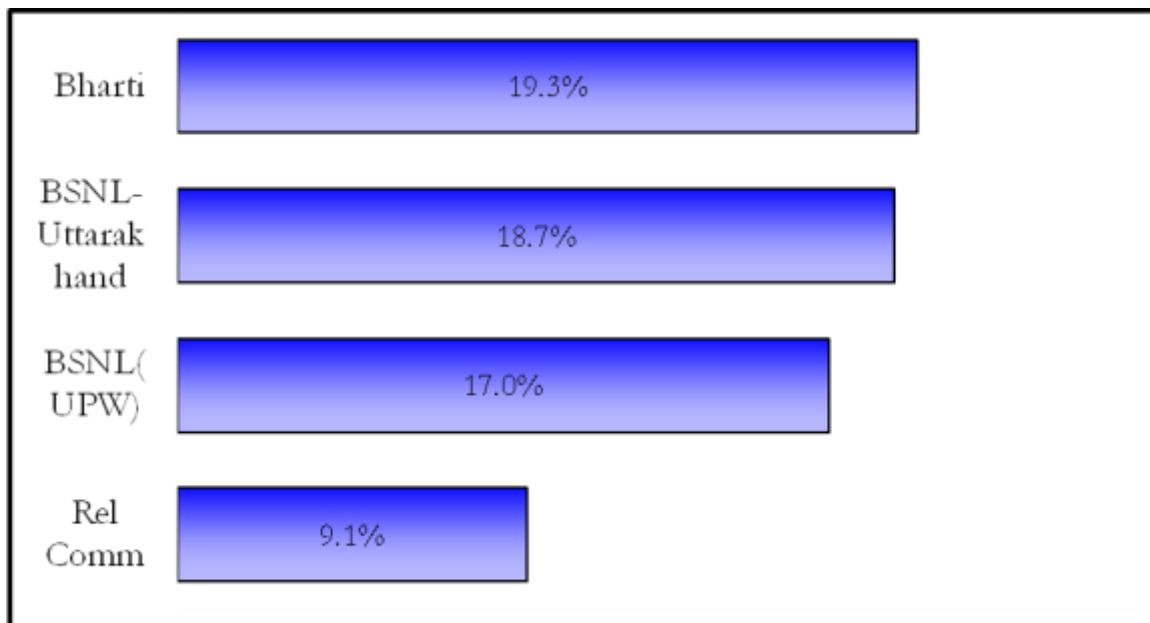
- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 10.7% to 15.3%. The highest percentages of aware subscribers were found in the case of Vodafone (15.3%) followed by Rel Com (14.8%), BSNL (14.5%) and Idea Cellular (14%). The lowest percentages of aware consumers were found in the case of Bharti (10.7%) followed by Tata Teleservices (12%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of from 94% (Rel Comm) to 99.5% (Bharti & Vodafone).
- Awareness about the Nodal Officer was found to be low and ranged from 1.1% (Tata Teleservices) to 7.0% (BSNL). Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.5% (BSNL) to 1.2% (Rel Comm & Tata Teleservices).
- Nearly half of the subscribers of Vodafone, Rel Comm, Tata Teleservices and Idea Cellular had used the call centre within last six months to register some complaint. In the case of BSNL this was reported by 35.5%. The lowest numbers of complaints were registered by the subscribers of Bharti (12.5%).
- Awareness level on item wise usage charges in the case of pre paid services was reported to be highest in the case of Idea Cellular (56.5%) and lowest in BSNL (38.1%). In the the case of other operators these ranged from 38.4% to 51.7%.

4.3.3: BROADBAND– UP (W) Service Area

4.3.3.1: Awareness about redressal system: For the Broadband services, altogether 1998 consumers of 4 service providers were interviewed for the UP (W) Service Area. However, only 348 (17.4 %) respondents reported that they were aware of the three stage grievance redressal mechanism set up by their service provider. The highest percentage of aware subscribers were found in case of Bharti (19.3%) closely followed by BSNL-Uttarakhand (18.7%) and BSNL-UPW (17.0%). The lowest level of awareness was found among the subscribers of Rel Com (9.1%) This is shown in the table below:

Table 4.3.3.1 Are you aware of the three stage grievances redressed mechanism set up by your telecom service provider based on the regulation of TRAI for redressal of your grievances?				
Operator		Yes	No	Total
Bharti	Count	116	484	600
	%age	19.3%	80.7%	
BSNL(UPW)	Count	102	498	600
	%age	17.0%	83.0%	
Rel Comm	Count	18	180	198
	%age	9.1%	90.9%	
BSNL-Uttarakhand	Count	112	488	600
	%age	18.7%	81.3%	
Total	Count	348	1650	1998
	%age	17.40%	82.60%	

Graphical representation: The following graph shows the percentage of respondents who were aware about three stages of grievance redressal mechanism.



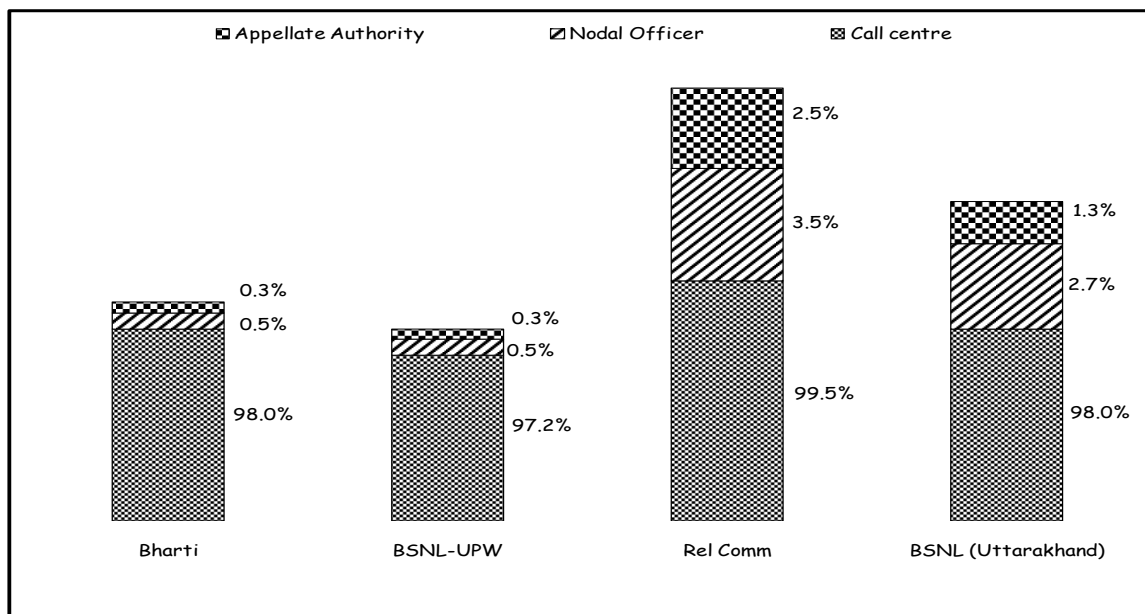
4.3.3.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal Officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above.

4.3.3.2. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?						
Operator		Call centre	Nodal Officer	Appellate Authority	None of these	Total (count)
Bharti	%age	98.0%	0.5%	0.3%	1.8%	600
BSNL-UPW	%age	97.2%	0.5%	0.3%	2.8%	600
Rel Comm	%age	99.5%	3.5%	2.5%	0.5%	198
BSNL(Uttarakhand)	%age	98.0%	2.7%	1.3%	0.7%	600
Total	Count	1956	29	17	33	1998
	%age	97.9%	1.5%	0.9%	1.7%	

*Multiple responses therefore sum may not add

Most of the consumers (97.9%) are aware of call centre. Only 1.5% of respondents were aware about the Nodal officers which was found to be highest in case of Rel Comm (3.5%) followed by BSNL in Uttarakhand (2.7%) and least in BSNL-UPW and Bharti (0.5% each). Only 17 subscribers (0.9%) were aware about Appellate Authority, reported to be highest in the case of Rel Comm (2.5%) and lowest in the case of BSNL-UPW and Bharti (0.3% each) subscribers.

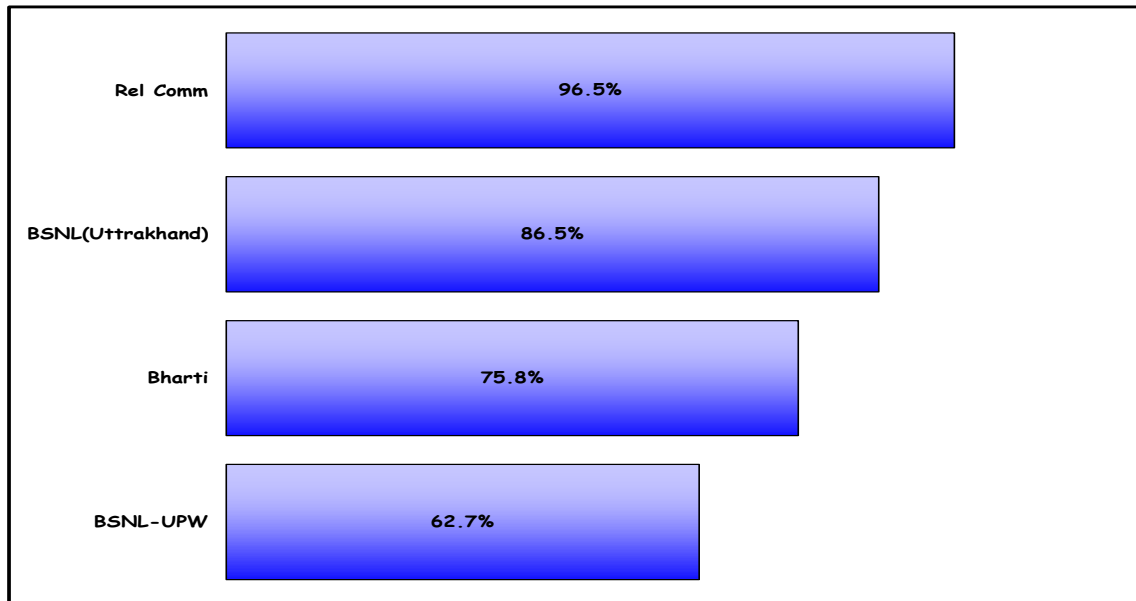
Graphical representation: The following graph shows the percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



4.3.3.3: Consumers' complaints about services: The respondents were asked if they had made any complaints within last six months to call centre/helpline number. The table below shows that out of 1998 respondents, over 77% of respondents had used this facility. Over 9 out of 10 respondents of Rel Comm reported to have made complaints to call centre. This was followed by BSNL respondents of Uttrakhand (86.5%) and Bharti (75.8%) and BSNL in UP (W) (62.7%).

Table 4.3.3.3. Have you made any complain within 6 month to the toll free call center/customer care/ helpline telephone number?				
Operator		Yes	No	Total
Bharti	Count	455	145	600
	%age	75.8%	24.2%	100.00%
BSNL-UPW	Count	376	224	600
	%age	62.7%	37.3%	100.00%
Rel Comm	Count	191	7	198
	%age	96.5%	3.5%	100.00%
BSNL(Uttrakhand)	Count	519	81	600
	%age	86.5%	13.5%	100.00%
Total	Count	1541	457	1998
	%age	77.1%	22.9%	100.00%

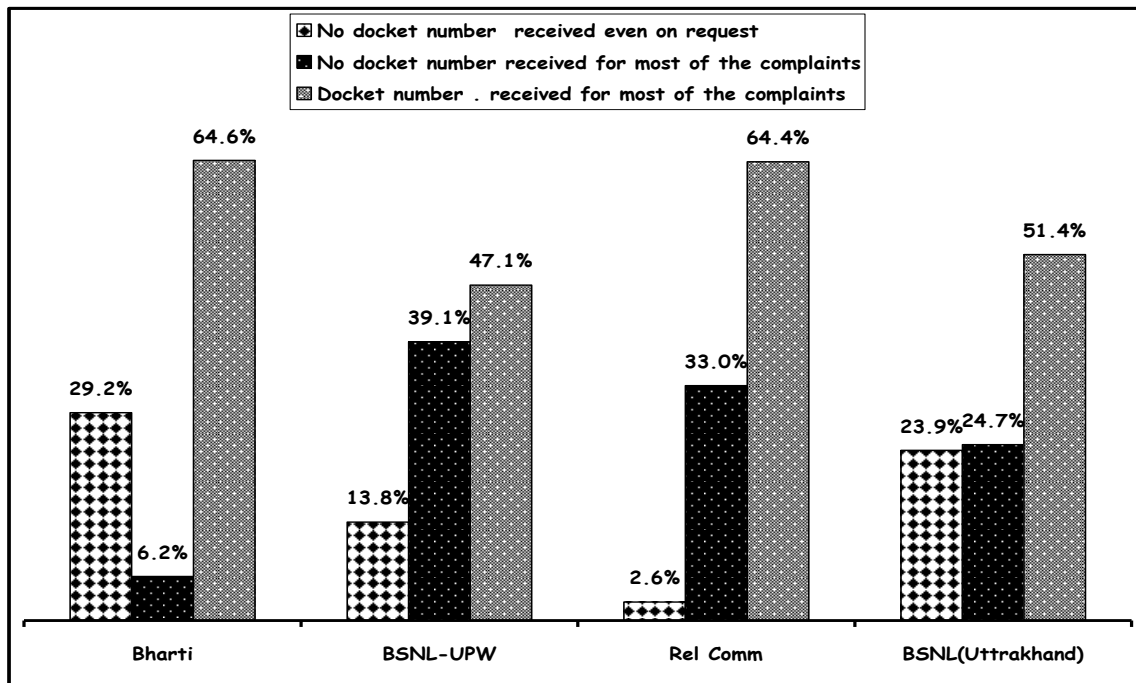
Graphical representation: The graph below shows the percentage of respondents who had made any complaint within last 6 months to the toll free call centre/customer care/ Helpline telephone number of their service provider.



4.3.3.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 1541 respondents who had made a complaint, 55.9% confirmed that they had received docket number for most of their complaints. However 23.8 % indicated that they didn't receive any docket number for most of their complaints. The analysis also shows that 20.4% indicated that they didn't receive any docket number even on request.

4.3.3.4. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you ?					
Operator		No docket number received even on request	No docket number received for most of the complaints	Docket number. received for most of the complaints	Total
Bharti	%age	29.2%	6.2%	64.6%	455
BSNL-UPW	%age	13.8%	39.1%	47.1%	376
Rel Comm	%age	2.6%	33.0%	64.4%	191
BSNL(Uttarakhand)	%age	23.9%	24.7%	51.4%	519
Total	Count	314	366	861	1541
	%age	20.4%	23.8%	55.9%	

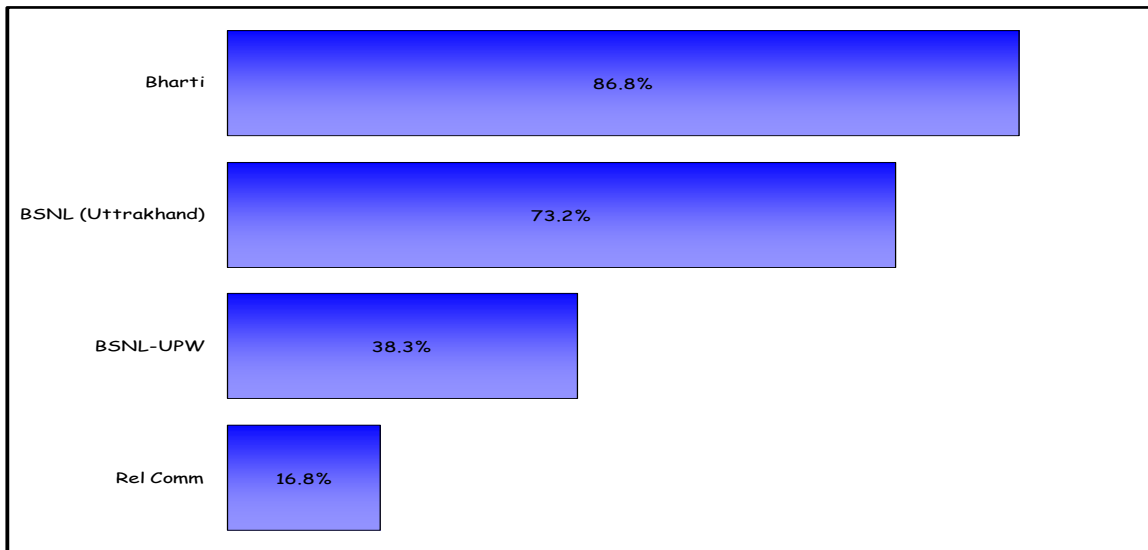
Graphical representation: The graphs show that highest number of respondents who had reported that they received docket number for most of their complaints came from Bharti (64.6%) closely followed by Rel Comm (64.4%) , BSNL-Uttarakhand (51.4%)and BSNL-UPW(47.1%)



4.3.3.5: Feedback from Call Centre: The respondents who had made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 1541 respondents, 61.7 % had reported that they were informed by call center for the action taken on their complaints. This was found to be highest in the case of Bharti (86.8%), followed by BSNL in Uttrakhand (73.2%), BSNL in UP (W) (38.3%) and Rel Comm (16.8%).

4.3.3.5. Did the call centre inform you about the action taken on your complaint?				
Operator		Yes	No	Total
Bharti	Count	395	60	455
	%age	86.8%	13.2%	100.0%
BSNL-UPW	Count	144	232	376
	%age	38.3%	61.7%	100.0%
Rel Comm	Count	32	159	191
	%age	16.8%	83.2%	100.0%
BSNL(Uttrakhand)	Count	380	139	519
	%age	73.2%	26.8%	100.0%
Total	Count	951	590	1541
	%age	61.7%	38.3%	100.0%

Graphical representation: The graph below shows the provider wise percentage of respondents who confirmed that they were informed by the call centre of the action taken on their complaints.

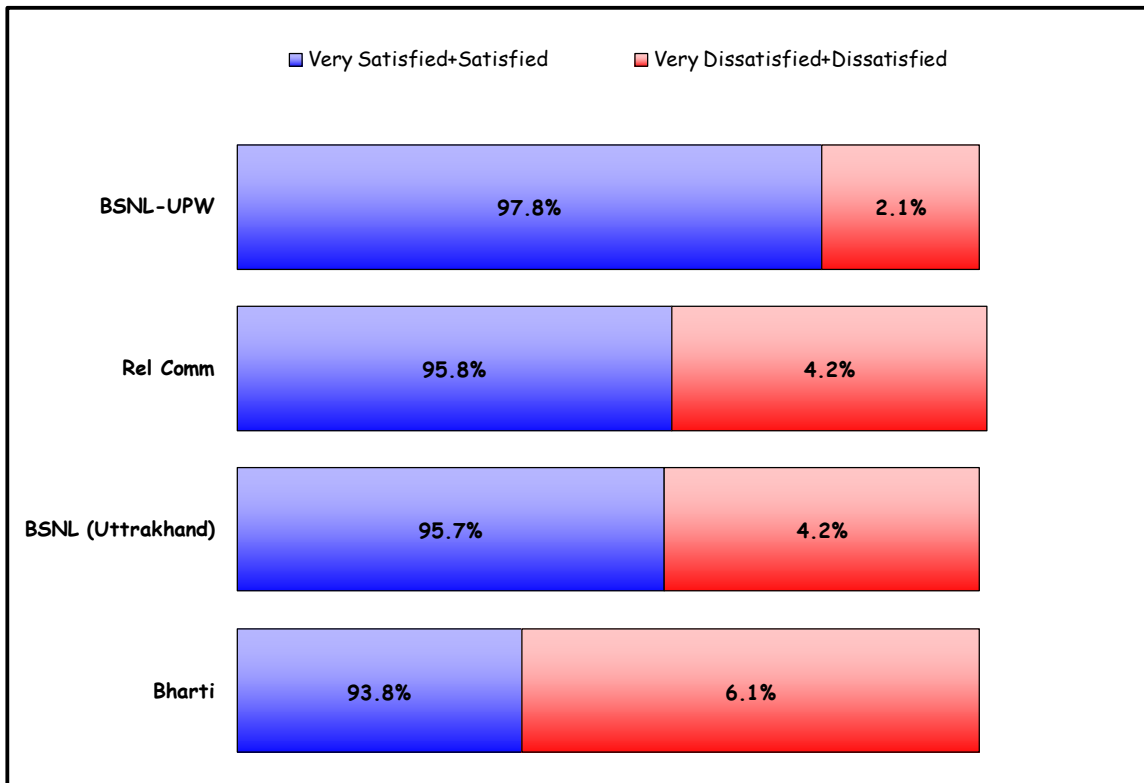


4.3.3.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

4.3.3.6. How satisfied are you with the system of resolving of your complaints by call center/ customer care /helpline?								
Operator		Very Dissatisfied +Dissatisfied	Very Dissatisfied	Dissatisfied	Very Satisfied +Satisfied	Satisfied	Very Satisfied	Total
Bharti	%age	6.1%	2.6%	3.5%	93.8%	51.6%	42.2%	455
BSNL-UPW	%age	2.1%	1.3%	0.8%	97.8%	69.1%	28.7%	376
Rel Comm	%age	4.2%	2.6%	1.6%	95.8%	70.7%	25.1%	191
BSNL (Uttrakhand)	%age	4.2%	1.9%	2.3%	95.7%	73.2%	22.5%	519
Total	Count	66	32	34	1475	1010	465	1541
	%age	4.3%	2.1%	2.2%	95.7%	65.5%	30.2%	100.0%

- Maximum percentage of **satisfied consumers (very satisfied and satisfied)** were reported in the case of BSNL-UPW (97.8%), followed by Rel Comm (95.8%) and BSNL-Uttrakhand (95.7%).Whereas the lowest were in the case of Bharti (93.8%).
- The overall percentage of very satisfied customers was (30.2%).The highest percentage of **very satisfied consumers was found in the case of Bharti (42.2%)**, followed by BSNL-UPW (28.7%), Rel Comm (25.1%) and BSNL-Uttrakhand (22.5%).
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from **Bharti (6.1%)** followed by BSNL-Uttrakhand & Rel Comm (4.2%each) and BSNL-UPW (2.1%).
- The overall percentage of very dissatisfied customers was (2.1%). This was also found highest in the case of **Bharti** and also Rel Comm (2.6%each), followed by BSNL-Uttrakhand (1.9%) and BSNL-UPW (1.3%).

Graphical representation: The graph below shows the provider wise percentage of satisfied and dissatisfied consumers with resolution of their complaints by the call centre. .

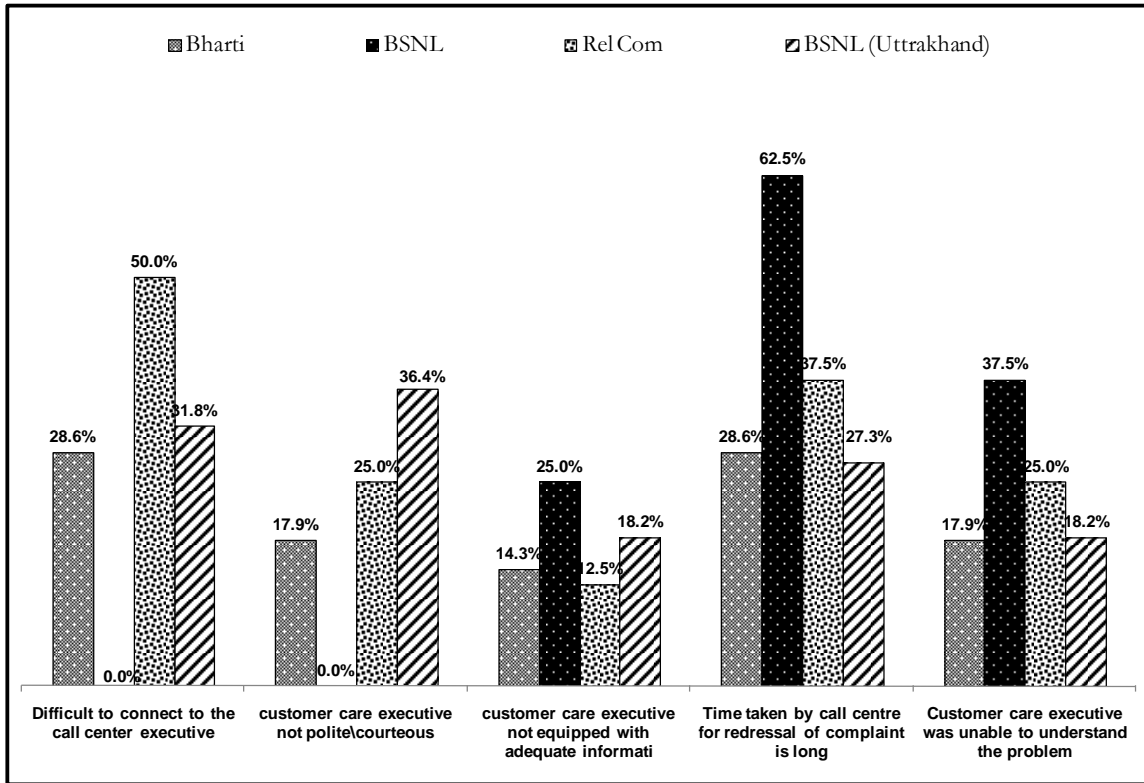


4.3.3.7: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 29) were asked to specify the reasons for their dissatisfaction.

4.3.3.7. Please specify the reason(s) for your dissatisfaction.							
Operator		Difficult to connect to the call center executive	customer care executive not polite\courteous	customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is long	Customer care executive was unable to understand the problem	Total
Bharti	Count	8	5	4	8	5	28
	%age	28.6%	17.9%	14.3%	28.6%	17.9%	
BSNL-UPW	Count	0	0	2	5	3	8
	%age	0.0%	0.0%	25.0%	62.5%	37.5%	
Rel Comm	Count	4	2	1	3	2	8
	%age	50.0%	25.0%	12.5%	37.5%	25.0%	
BSNL(Uttarakhand)	Count	7	8	4	6	4	22
	%age	31.8%	36.4%	18.2%	27.3%	18.2%	
Total	Count	19	15	11	22	14	66
	%age	28.8%	22.7%	16.7%	33.3%	21.2%	

- Various reasons were specified by the consumers. Among them **“time taken by call center for redressal of complaint is too long”** was cited by one third of respondents; maximum in the case of BSNL-UPW (62.5%) and minimum in the case of BSNL-Uttarakhand (27.3%).
- Another important reason cited by 28.8% of the respondents was **“Difficult to connect to the call centre executive”**; reported highest in the case of Rel Comm (50.0%) and nil in the case of BSNL UP (W).
- **“Customer care executive not polite/courteous”** was also reported by 22.7% of the respondents; highest in the case of BSNL-Uttarakhand (36.4%) and lowest (nil) in the case of BSNL-UPW.
- Similarly, **“Customer care executive was unable to understand the problem”** was also cited by 21.2%; reported highest in the case of BSNL-UPW(37.5%) and lowest Bharti (17.9%).
- The other reason **“Customer care executive not equipped with adequate information”** was cited by 16.7% of the respondents.

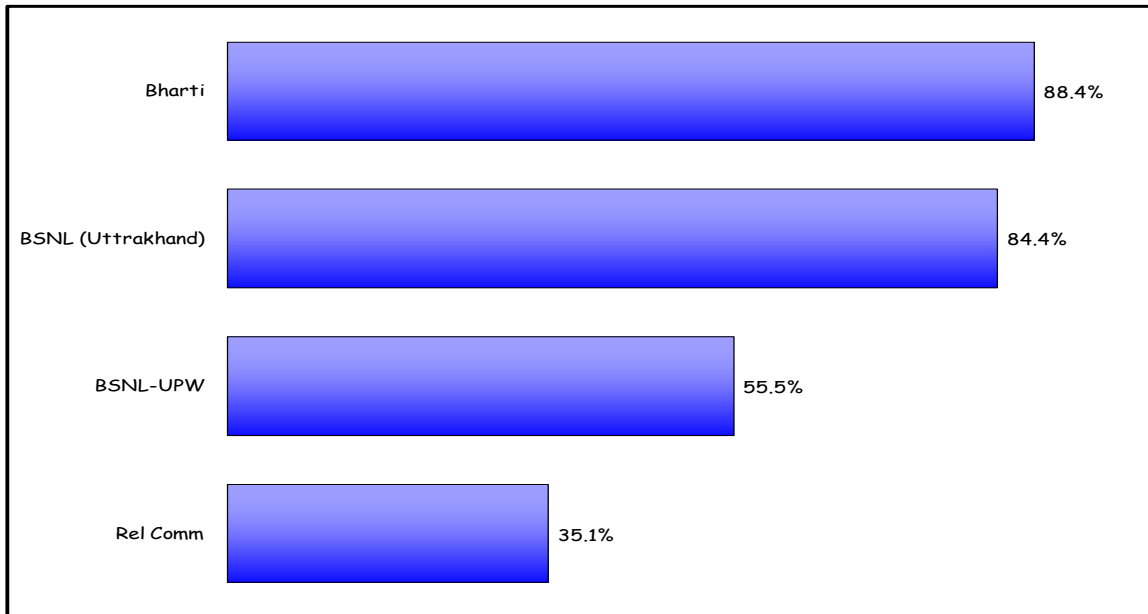
Graphical representation: The graph below shows the provider wise percentage of respondents with various reasons for dissatisfaction.



4.3.3.8: Resolution of billing complaints: The following table shows that out of 1541 respondents who had complained to call center/customer care, 613 had billing related complaints. Out of these 474 (77.3%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four weeks after lodging of the complaint. This was found to be highest in the case of Bharti (88.4%) followed by BSNL - Uttrakhand(84.4%) ,BSNL-UPW (55.5%) and RelComm(35.1%).

4.3.3.8 Was your billing resolved satisfactorily by call center/customer care within four weeks after lodging of the complaint?				
Operator		Yes	No	Total
Bharti	Count	205	27	232
	%age	88.4%	11.6%	100.00%
BSNL-UPW	Count	66	53	119
	%age	55.5%	44.5%	100.00%
Rel Comm	Count	13	24	37
	%age	35.1%	64.9%	100.00%
BSNL(Uttrakhand)	Count	190	35	225
	%age	84.4%	15.6%	100.00%
Total	Count	474	139	613
	%age	77.3%	22.7%	100.00%

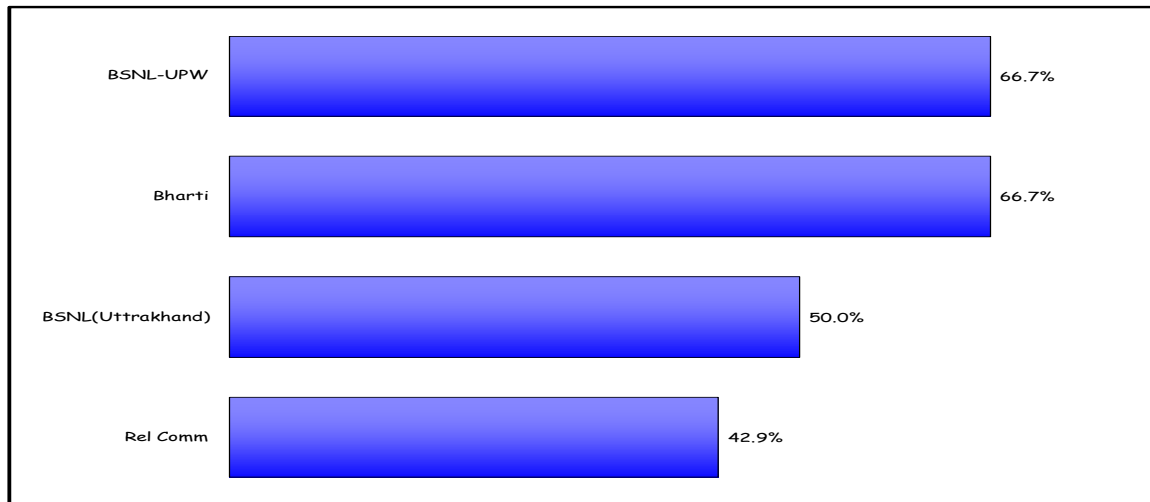
Graphical representation: Operator wise percentage of respondents who confirmed that their billing complaints were resolved satisfactorily by call centre/ customer care with four weeks after lodging the complaint.



4.3.3.9: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 25.) 29 (1.5%) respondents had reported that they were aware about Nodal officers. However, only half of them were aware about the contact details of nodal officer.

Operator		Yes	No	Total
Bharti	Count	2	1	3
	%age	66.7%	33.3%	100.0%
BSNL-UPW	Count	2	1	3
	%age	66.7%	33.3%	100.0%
Rel Comm	Count	3	4	7
	%age	42.9%	57.1%	100.0%
BSNL(Uttarakhand)	Count	8	8	16
	%age	50.0%	50.0%	100.0%
Total	Count	15	14	29
	%age	51.7%	48.3%	100.0%

Graphical representation: The percentage of respondents for each service provider who were aware about the contact details of Nodal Officers.



4.3.3.10 Complaints to Nodal officer:

None of the customers who were aware of the contact details of nodal officer had made any complaint to Nodal officers, which were not resolved or unsatisfactorily resolved by call centre/ customer care executive. Therefore, the analysis of redressal mechanism with the Nodal officer could not be ascertained.

4.3.3.11: Awareness about the contact details of Appellate Authority:

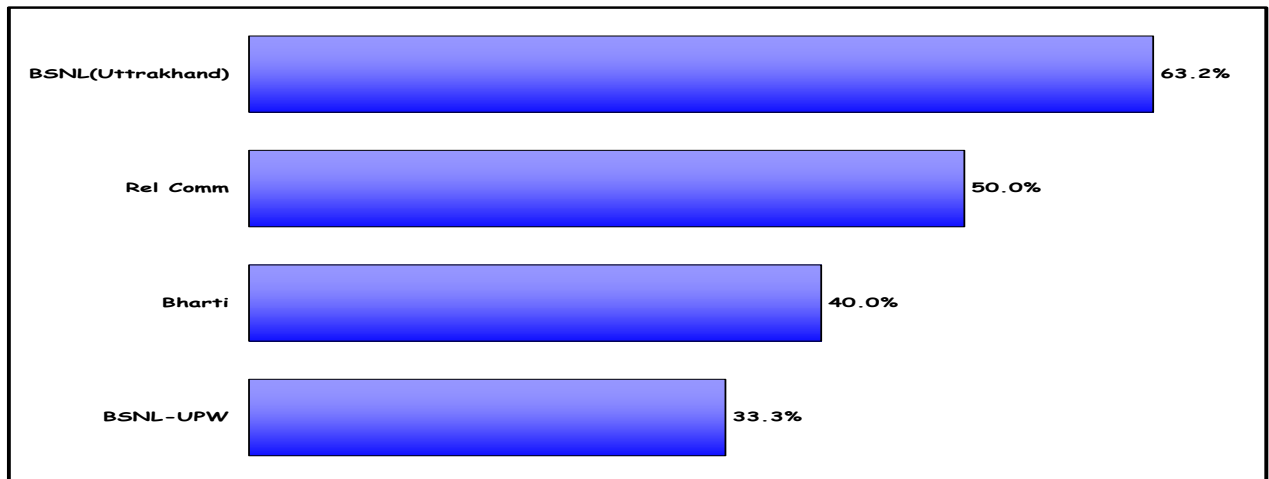
As regard to the awareness about the contact details of the Appellate Authority. Out of 17 respondents who had reported that they were aware about Appellate Authority, 10 (58.8%) were aware about their contact details for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer. However, none of them have ever filed any appeal with the Appellate Authority. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

4.3.3.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 50 prepaid customers of 4 providers targeted, 24 (48.0%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of BSNL (63.2%), followed by Rel Comm (50.0%).

4.3.3.13. Are you aware that a prepaid customer can get item wise usage charges details on request?				
Operator		Yes	No	Total
Bharti	Count	2	3	5
	%age	40.0%	60.0%	100.0%
BSNL-UPW	Count	6	12	18
	%age	33.3%	66.7%	100.0%
Rel Comm	Count	4	4	8
	%age	50.0%	50.0%	100.0%
BSNL(Uttarakhand)	Count	12	7	19
	%age	63.2%	36.8%	100.0%
Total	Count	24	26	50
	%age	48.0%	52.0%	100.0%

*Only for Prepaid customer

Graphical representation: The percentage of prepaid subscribers who were aware that they can get item wise usage charge details, request.



4.3.3.13: Denial of itemized usage charges detail: There were 24 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 7 (29.2%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their service charge.

4.3.3.14. Have you been denied of your request for item wise usage charges details for your prepaid connection ?				
Operator		Yes	No	Total
Bharti	Count	1	1	2
	%age	50.0%	50.0%	100.0%
BSNL(UPW)	Count	2	4	6
	%age	33.3%	66.7%	100.0%
Rel Comm	Count	1	3	4
	%age	25.0%	75.0%	100.0%
BSNL(Uttarakhand)	Count	3	9	12
	%age	25.0%	75.0%	100.0%
Total	Count	7	17	24
	%age	29.2%	70.8%	100.0%

- Only for prepaid customers

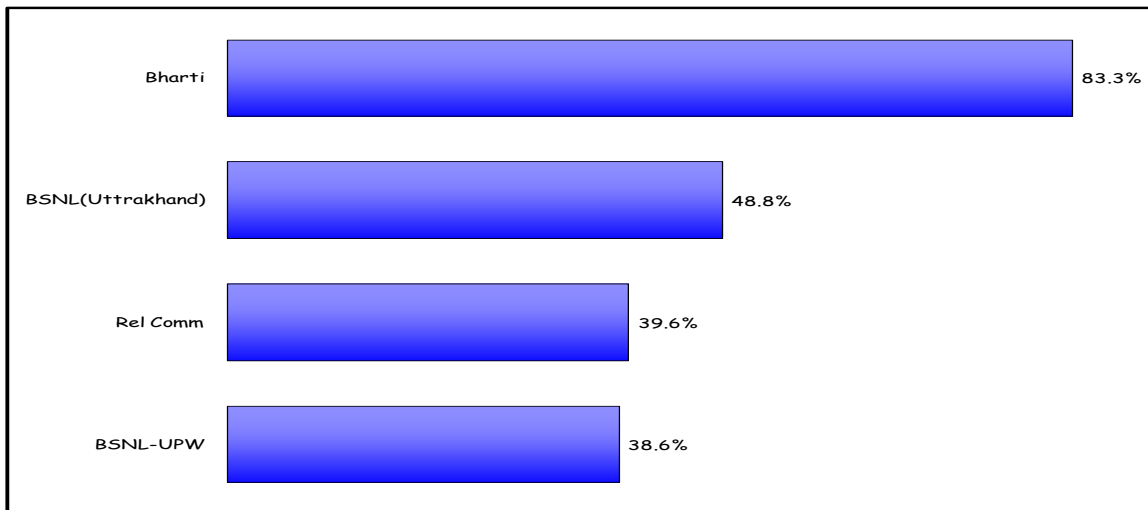
4.3.3.14: Reason for denial of itemized charges: Out of 7 respondents who have been denied of their request for item-wise usage charge details for their prepaid connection, 5 reported that no specific reason was given for denying the usage charges details while other 2 were denied on account of technical problem.

Table 4.3.3.15 What were the reasons for denying your request ?				
Operator		No reason given	Technical problem	Total
Bharti	Count	1	0	1
	%age	100.0%	0.0%	
BSNL(UPW)	Count	1	1	2
	%age	50.0%	50.0%	
RelComm	Count	1	0	1
	%age	100.0%	0.0%	
BSNL(Uttarakhand)	Count	2	1	3
	%age	66.7%	33.3%	
Total	Count	5	2	7
	%age	71.4%	28.6%	

4.3.3.15: Provision of Manual of Practice by the Operators: TRAI has suggested to all the Operators to provide manual of practice to the new customers. Out of 888 new customers (Subscribed in last 6 months), 400 (45.0%) indicated that they have not been provided the manual of practice containing the term and condition of service, grievances redressal mechanism while taking the connection. But 55.0% confirmed of receiving the manual. This was reported be highest by the customers of Bharti (83.3%) followed by BSNL in Uttarakhand (48.8%), and lowest by the customers of BSNL in UP (W) (38.6%) and Rel Comm (39.6%) .

4.3.3.16. Have you been provided the manual of practice containing the terms and condition of service, grievance redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
Bharti	Count	219	44	263
	%age	83.3%	16.7%	100.0%
BSNL-UPW	Count	90	143	233
	%age	38.6%	61.4%	100.0%
Rel Comm	Count	53	81	134
	%age	39.6%	60.4%	100.0%
BSNL(Uttarakhand)	Count	126	132	258
	%age	48.8%	51.2%	100.0%
Total	Count	488	400	888
	%age	55.0%	45.0%	100.0%

Graphical representation: The graph below shows the provider wise subscribers who confirmed that they received the manual of practice at the time of connection.



Overall Score – Telecom Consumer Protection and Redressal of Grievances BROADBAND

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

S.N.	Sub Parameter	Bharti	BSNL (UPW)	Rel Comm	BSNL-Uttarakhand
1	Awareness of three stage grievance mechanism	19.3%	17.0%	9.1%	18.7%
2	For pre-paid customers awareness about item-wise usage charge details on request	40.0%	33.3%	50.0%	63.2%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	50.0%	33.3%	25.0%	25.0%
4	For new customers provisioning of "Manual of practice while taking the new connection	83.3%	38.6%	39.6%	48.8%
5	Awareness of call center for redressing grievances	98.0%	97.2%	99.5%	98.0%
6	Penetration of consumers made any complaint to the toll free number within last six months	75.8%	62.7%	96.5%	86.5%
7	Call center informing about the action taken on complaint	86.8%	38.3%	16.8%	73.2%
8	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	88.4%	55.5%	35.1%	84.4%
9	Percentage satisfied with complaint resolution by call center	93.8%	97.8%	95.8%	95.7%
10	Awareness of nodal officer for redressing grievances	0.5%	0.5%	3.5%	2.7%
11	Awareness of appellate authority for redressing grievances	0.3%	0.3%	2.5%	1.3%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 9.1% to 19.3%. The highest percentage of aware subscribers was found in the case of Bharti (19.3%) followed by BSNL-Uttarakhand (18.7%) and BSNL (UPW)(17.0%). the lowest percentage of aware consumers was found in the case of Rel Comm(9.1%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 97.2% to 99.5%. This was found to be highest in the case of Rel Comm (99.5%) followed by BSNL-Uttarakhand , Bharti (98.0%each)and lowest in the case of BSNL-UPW (97.2%).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 0.5% (Bharti, BSNL-UPW each) to 3.5% (Rel Comm) .
- Similarly, the awareness was also found to be low in the case of Appellate Authority ranged from 0.3% (BSNL-UPW, Bharti) to 2.5% (Rel Comm).
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of Rel Comm (96.5%) followed by BSNL-Uttarakhand (86.5%), Bharti (75.8%)and BSNL-UPW(62.7%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of BSNL-Uttarakhand (63.2%) followed by Rel Comm (50.0%),Bharti(40.0%) and BSNL-UPW (33.3%).

5. Conclusion and Recommendations

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

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

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

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = satisfied, 2 = dissatisfied and 1 = very dissatisfied. The satisfaction level was measured by using these weights and calculating the mean score. Therefore overall satisfaction was calculated using the following formula:

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

The analysis revealed that none of the services providers operating in UP (W) Service Area including Uttarakhand of all the three services – Basic Wireline, Cellular Mobile and Broadband – were able to meet the benchmarks as set up the TRAI for the defined parameter. This has been briefly explained in the section below.

5.1 Key Takeout

5.1.1 Basic Wireline:

1. None of the Operators were able to meet the benchmark on any of the 7 parameters set up the TRAI.
2. **Rel Comm emerged as better than others 4 providers. It scored highest on only 5 out of 7 parameters, its ranking on other 1 parameters was better than at least 2 providers. However, its performance on maintainability found to be lower than 4 other three operators.**
3. The performance level of Tata Teleservices was higher than the other four operators in the case of provision of services. Its performance on other three parameters was ranked as second highest. However, **the performance on pre paid billing services and supplementary services were found to be lower than at least four operators.**
4. The performance of BSNL in Uttarakhand was rated as highest on post paid billing services. It also performed better than at least 3 other operators on provision of

- service and maintainability. **However its performance on help services was found be much lower.**
5. In the case of BSNL in UP (W) region, its performance on maintainability, network performance and supplementary services was better than most of the operators. all the parameters, except service provision was found be lower or below average. On 2 of the other parameters – network and supplementary services – BSNL in UP (W) performed better than other 3 operators. However, **the area of concern is billing service, both in prepaid and post paid segments.**
 6. Bahrtiin UP (W) including Uttarakhand was unable to achieve highest score on any of the 7 parameters. However, on prepaid billing service and maintainability its performance was better than at least 3 operators. **But its performance on provision of service, network and supplementary service was very low.**
 7. **With regard to the implementation and effectiveness of grievance redressal,** the performance level of all the operators were considered to be low as overall only 8.9% of consumers were aware about the three stages of redressal mechanism set up by the operators. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective operators. The awareness level about the nodal officers could be gauged from the fact that only 76 (2.7%) customers had heard about the nodal officers being appointed by their providers. Out of these only 16 of them know the contact details of the nodal officers. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and operators should widely publicize these details. The situation was worse in the case of Appellate authority as the awareness level was abysmally low among the consumers.

5.1.2 Cellular Mobile

- 1) None of the service providers were able to meet the benchmark on any of the 7 parameters set up by the TRAI.
- 2) **The performance of Bharti was found to be better than others** as it scored second highest score 5 out of the 7 parameters. However, its performance on **supplementary services was found to be below average.**
- 3) The performance of Rel Com was relatively better than other 5 operators covered in the study. Its performance was found to be highest on 4 out of 7 parameters. However, **its performance on post paid billing service and supplementary services was found to be too low.**
- 4) In the case of Vodafone, its performance on provision of service and supplementary services was found to be higher than other cellular providers in UP (W) Service Area which also include Uttrakhand. However, **its performance on post and pre paid billing services help service, help services, network service and**

- maintainability were quite low** as compared to almost all the operators covered in the study.
- 5) The performance of BSNL was found to be better in the case of service provisioning. **However, its performance on network and maintainability were found to be lowest.**
 - 6) In the case of Tata Teleservices, its performance was better than others on post paid billing services. **However, the performance level was found to be critical prepaid billing and supplementary services.** The services which were ranked **below average** also included **network and maintainability.**
 - 7) The performance of **Idea Cellular in UP (W) service area** is the cause of concern on most of the parameters. It could achieve second highest rating on supplementary services. **However, its performance on billing service (both post and prepaid), and help services was found to be quite low. On provisioning of services Idea Cellular attained the lowest ranking. Whereas, on network and maintainability the operator achieved average scores.**
 - 8) **With regard to the implementation and effectiveness of grievance redressal mechanism,** the performance level of all the service providers were considered to be low as overall only 488 (13.6%) of consumers were aware about the three stages of redressal mechanism set up by the service providers. In the case of Bharti and Tata Teleservices this was reported by only 1 out of 10 customers contacted during the survey. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective service providers. The awareness level about the nodal officers could be gauged from the fact that only 103 (2.9%) respondents were aware about the nodal officers and out of these only 14 (13.6%) knew about their contact details. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and service providers should widely publicize these details.

5.1.3 Broadband

1. None of operators were able to meet the benchmark on any of the 7 parameters set up the TRAI.
2. The performance of Bharti could be considered better than others as it scored highest on 4 of the 7 parameters and second highest on other 3 parameters.
3. In the case of BSNL in Uttarakhand, the performance rating was better than most of others on 6 parameters. **However, the performance on maintainability was lower than most of the operator.**
4. BSNL in UP (W) area could perform better on pre paid billing service and help services. **However, its performance on provision of service and supplementary services were quite low.**
- 5.

6. **With regard to the implementation and effectiveness of grievance redressal mechanism**, about 17% of consumers were aware about the three stages of redressal mechanism set up by the service providers. Awareness level about the Nodal Officers and Appellate Authority was reported by only 1.5% and 0.9% of the consumers surveyed. Secondly out of 29 consumers, who were aware about the nodal officers, only half of them were aware about their contact details. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and service providers should widely publicize these details.
7. The performance of Bharti was found to be better on various parameters, But percentages of satisfied consumers with the resolution of complaints were recorded to be lowest as compared to others.

5.2 Recommendations

5.2.1 Basic Wireline:

- 1) Tata Teleservices and also BSNL in Uttarakhand should improve its supplementary services such as call waiting, call forwarding, voice mail etc. At present customers find it bit complicated therefore the rating score is found to be low.
- 2) BSNL, both in UP (W) area and Uttarakhand and Tata Teleservices should improve their services for pre paid consumers. Although the pre paid subscribers are still low in basic services, however, with the improvement services the volume is bound to increase. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.
- 3) Rel Comm and Tata Teleservices needed to improve their services on maintainability. A more focused approach should be adopted so that they could serve better to their customers. This requires investment on skilled man power in order to avoid the repeat complaints on the same issue.
- 4) BSNL and Bharti should enhance performance on help services. They should properly invest in the redressal mechanism and timely resolution of their customers' complaints.

5.2.2 Cellular Mobile

- 1) Idea Cellular, Rel Com and Vodafone have been rated low on post paid billing service. Therefore, operators should adopt an effective policy to address the grievances of post paid customers. Although, the share of post paid subscribers were found to be low as compared to pre paid, it requires a separate mechanism to redress their grievances.

- 2) Tata Teleservices, BSNL and Vodafone should also improve their network performance by improving their infrastructure facility. The performance was lowest in the case of BSNL which require a concerted effort on increasing its infrastructure facility for increasing its share in the service area. All these operators should also enhance their maintainability service. A more focused approach should be adopted so that they could serve better to their customers. This requires investment on skilled man power in order to avoid the repeat complaints on the same issue.
- 3) Tata Teleservices, Rel Comm and Bharti needed to improve their supplementary services such as call waiting, call forwarding, voice mail etc. At present customers find it bit complicated therefore the rating score is found to be low.
- 4) Vodafone and Idea Cellular had been rated low help services, therefore, needed improve their performance on the help services. A more concentrated approach should be adopted in order to effectively understand consumers' problem and provide speedy redressal. An awareness campaign should be adopted for the consumers by outlining the steps taken in this direction.

5.2.2.3 Broadband

- 1) BSNL in UP (W) area and Rel Com should focus more on supplementary services, where the rating has been lower. Even the help services provided by these should be enhanced further in order to effectively redress the grievances of their customers.
- 2) BSNL should invest on maintaining their services. Servicing Internet and broadband connections require focused approach with the help of trained and skilled manpower. Secondly, the equipments provided by the operators should bear some standard. **TRAI should intervene in this area and recommend to all the providers to adopt certain norms on equipment provided to customers.**

6. ANNEXURE - TABLES

6.1 Basic Service (Wireline)

A. Service Provision

Q1. When did you last apply for a phone connection?

Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
BSNL-Uttarakhand	Count	14	30	556	600
	%age	2.3%	5.0%	92.7%	100.0%
Bharti	Count	64	94	427	585
	%age	10.9%	16.1%	73.0%	100.0%
BSNL-UPW	Count	54	48	498	600
	%age	9.0%	8.0%	83.0%	100.0%
Rel Comm	Count	57	40	467	564
	%age	10.1%	7.1%	82.8%	100.0%
Tata Teleservices	Count	45	26	382	453
	%age	9.9%	5.7%	84.3%	100.0%
Total	Count	234	238	2330	2802
	%age	8.4%	8.5%	83.2%	100.0%

Q2. How much time was taken to get the telephone connection installed and activated after you applied for it?

Service Provider		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
BSNL-Uttarakhand	Count	13	3	14	14	44
	%age	29.5%	6.8%	31.8%	31.8%	100.0%
Bharti	Count	3	9	56	90	158
	%age	1.9%	5.7%	35.4%	57.0%	100.0%
BSNL-UPW	Count	2	0	20	80	102
	%age	2.0%	0.0%	19.6%	78.4%	100.0%
Rel Comm	Count	2	1	23	71	97
	%age	2.1%	1.0%	23.7%	73.2%	100.0%
Tata Teleservices	Count	1	1	15	54	71
	%age	1.4%	1.4%	21.1%	76.1%	100.0%
Total	Count	21	14	128	309	472
	%age	4.4%	3.0%	27.1%	65.5%	100.0%

Q3. How satisfied are you with time taken to provide working phone connection?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL-Uttarakhand	Count	2	8	31	3	44
	%age	4.5%	18.2%	70.5%	6.8%	100.0%
Bharti	Count	1	7	115	35	158
	%age	0.6%	4.4%	72.8%	22.2%	100.0%
BSNL-UPW	Count	1	6	74	21	102
	%age	1.0%	5.9%	72.5%	20.6%	100.0%
Rel Comm	Count	3	0	84	10	97
	%age	3.1%	0.0%	86.6%	10.3%	100.0%
Tata Teleservices	Count	1	3	47	20	71
	%age	1.4%	4.2%	66.2%	28.2%	100.0%
Total	Count	8	24	351	89	472
	%age	1.7%	5.1%	74.4%	18.9%	100.0%

Q4. How satisfied are you with time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL-Uttarakhand	Count	2	6	254	73	335
	%age	0.6%	1.8%	75.8%	21.8%	100.0%
Bharti	Count	0	4	469	58	531
	%age	0.0%	0.8%	88.3%	10.9%	100.0%
BSNL-UPW	Count	1	5	506	35	547
	%age	0.2%	0.9%	92.5%	6.4%	100.0%
Rel Comm	Count	0	2	336	38	376
	%age	0.0%	0.5%	89.4%	10.1%	100.0%
Tata Teleservices	Count	3	2	208	34	247
	%age	1.2%	0.8%	84.2%	13.8%	100.0%
Total	Count	6	19	1773	238	2036
	%age	0.3%	0.9%	87.1%	11.7%	100.0%

Q5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL-Uttarakhand	Count	1	21	299	35	356
	%age	0.3%	5.9%	84.0%	9.8%	100.0%
Bharti	Count	1	15	333	18	367
	%age	0.3%	4.1%	90.7%	4.9%	100.0%
BSNL-UPW	Count	2	18	378	28	426
	%age	0.5%	4.2%	88.7%	6.6%	100.0%
Rel Comm	Count	0	6	150	19	175
	%age	0.0%	3.4%	85.7%	10.9%	100.0%
Tata Teleservices	Count	4	8	74	18	104
	%age	3.8%	7.7%	71.2%	17.3%	100.0%
Total	Count	8	68	1234	118	1428
	%age	0.6%	4.8%	86.4%	8.3%	100.0%

B. Billing Related
(Only for postpaid customers)

Q6. How satisfied are you with the timely delivery of bills?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	3	33	442	72	550
	%age	0.5%	6.0%	80.4%	13.1%	100.0%
Bharti	Count	0	48	354	22	424
	%age	0.0%	11.3%	83.5%	5.2%	100.0%
BSNL-UPW	Count	11	70	411	54	546
	%age	2.0%	12.8%	75.3%	9.9%	100.0%
Rel Comm	Count	0	43	305	91	439
	%age	0.0%	9.8%	69.5%	20.7%	100.0%
Tata Teleservices	Count	0	59	254	60	373
	%age	0.0%	15.8%	68.1%	16.1%	100.0%
Total	Count	14	253	1766	299	2332
	%age	0.6%	10.8%	75.7%	12.8%	100.0%

Q7 (a) How satisfied are you with the accuracy of the bills?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	4	32	455	59	550
	%age	0.7%	5.8%	82.7%	10.7%	100.0%
Bharti	Count	1	69	329	25	424
	%age	0.2%	16.3%	77.6%	5.9%	100.0%
BSNL-UPW	Count	5	41	475	25	546
	%age	0.9%	7.5%	87.0%	4.6%	100.0%
Rel Comm	Count	0	41	366	32	439
	%age	0.0%	9.3%	83.4%	7.3%	100.0%
Tata Teleservices	Count	1	62	291	19	373
	%age	0.3%	16.6%	78.0%	5.1%	100.0%
Total	Count	11	245	1916	160	2332
	%age	0.5%	10.5%	82.2%	6.9%	100.0%

Q7b. Please specify the reason(s) for your dissatisfaction.

Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added service not requested	Charges for calls/services not made/used	Total
BSNL-Uttarakhand	Count	14	11	8	19	36
	%age	38.9%	30.6%	22.2%	52.8%	
Bharti	Count	23	27	19	33	70
	%age	32.9%	38.6%	27.1%	47.1%	
BSNL-UPW	Count	18	12	17	24	46
	%age	39.1%	26.1%	37.0%	52.2%	
Rel Comm	Count	11	12	9	26	41
	%age	26.8%	29.3%	22.0%	63.4%	
Tata Teleservices	Count	10	17	29	27	63
	%age	15.9%	27.0%	46.0%	42.9%	
Total	Count	76	79	82	129	256
	%age	29.7%	30.9%	32.0%	50.4%	

Q8. Have you made any billing related complaints in last 12 months?

Service Provider		Yes	No	Total
BSNL-Uttarakhand	Count	324	226	550
	%age	58.9%	41.1%	100.0%
Bharti	Count	226	198	424
	%age	53.3%	46.7%	100.0%
BSNL-UPW	Count	298	248	546
	%age	54.6%	45.4%	100.0%
Rel Comm	Count	308	131	439
	%age	70.2%	29.8%	100.0%
Tata Teleservices	Count	178	195	373
	%age	47.7%	52.3%	100.0%
Total	Count	1334	998	2332
	%age	57.2%	42.8%	100.0%

Q9. How satisfied are you with the process of resolution of billing complaints?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	1	24	283	16	324
	%age	0.3%	7.4%	87.3%	4.9%	100.0%
Bharti	Count	1	10	200	15	226
	%age	0.4%	4.4%	88.5%	6.6%	100.0%
BSNL-UPW	Count	10	47	221	20	298
	%age	3.4%	15.8%	74.2%	6.7%	100.0%
Rel Comm	Count	3	4	277	24	308
	%age	1.0%	1.3%	89.9%	7.8%	100.0%
Tata Teleservices	Count	6	7	156	9	178
	%age	3.4%	3.9%	87.6%	5.1%	100.0%
Total	Count	21	92	1137	84	1334
	%age	1.6%	6.9%	85.2%	6.3%	100.0%

Q10 (a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	2	35	414	99	550
	%age	0.4%	6.4%	75.3%	18.0%	100.0%
Bharti	Count	0	43	367	14	424
	%age	0.0%	10.1%	86.6%	3.3%	100.0%
BSNL-UPW	Count	6	50	456	34	546
	%age	1.1%	9.2%	83.5%	6.2%	100.0%
Rel Comm	Count	0	71	267	101	439
	%age	0.0%	16.2%	60.8%	23.0%	100.0%
Tata Teleservices	Count	2	14	305	52	373
	%age	0.5%	3.8%	81.8%	13.9%	100.0%
Total	Count	10	213	1809	300	2332
	%age	0.4%	9.1%	77.6%	12.9%	100.0%

Q10 (b). Please specify the reason(s) for your dissatisfaction; Service Provider Wise

Service Provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, std,	Total
BSNL-Uttarakhand	Count	9	4	11	24	37
	%age	24.3%	10.8%	29.7%	64.9%	100.0%
Bharti	Count	12	8	8	28	43
	%age	27.9%	18.6%	18.6%	65.1%	100.0%
BSNL-UPW	Count	11	20	14	27	56
	%age	19.6%	35.7%	25.0%	48.2%	100.0%
Rel Comm	Count	19	13	19	41	71
	%age	26.8%	18.3%	26.8%	57.7%	100.0%
Tata Teleservices	Count	5	8	7	11	16
	%age	31.3%	50.0%	43.8%	68.8%	100.0%
Total	Count	56	53	59	131	223
	%age	25.1%	23.8%	26.5%	58.7%	100.0%

(Only for prepaid customers)

Q11. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	0	12	38	0	50
	%age	0.0%	24.0%	76.0%	0.0%	100.0%
Bharti	Count	11	18	127	5	161
	%age	6.8%	11.2%	78.9%	3.1%	100.0%
BSNL-UPW	Count	2	11	41	0	54
	%age	3.7%	20.4%	75.9%	0.0%	100.0%
Rel Comm	Count	0	19	104	2	125
	%age	0.0%	15.2%	83.2%	1.6%	100.0%
Tata Teleservices	Count	0	23	56	1	80
	%age	0.0%	28.8%	70.0%	1.3%	100.0%
Total	Count	13	83	366	8	470
	%age	2.8%	17.7%	77.9%	1.7%	100.0%

C. Help Service/Customer Care

Q12. Did you make a complaint or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?

Service Provider		Yes	No	Total	
BSNL-Uttarakhand	Count	458	142	600	
	%age	76.3%	23.7%	100.0%	
Bharti	Count	317	268	585	
	%age	54.2%	45.8%	100.0%	
BSNL-UPW	Count	428	172	600	
	%age	71.3%	28.7%	100.0%	
Rel Comm	Count	374	190	564	
	%age	66.3%	33.7%	100.0%	
Tata Teleservices	Count	282	171	453	
	%age	62.3%	37.7%	100.0%	
Total		Count	1859	943	2802

	%age	66.3%	33.7%	100.0%
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Q13. How satisfied are you with the ease of access of call center/customer care or helpline?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	0	33	377	48	458
	%age	0.0%	7.2%	82.3%	10.5%	100.0%
Bharti	Count	0	27	250	40	317
	%age	0.0%	8.5%	78.9%	12.6%	100.0%
BSNL-UPW	Count	0	13	364	51	428
	%age	0.0%	3.0%	85.0%	11.9%	100.0%
Rel Comm	Count	0	26	221	127	374
	%age	0.0%	7.0%	59.1%	34.0%	100.0%
Tata Teleservices	Count	2	16	175	89	282
	%age	0.7%	5.7%	62.1%	31.6%	100.0%
Total	Count	2	115	1387	355	1859
	%age	0.1%	6.2%	74.6%	19.1%	100.0%

Q14. How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	0	22	368	68	458
	%age	0.0%	4.8%	80.3%	14.8%	100.0%
Bharti	Count	0	11	269	37	317
	%age	0.0%	3.5%	84.9%	11.7%	100.0%
BSNL-UPW	Count	1	9	360	58	428
	%age	0.2%	2.1%	84.1%	13.6%	100.0%
Rel Comm	Count	9	8	148	209	374
	%age	2.4%	2.1%	39.6%	55.9%	100.0%
Tata Teleservices	Count	11	19	130	122	282
	%age	3.9%	6.7%	46.1%	43.3%	100.0%
Total	Count	21	69	1275	494	1859
	%age	1.1%	3.7%	68.6%	26.6%	100.0%

Q15. How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	0	30	409	19	458
	%age	0.0%	6.6%	89.3%	4.1%	100.0%
Bharti	Count	1	7	283	26	317
	%age	0.3%	2.2%	89.3%	8.2%	100.0%
BSNL-UPW	Count	0	6	394	28	428
	%age	0.0%	1.4%	92.1%	6.5%	100.0%
Rel Comm	Count	1	5	332	36	374
	%age	0.3%	1.3%	88.8%	9.6%	100.0%
Tata Teleservices	Count	2	15	213	52	282
	%age	0.7%	5.3%	75.5%	18.4%	100.0%
Total	Count	4	63	1631	161	1859
	%age	0.2%	3.4%	87.7%	8.7%	100.0%

Q16. How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	3	27	389	39	458
	%age	0.7%	5.9%	84.9%	8.5%	100.0%
Bharti	Count	0	6	284	27	317
	%age	0.0%	1.9%	89.6%	8.5%	100.0%
BSNL-UPW	Count	0	3	390	35	428
	%age	0.0%	0.7%	91.1%	8.2%	100.0%
Rel Comm	Count	1	5	338	30	374
	%age	0.3%	1.3%	90.4%	8.0%	100.0%
Tata Teleservices	Count	1	15	216	50	282
	%age	0.4%	5.3%	76.6%	17.7%	100.0%
Total	Count	5	56	1617	181	1859
	%age	0.3%	3.0%	87.0%	9.7%	100.0%

D. Network Performance, Reliability & Availability

Q17. How satisfied are you with the availability of working telephone (dial tone)?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	0	54	422	124	600
	%age	0.0%	9.0%	70.3%	20.7%	100.0%
Bharti	Count	0	46	489	50	585
	%age	0.0%	7.9%	83.6%	8.5%	100.0%
BSNL-UPW	Count	0	34	515	51	600
	%age	0.0%	5.7%	85.8%	8.5%	100.0%
Rel Comm	Count	0	34	368	162	564
	%age	0.0%	6.0%	65.2%	28.7%	100.0%
Tata Teleservices	Count	0	35	286	132	453
	%age	0.0%	7.7%	63.1%	29.1%	100.0%
Total	Count	0	203	2080	519	2802
	%age	0.0%	7.2%	74.2%	18.5%	100.0%

Q18. How satisfied are you with the ability to make or receive calls easily?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	0	96	395	109	600
	%age	0.0%	16.0%	65.8%	18.2%	100.0%
Bharti	Count	0	72	388	125	585
	%age	0.0%	12.3%	66.3%	21.4%	100.0%
BSNL-UPW	Count	0	60	401	139	600
	%age	0.0%	10.0%	66.8%	23.2%	100.0%
Rel Comm	Count	0	72	415	77	564
	%age	0.0%	12.8%	73.6%	13.7%	100.0%
Tata Teleservices	Count	0	39	327	87	453
	%age	0.0%	8.6%	72.2%	19.2%	100.0%
Total	Count	0	339	1926	537	2802
	%age	0.0%	12.1%	68.7%	19.2%	100.0%

Q19. How satisfied are you with the voice quality?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	3	52	453	92	600
	%age	0.5%	8.7%	75.5%	15.3%	100.0%
Bharti	Count	0	47	474	64	585
	%age	0.0%	8.0%	81.0%	10.9%	100.0%
BSNL-UPW	Count	1	38	496	65	600
	%age	0.2%	6.3%	82.7%	10.8%	100.0%
Rel Comm	Count	2	54	396	112	564
	%age	0.4%	9.6%	70.2%	19.9%	100.0%
Tata Teleservices	Count	1	101	303	48	453
	%age	0.2%	22.3%	66.9%	10.6%	100.0%
Total	Count	7	292	2122	381	2802
	%age	0.2%	10.4%	75.7%	13.6%	100.0%

E. Maintainability (Fault Repair)

Q20. Have you experienced fault in your telephone connection in the last 12 months?

Service Provider		Yes	No	Total
BSNL-Uttarakhand	Count	212	388	600
	%age	35.3%	64.7%	100.0%
Bharti	Count	256	329	585
	%age	43.8%	56.2%	100.0%
BSNL-UPW	Count	243	357	600
	%age	40.5%	59.5%	100.0%
Rel Comm	Count	271	293	564
	%age	48.0%	52.0%	100.0%
Tata Teleservices	Count	213	240	453
	%age	47.0%	53.0%	100.0%
Total	Count	1195	1607	2802
	%age	42.6%	57.4%	100.0%

Q21. How many times your telephone became faulty in the last one month?

Service Provider		More than 3 times	2-3 Times	One Time	Nil	Total
BSNL-Uttarakhand	Count	3	23	148	38	212
	%age	1.4%	10.8%	69.8%	17.9%	100.0%
Bharti	Count	1	25	189	41	256
	%age	0.4%	9.8%	73.8%	16.0%	100.0%
BSNL-UPW	Count	2	7	181	53	243
	%age	0.8%	2.9%	74.5%	21.8%	100.0%
Rel Comm	Count	3	27	90	151	271
	%age	1.1%	10.0%	33.2%	55.7%	100.0%
Tata Teleservices	Count	1	16	92	104	213
	%age	0.5%	7.5%	43.2%	48.8%	100.0%
Total	Count	10	98	700	387	1195
	%age	0.80%	8.20%	58.60%	32.40%	100.00%

Q22. How long did it take generally for repairing the fault after lodging complaint?

Service Provider		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
BSNL-Uttarakhand	Count	20	21	99	72	212
	%age	9.4%	9.9%	46.7%	34.0%	100.0%
Bharti	Count	5	53	125	73	256
	%age	2.0%	20.7%	48.8%	28.5%	100.0%
BSNL-UPW	Count	19	37	159	28	243
	%age	7.8%	15.2%	65.4%	11.5%	100.0%
Rel Comm	Count	8	103	136	24	271
	%age	3.0%	38.0%	50.2%	8.9%	100.0%
Tata Teleservices	Count	12	109	73	19	213
	%age	5.6%	51.2%	34.3%	8.9%	100.0%
Total	Count	64	323	592	216	1195
	%age	5.40%	27.00%	49.50%	18.10%	100.00%

Q23. How satisfied are you with the fault repair service?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	0	38	169	5	212
	%age	0.0%	17.9%	79.7%	2.4%	100.0%
Bharti	Count	0	48	200	8	256
	%age	0.0%	18.8%	78.1%	3.1%	100.0%
BSNL-UPW	Count	1	37	199	6	243
	%age	0.4%	15.2%	81.9%	2.5%	100.0%
Rel Comm	Count	0	92	162	17	271
	%age	0.0%	33.9%	59.8%	6.3%	100.0%
Tata Teleservices	Count	0	52	150	11	213
	%age	0.0%	24.4%	70.4%	5.2%	100.0%
Total	Count	1	267	880	47	1195
	%age	0.10%	22.30%	73.60%	3.90%	100.00%

F. Supplementary Services

Q24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?

Service Provider		Yes	No	Total
BSNL-Uttarakhand	Count	268	332	600
	%age	44.7%	55.3%	100.0%
Bharti	Count	183	402	585
	%age	31.3%	68.7%	100.0%
BSNL-UPW	Count	301	299	600
	%age	50.2%	49.8%	100.0%
Rel Comm	Count	238	326	564
	%age	42.2%	57.8%	100.0%
Tata Teleservices	Count	138	315	453
	%age	30.5%	69.5%	100.0%
Total	Count	1128	1674	2802
	%age	40.3%	59.7%	100.0%

Q25. How satisfied are you with the quality of the supplementary services provided?

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL-Uttarakhand	Count	2	69	166	31	268
	%age	0.7%	25.7%	61.9%	11.6%	100.0%
Bharti	Count	0	67	101	15	183
	%age	0.0%	36.6%	55.2%	8.2%	100.0%
BSNL-UPW	Count	1	56	220	24	301
	%age	0.3%	18.6%	73.1%	8.0%	100.0%
Rel Comm	Count	0	65	129	44	238
	%age	0.0%	27.3%	54.2%	18.5%	100.0%
Tata Teleservices	Count	0	35	91	12	138
	%age	0.0%	25.4%	65.9%	8.7%	100.0%
Total	Count	3	292	707	126	1128
	%age	0.3%	25.9%	62.7%	11.2%	100.0%

G. Overall Customer Satisfaction

Q26 (a). How satisfied are you with the overall quality of your telephone service?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL-Uttarakhand	Count	0	47	438	115	600
	%age	0.0%	7.8%	73.0%	19.2%	100.0%
Bharti	Count	2	78	443	62	585
	%age	0.3%	13.3%	75.7%	10.6%	100.0%
BSNL-UPW	Count	1	60	480	59	600
	%age	0.2%	10.0%	80.0%	9.8%	100.0%
Rel Comm	Count	3	106	305	150	564
	%age	0.5%	18.8%	54.1%	26.6%	100.0%
Tata Teleservices	Count	6	119	235	93	453
	%age	1.3%	26.3%	51.9%	20.5%	100.0%
Total	Count	12	410	1901	479	2802
	%age	0.4%	14.6%	67.8%	17.1%	100.0%

H. General Information

Q27. Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service Provider		Yes	No	Total
BSNL-Uttarakhand	Count	33	11	44
	%age	75.0%	25.0%	100.0%
Bharti	Count	102	56	158
	%age	64.6%	35.4%	100.0%
BSNL-UPW	Count	48	54	102
	%age	47.1%	52.9%	100.0%
Rel Comm	Count	87	10	97
	%age	89.7%	10.3%	100.0%
Tata Teleservices	Count	45	26	71
	%age	63.4%	36.6%	100.0%
Total	Count	315	157	472
	%age	66.7%	33.3%	100.0%

Q 28. Have you terminated your phone connection in last 12 months?

Service Provider		Yes	No	Total
BSNL-Uttarakhand	Count	47	553	600
	%age	7.8%	92.2%	100.0%
Bharti	Count	19	566	585
	%age	3.2%	96.8%	100.0%
BSNL-UPW	Count	19	581	600
	%age	3.2%	96.8%	100.0%
Rel Comm	Count	75	489	564
	%age	13.3%	86.7%	100.0%
Tata Teleservices	Count	17	436	453
	%age	3.8%	96.2%	100.0%
Total	Count	177	2625	2802
	%age	6.3%	93.7%	100.0%

Q29. If yes, Please name your previous service provider?

Service Provider		BSNL-Uttarakhand	Bharti	BSNL-UPW	Rel Comm	Tata Teleservices	Total
BSNL-Uttarakhand	Count	0	18	0	19	10	47
	%age	0.0%	38.3%	0.0%	40.4%	21.3%	100.00%
Bharti	Count	5	0	5	4	5	19
	%age	26.3%	0.0%	26.3%	21.1%	26.3%	100.00%
BSNL-UPW	Count	0	17	0	1	1	19
	%age	0.0%	89.5%	0.0%	5.3%	5.3%	100.00%
Rel Comm	Count	4	62	5	0	4	75
	%age	5.3%	82.7%	6.7%	0.0%	5.3%	100.00%
Tata Teleservices	Count	2	8	6	1	0	17
	%age	11.8%	47.1%	35.3%	5.9%	0.0%	100.00%
Total	Count	11	105	16	25	20	177
	%age	6.2%	59.3%	9.0%	14.1%	11.3%	100.00%

Q30. How many days were taken by previous service provider for termination of your mobile phone connection?

Service Provider		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
BSNL-Uttarakhand	Count	2	10	31	4	47
	%age	4.3%	21.3%	66.0%	8.5%	100.0%
Bharti	Count	1	8	8	2	19
	%age	5.3%	42.1%	42.1%	10.5%	100.0%
BSNL-UPW	Count	7	6	4	2	19
	%age	36.8%	31.6%	21.1%	10.5%	100.0%
Rel Comm	Count	1	19	14	41	75
	%age	1.3%	25.3%	18.7%	54.7%	100.0%
Tata Teleservices	Count	1	8	5	3	17
	%age	5.9%	47.1%	29.4%	17.6%	100.0%
Total	Count	12	51	62	52	177
	%age	6.8%	28.8%	35.0%	29.4%	100.0%

Q31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Provider		Yes	No	Total
BSNL-Uttarakhand	Count	36	11	47
	%age	76.6%	23.4%	100.0%
Bharti	Count	14	5	19
	%age	73.7%	26.3%	100.0%
BSNL-UPW	Count	14	5	19
	%age	73.7%	26.3%	100.0%
Rel Comm	Count	33	42	75
	%age	44.0%	56.0%	100.0%
Tata Teleservices	Count	10	7	17
	%age	58.8%	41.2%	100.0%
Total	Count	107	70	177
	%age	60.5%	39.5%	100.0%

Q32. Have you registered your telephone number for do not call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?

Service Provider		Do not mind receiving such calls/SMS	Yes	No	Total
BSNL-Uttarakhand	Count	295	53	252	600
	%age	49.2%	8.8%	42%	100.0%
Bharti	Count	236	20	329	585
	%age	40.3%	3.4%	56%	100.0%
BSNL-UPW	Count	317	5	278	600
	%age	52.8%	0.8%	46%	100.0%
Rel Comm	Count	339	17	208	564
	%age	60.1%	3.0%	37%	100.0%
Tata Teleservices	Count	231	7	215	453
	%age	51.0%	1.5%	48%	100.0%
Total	Count	1418	102	1282	2802
	%age	50.6%	3.6%	45.8%	100.0%

Q33. Do you still receive unsolicited calls/SMS and whether there is any change in the frequency of such calls/SMS?

Service Provider		Continued receiving	Slight Decrease	Considerable Decrease	Stop receiving	Total
BSNL-Uttarakhand	Count	6	6	13	28	53
	%age	11.3%	11.3%	24.5%	52.8%	100.0%
Bharti	Count	4	0	2	14	20
	%age	20.0%	0.0%	10.0%	70.0%	100.0%
BSNL-UPW	Count	0	0	3	2	5
	%age	0.0%	0.0%	60.0%	40.0%	100.0%
Rel Comm	Count	2	0	1	14	17
	%age	11.8%	0.0%	5.9%	82.4%	100.0%
Tata Teleservices	Count	1	1	0	5	7
	%age	14.3%	14.3%	0.0%	71.4%	100.0%
Total	Count	13	7	19	63	102
	%age	12.7%	6.9%	18.6%	61.8%	100.0%

Q33a. Have you made any complaint to your service provider on getting such unsolicited calls/SMS after registering for national Do Not Call registry?

Service Provider		Yes	No	Total
BSNL-Uttarakhand	Count	4	21	25
	%age	16.0%	84.0%	100.00%
Bharti	Count	4	2	6
	%age	66.7%	33.3%	100.00%
BSNL-UPW	Count	1	2	3
	%age	33.3%	66.7%	100.00%
Rel Comm	Count	1	2	3
	%age	33.3%	66.7%	100.00%
Tata Teleservices	Count	2	0	2
	%age	100.0%	0.0%	100.00%
Total	Count	12	27	39
	%age	30.8%	69.2%	100.0%

Cellular Services

A. Service Provision

Q1. When did you last apply for a phone connection?

Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	51	120	429	600
	%age	8.5%	20.0%	71.5%	100.0%
Vodafone	Count	93	53	454	600
	%age	15.5%	8.8%	75.7%	100.0%
Idea Cellular	Count	37	57	506	600
	%age	6.2%	9.5%	84.3%	100.0%
BSNL	Count	28	64	508	600
	%age	4.7%	10.7%	84.7%	100.0%
Rel Comm	Count	69	47	484	600
	%age	11.5%	7.8%	80.7%	100.0%
Tata Teleservices	Count	104	96	400	600
	%age	17.3%	16.0%	66.7%	100.0%
Total	Count	382	437	2781	3600
	%age	10.6%	12.1%	77.3%	100.0%

Q2. How much time was taken to get the telephone connection (activation) after you applied and completed all formalities?

Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	1	8	76	86	171
	%age	0.6%	4.7%	44.4%	50.3%	100.0%
Vodafone	Count	4	4	51	87	146
	%age	2.7%	2.7%	34.9%	59.6%	100.0%
Idea Cellular	Count	3	2	56	33	94
	%age	3.2%	2.1%	59.6%	35.1%	100.0%
BSNL	Count	1	6	66	19	92
	%age	1.1%	6.5%	71.7%	20.7%	100.0%
Rel Comm	Count	0	5	61	50	116
	%age	0.0%	4.3%	52.6%	43.1%	100.0%
Tata Teleservices	Count	2	8	135	55	200
	%age	1.0%	4.0%	67.5%	27.5%	100.0%
Total	Count	11	33	445	330	819
	%age	1.3%	4.0%	54.3%	40.3%	100.0%

Q3. How satisfied are you with time taken to activate the mobile connection, after you applied and completed all formalities?

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	13	107	48	171
	%age	1.8%	7.6%	62.6%	28.1%	100.0%
Vodafone	Count	3	13	106	24	146
	%age	2.1%	8.9%	72.6%	16.4%	100.0%
Idea Cellular	Count	2	19	55	18	94
	%age	2.1%	20.2%	58.5%	19.1%	100.0%
BSNL	Count	0	2	71	19	92
	%age	0.0%	2.2%	77.2%	20.7%	100.0%
Rel Comm	Count	1	10	81	24	116
	%age	0.9%	8.6%	69.8%	20.7%	100.0%
Tata Teleservices	Count	11	15	108	66	200
	%age	5.5%	7.5%	54.0%	33.0%	100.0%
Total	Count	20	72	528	199	819

	%age	2.4%	8.8%	64.5%	24.3%	100.0%
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Q4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	1	153	32	190
	%age	2.1%	0.5%	80.5%	16.8%	100.0%
Vodafone	Count	1	1	14	62	78
	%age	1.3%	1.3%	17.9%	79.5%	100.0%
Idea Cellular	Count	0	1	69	14	84
	%age	0.0%	1.2%	82.1%	16.7%	100.0%
BSNL	Count	0	3	42	10	55
	%age	0.0%	5.5%	76.4%	18.2%	100.0%
Rel Comm	Count	3	0	49	14	66
	%age	4.5%	0.0%	74.2%	21.2%	100.0%
Tata Teleservices	Count	0	2	54	11	67
	%age	0.0%	3.0%	80.6%	16.4%	100.0%
Total	Count	8	8	381	143	540
	%age	1.5%	1.5%	70.6%	26.5%	100.0%

B. Billing related (Prepaid Customers)

Q5a. How satisfied are you with the accuracy of charges, i.e. amount deducted on every usage?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	19	53	389	86	547
	%age	3.5%	9.7%	71.1%	15.7%	100.0%
Vodafone	Count	10	43	482	37	572
	%age	1.7%	7.5%	84.3%	6.5%	100.0%
Idea Cellular	Count	18	57	442	41	558
	%age	3.2%	10.2%	79.2%	7.3%	100.0%
BSNL	Count	20	25	428	57	530
	%age	3.8%	4.7%	80.8%	10.8%	100.0%
Rel Comm	Count	22	31	432	91	576
	%age	3.8%	5.4%	75.0%	15.8%	100.0%
Tata Teleservices	Count	41	69	370	77	557
	%age	7.4%	12.4%	66.4%	13.8%	100.0%
Total	Count	130	278	2543	389	3340
	%age	3.9%	8.3%	76.1%	11.6%	100.0%

Q5b. Please specify the reason(s) for your dissatisfaction.

Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	12	15	33	29	72
	%age	16.7%	20.8%	45.8%	40.3%	
Vodafone	Count	9	11	16	33	53
	%age	17.0%	20.8%	30.2%	62.3%	
Idea Cellular	Count	18	23	14	25	75
	%age	24.0%	30.7%	18.7%	33.3%	
BSNL	Count	12	16	13	22	45
	%age	26.7%	35.6%	28.9%	48.9%	
Rel Comm	Count	8	17	21	19	53
	%age	15.1%	32.1%	39.6%	35.8%	
Tata Teleservices	Count	28	23	31	39	110
	%age	25.5%	20.9%	28.2%	35.5%	
Total	Count	87	105	128	167	408
	%age	21.3%	25.7%	31.4%	40.9%	

C. Billing related (Postpaid Customers)

Q6. How satisfied are you with the timely delivery of bills; Service Provider Wise

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	47	5	53
	%age	0.0%	1.9%	88.7%	9.4%	100.0%
Vodafone	Count	0	4	20	4	28
	%age	0.0%	14.3%	71.4%	14.3%	100.0%
Idea Cellular	Count	0	15	17	10	42
	%age	0.0%	35.7%	40.5%	23.8%	100.0%
BSNL	Count	0	9	56	5	70
	%age	0.0%	12.9%	80.0%	7.1%	100.0%
Rel Comm	Count	0	17	6	1	24
	%age	0.0%	70.8%	25.0%	4.2%	100.0%
Tata Teleservices	Count	0	4	32	7	43
	%age	0.0%	9.3%	74.4%	16.3%	100.0%
Total	Count	0	50	178	32	260
	%age	0.0%	19.2%	68.5%	12.3%	100.0%

Q7a. How satisfied are you with the accuracy of the bills; Service Provider Wise

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	5	40	4	53
	%age	7.5%	9.4%	75.5%	7.5%	100.0%
Vodafone	Count	2	7	16	3	28
	%age	7.1%	25.0%	57.1%	10.7%	100.0%
Idea Cellular	Count	1	14	15	12	42
	%age	2.4%	33.3%	35.7%	28.6%	100.0%
BSNL	Count	0	13	48	9	70
	%age	0.0%	18.6%	68.6%	12.9%	100.0%
Rel Comm	Count	0	4	17	3	24
	%age	0.0%	16.7%	70.8%	12.5%	100.0%
Tata Teleservices	Count	0	9	18	16	43
	%age	0.0%	20.9%	41.9%	37.2%	100.0%
Total	Count	7	52	154	47	260
	%age	2.7%	20.0%	59.2%	18.1%	100.0%

Q7b. Please specify the reason (s) for your dissatisfaction

Service provider		Charges not as per tariff Plan Subscribed	Charged for Value Added Services Not Subscribed	Tariff Plan changed without information	others	Total
Bharti	Count	2	3	4	0	9
	%age	22.2%	33.3%	44.4%	0.0%	100.0%
Vodafone	Count	2		6	1	9
	%age	22.2%	0.0%	66.7%	11.1%	100.0%
Idea Cellular	Count	3	3	7	2	15
	%age	20.0%	20.0%	46.7%	13.3%	100.0%
BSNL	Count	0	0	12	1	13
	%age	0.0%	0.0%	92.3%	7.7%	100.0%
Rel Comm	Count	1	1	2	0	4
	%age	25.0%	25.0%	50.0%	0.0%	100.0%
Tata Teleservices	Count	1	2	3	3	9
	%age	11.1%	22.2%	33.3%	33.3%	100.0%
Total	Count	9	9	34	7	59
	%age	15.3%	15.3%	57.6%	11.9%	100.0%

Q8. Have you made any billing related complaints in last 12 months?

Service provider		Yes	No	Total
Bharti	Count	30	23	53
	%age	56.6%	43.4%	100.0%
Vodafone	Count	20	8	28
	%age	71.4%	28.6%	100.0%
Idea Cellular	Count	20	22	42
	%age	47.6%	52.4%	100.0%
BSNL	Count	44	26	70
	%age	62.9%	37.1%	100.0%
Rel Comm	Count	18	6	24
	%age	75.0%	25.0%	100.0%
Tata Teleservices	Count	13	30	43
	%age	30.2%	69.8%	100.0%
Total	Count	145	115	260
	%age	55.8%	44.2%	100.0%

Q9. How satisfied are you with the process of resolution of billing complaints?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	1	24	3	30
	%age	6.7%	3.3%	80.0%	10.0%	100.0%
Vodafone	Count	1	1	15	3	20
	%age	5.0%	5.0%	75.0%	15.0%	100.0%
Idea Cellular	Count	0	0	20	0	20
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
BSNL	Count	0	1	42	1	44
	%age	0.0%	2.3%	95.5%	2.3%	100.0%
Rel Comm	Count	0	1	17	0	18
	%age	0.0%	5.6%	94.4%	0.0%	100.0%
Tata Teleservices	Count	0	1	8	4	13
	%age	0.0%	7.7%	61.5%	30.8%	100.0%
Total	Count	3	5	126	11	145
	%age	2.1%	3.4%	86.9%	7.6%	100.0%

Q10a. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	36	14	53
	%age	0.0%	5.7%	67.9%	26.4%	100.0%
Vodafone	Count	0	7	18	3	28
	%age	0.0%	25.0%	64.3%	10.7%	100.0%
Idea Cellular	Count	1	14	25	2	42
	%age	2.4%	33.3%	59.5%	4.8%	100.0%
BSNL	Count	1	22	35	12	70
	%age	1.4%	31.4%	50.0%	17.1%	100.0%
Rel Comm	Count	2	2	18	2	24
	%age	8.3%	8.3%	75.0%	8.3%	100.0%
Tata Teleservices	Count	0	1	34	8	43
	%age	0.0%	2.3%	79.1%	18.6%	100.0%
Total	Count	4	49	166	41	260
	%age	1.5%	18.8%	63.8%	15.8%	100.0%

Q10 (b): Please specify the reason(s) for your dissatisfaction.

Service provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Total
Bharti	Count	0	3	2	2	3
	%age	0.0%	100.0%	66.7%	66.7%	100.0%
Vodafone	Count	3	1	1	5	7
	%age	100.0%	14.3%	14.3%	71.4%	100.0%
Idea Cellular	Count	3	1	6	9	15
	%age	100.0%	4.3%	26.1%	39.1%	100.0%
BSNL	Count	5	5	7	11	23
	%age	166.7%	21.7%	30.4%	47.8%	100.0%
Rel Comm	Count	1	1	1	3	4
	%age	33.3%	25.0%	25.0%	75.0%	100.0%
Tata Teleservices	Count	0	1	1	1	1
	%age	0.0%	100.0%	100.0%	100.0%	100.0%
Total	Count	12	12	18	31	53
	%age	22.6%	22.6%	34.0%	58.5%	100.0%

D. Help Services/ Customer Care

Q11. Did you make a complaint or make a query in the last 12 months to the customer care/ helpline/call center toll free number of your service provider?

Service provider		Yes	No	Total
Bharti	Count	315	285	600
	%age	52.5%	47.5%	100.0%
Vodafone	Count	162	438	600
	%age	27.0%	73.0%	100.0%
Idea Cellular	Count	231	369	600
	%age	38.5%	61.5%	100.0%
BSNL	Count	187	413	600
	%age	31.2%	68.8%	100.0%
Rel Comm	Count	171	429	600
	%age	28.5%	71.5%	100.0%
Tata Teleservices	Count	316	284	600
	%age	52.7%	47.3%	100.0%
Total	Count	1382	2218	3600
	%age	38.4%	61.6%	100.0%

Q12. How satisfied are you with the ease of access of call center/customer care or helpline?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	14	233	67	315
	%age	0.3%	4.4%	74.0%	21.3%	100.0%
Vodafone	Count	2	3	138	19	162
	%age	1.2%	1.9%	85.2%	11.7%	100.0%
Idea Cellular	Count	1	97	117	16	231
	%age	0.4%	42.0%	50.6%	6.9%	100.0%
BSNL	Count	0	9	152	26	187
	%age	0.0%	4.8%	81.3%	13.9%	100.0%
Rel Comm	Count	10	6	87	68	171
	%age	5.8%	3.5%	50.9%	39.8%	100.0%
Tata Teleservices	Count	2	17	266	31	316
	%age	0.6%	5.4%	84.2%	9.8%	100.0%
Total	Count	16	146	993	227	1382
	%age	1.2%	10.6%	71.9%	16.4%	100.0%

Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	16	246	48	315
	%age	1.6%	5.1%	78.1%	15.2%	100.0%
Vodafone	Count	2	8	128	24	162
	%age	1.2%	4.9%	79.0%	14.8%	100.0%
Idea Cellular	Count	1	14	204	12	231
	%age	0.4%	6.1%	88.3%	5.2%	100.0%
BSNL	Count	0	17	143	27	187
	%age	0.0%	9.1%	76.5%	14.4%	100.0%
Rel Comm	Count	9	10	127	25	171
	%age	5.3%	5.8%	74.3%	14.6%	100.0%
Tata Teleservices	Count	5	24	180	107	316
	%age	1.6%	7.6%	57.0%	33.9%	100.0%
Total	Count	22	89	1028	243	1382
	%age	1.6%	6.4%	74.4%	17.6%	100.0%

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	17	251	44	315
	%age	1.0%	5.4%	79.7%	14.0%	100.0%
Vodafone	Count	2	6	135	19	162
	%age	1.2%	3.7%	83.3%	11.7%	100.0%
Idea Cellular	Count	0	6	210	15	231
	%age	0.0%	2.6%	90.9%	6.5%	100.0%
BSNL	Count	1	8	152	26	187
	%age	0.5%	4.3%	81.3%	13.9%	100.0%
Rel Comm	Count	8	6	133	24	171
	%age	4.7%	3.5%	77.8%	14.0%	100.0%
Tata Teleservices	Count	6	17	229	64	316
	%age	1.9%	5.4%	72.5%	20.3%	100.0%
Total	Count	20	60	1110	192	1382
	%age	1.4%	4.3%	80.3%	13.9%	100.0%

Q15. How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	19	241	53	315
	%age	0.6%	6.0%	76.5%	16.8%	100.0%
Vodafone	Count	2	10	126	24	162
	%age	1.2%	6.2%	77.8%	14.8%	100.0%
Idea Cellular	Count	2	9	207	13	231
	%age	0.9%	3.9%	89.6%	5.6%	100.0%
BSNL	Count	0	10	155	22	187
	%age	0.0%	5.3%	82.9%	11.8%	100.0%
Rel Comm	Count	7	8	96	60	171
	%age	4.1%	4.7%	56.1%	35.1%	100.0%
Tata Teleservices	Count	2	24	235	55	316
	%age	0.6%	7.6%	74.4%	17.4%	100.0%
Total	Count	15	80	1060	227	1382
	%age	1.1%	5.8%	76.7%	16.4%	100.0%

E. Network Performance, Reliability and Availability

Q16. How satisfied are you with the availability of signal of your service provider in your locality?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	25	384	191	600
	%age	0.0%	4.2%	64.0%	31.8%	100.0%
Vodafone	Count	3	12	234	351	600
	%age	0.5%	2.0%	39.0%	58.5%	100.0%
Idea Cellular	Count	9	13	295	283	600
	%age	1.5%	2.2%	49.2%	47.2%	100.0%
BSNL	Count	25	19	353	203	600
	%age	4.2%	3.2%	58.8%	33.8%	100.0%
Rel Comm	Count	1	8	265	326	600
	%age	0.2%	1.3%	44.2%	54.3%	100.0%
Tata Teleservices	Count	35	11	370	184	600
	%age	5.8%	1.8%	61.7%	30.7%	100.0%
Total	Count	73	88	1901	1538	3600
	%age	2.0%	2.4%	52.8%	42.7%	100.0%

Q17. How satisfied are you with the ability to make or receive calls easily?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	18	405	174	600
	%age	0.5%	3.0%	67.5%	29.0%	100.0%
Vodafone	Count	2	11	477	110	600
	%age	0.3%	1.8%	79.5%	18.3%	100.0%
Idea Cellular	Count	0	7	477	116	600
	%age	0.0%	1.2%	79.5%	19.3%	100.0%
BSNL	Count	24	22	451	103	600
	%age	4.0%	3.7%	75.2%	17.2%	100.0%
Rel Comm	Count	0	4	443	153	600
	%age	0.0%	0.7%	73.8%	25.5%	100.0%
Tata Teleservices	Count	25	12	388	175	600
	%age	4.2%	2.0%	64.7%	29.2%	100.0%
Total	Count	54	74	2641	831	3600
	%age	1.5%	2.1%	73.4%	23.1%	100.0%

Q18. How often does your call drops during conversation?

Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	3	16	296	285	600
	%age	0.5%	2.7%	49.3%	47.5%	100.0%
Vodafone	Count	1	277	173	149	600
	%age	0.2%	46.2%	28.8%	24.8%	100.0%
Idea Cellular	Count	2	136	276	186	600
	%age	0.3%	22.7%	46.0%	31.0%	100.0%
BSNL	Count	2	207	187	204	600
	%age	0.3%	34.5%	31.2%	34.0%	100.0%
Rel Comm	Count	0	211	182	207	600
	%age	0.0%	35.2%	30.3%	34.5%	100.0%
Tata Teleservices	Count	1	109	253	237	600
	%age	0.2%	18.2%	42.2%	39.5%	100.0%
Total	Count	9	956	1367	1268	3600
	%age	0.3%	26.6%	38.0%	35.2%	100.0%

Q19. How satisfied are you with the voice quality?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	13	445	142	600
	%age	0.0%	2.2%	74.2%	23.7%	100.0%
Vodafone	Count	0	261	243	96	600
	%age	0.0%	43.5%	40.5%	16.0%	100.0%
Idea Cellular	Count	1	123	378	98	600
	%age	0.2%	20.5%	63.0%	16.3%	100.0%
BSNL	Count	23	136	332	109	600
	%age	3.8%	22.7%	55.3%	18.2%	100.0%
Rel Comm	Count	1	172	263	164	600
	%age	0.2%	28.7%	43.8%	27.3%	100.0%
Tata Teleservices	Count	39	68	377	116	600
	%age	6.5%	11.3%	62.8%	19.3%	100.0%
Total	Count	64	773	2038	725	3600
	%age	1.8%	21.5%	56.6%	20.1%	100.0%

F. Maintainability

Q20. How often your mobile handsets faces problem of signal?

Service provider		Very Frequently	Frequently	Occasionally	Never	Total
Bharti	Count	4	12	281	303	600
	%age	0.7%	2.0%	46.8%	50.5%	100.0%
Vodafone	Count	2	9	177	412	600
	%age	0.3%	1.5%	29.5%	68.7%	100.0%
Idea Cellular	Count	1	7	265	327	600
	%age	0.2%	1.2%	44.2%	54.5%	100.0%
BSNL	Count	7	16	152	425	600
	%age	1.2%	2.7%	25.3%	70.8%	100.0%
Rel Comm	Count	3	6	139	452	600
	%age	0.5%	1.0%	23.2%	75.3%	100.0%
Tata Teleservices	Count	6	10	198	386	600
	%age	1.0%	1.7%	33.0%	64.3%	100.0%
Total	Count	23	60	1212	2305	3600

	%age	0.6%	1.7%	33.7%	64.0%	100.0%
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Q21. How satisfied are you with the availability of network signal?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	17	450	130	600
	%age	0.5%	2.8%	75.0%	21.7%	100.0%
Vodafone	Count	2	13	511	74	600
	%age	0.3%	2.2%	85.2%	12.3%	100.0%
Idea Cellular	Count	1	11	487	101	600
	%age	0.2%	1.8%	81.2%	16.8%	100.0%
BSNL	Count	34	25	445	96	600
	%age	5.7%	4.2%	74.2%	16.0%	100.0%
Rel Comm	Count	0	7	404	189	600
	%age	0.0%	1.2%	67.3%	31.5%	100.0%
Tata Teleservices	Count	38	6	446	110	600
	%age	6.3%	1.0%	74.3%	18.3%	100.0%
Total	Count	78	79	2743	700	3600
	%age	2.2%	2.2%	76.2%	19.4%	100.0%

Q22. Are you satisfied with the restoration of network (signal) problems?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	7	24	415	154	600
	%age	1.2%	4.0%	69.2%	25.7%	100.0%
Vodafone	Count	0	16	485	99	600
	%age	0.0%	2.7%	80.8%	16.5%	100.0%
Idea Cellular	Count	0	10	482	108	600
	%age	0.0%	1.7%	80.3%	18.0%	100.0%
BSNL	Count	37	22	409	132	600
	%age	6.2%	3.7%	68.2%	22.0%	100.0%
Rel Comm	Count	8	20	316	256	600
	%age	1.3%	3.3%	52.7%	42.7%	100.0%
Tata Teleservices	Count	42	28	387	143	600
	%age	7.0%	4.7%	64.5%	23.8%	100.0%
Total	Count	94	120	2494	892	3600
	%age	2.6%	3.3%	69.3%	24.8%	100.0%

G. Supplementary services/ Value Added services

Q23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services?

Service provider		Yes	No	Total
Bharti	Count	212	388	600
	%age	35.3%	64.7%	100.0%
Vodafone	Count	41	559	600
	%age	6.8%	93.2%	100.0%
Idea Cellular	Count	39	561	600
	%age	6.5%	93.5%	100.0%
BSNL	Count	40	560	600
	%age	6.7%	93.3%	100.0%
Rel Comm	Count	98	502	600
	%age	16.3%	83.7%	100.0%
Tata Teleservices	Count	45	555	600
	%age	7.5%	92.5%	100.0%
Total	Count	475	3125	3600
	%age	13.2%	86.8%	100.0%

Q24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, emails/ GPRS, voice mail etc.

Service provider		Yes	No	Total
Bharti	Count	175	37	212
	%age	82.5%	17.5%	100.0%
Vodafone	Count	34	7	41
	%age	82.9%	17.1%	100.0%
Idea Cellular	Count	23	16	39
	%age	59.0%	41.0%	100.0%
BSNL	Count	34	6	40
	%age	85.0%	15.0%	100.0%
Rel Comm	Count	75	23	98
	%age	76.5%	23.5%	100.0%
Tata Teleservices	Count	37	8	45
	%age	82.20%	17.80%	100.00%
Total	Count	378	97	475
	%age	79.6%	20.4%	100.0%

Q25. How satisfied are you with the quality of supplementary/ value added services provided?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	3	140	67	212
	%age	0.9%	1.4%	66.0%	31.6%	100.0%
Vodafone	Count	0	3	24	14	41
	%age	0.0%	7.3%	58.5%	34.1%	100.0%
Idea Cellular	Count	0	1	21	17	39
	%age	0.0%	2.6%	53.8%	43.6%	100.0%
BSNL	Count	0	1	31	8	40
	%age	0.0%	2.5%	77.5%	20.0%	100.0%
Rel Comm	Count	1	3	42	52	98
	%age	1.0%	3.1%	42.9%	53.1%	100.0%
Tata Teleservices	Count	0	1	21	23	45
	%age	0.0%	2.2%	46.7%	51.1%	100.0%
Total	Count	3	12	279	181	475
	%age	0.6%	2.5%	58.7%	38.1%	100.0%

H. OVERALL CUSTOMER SATISFACTION

Q26 (a). How satisfied are you with the overall quality of your mobile service?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	14	485	99	600
	%age	0.3%	2.3%	80.8%	16.5%	100.0%
Vodafone	Count	1	27	510	62	600
	%age	0.2%	4.5%	85.0%	10.3%	100.0%
Idea Cellular	Count	0	22	460	118	600
	%age	0.0%	3.7%	76.7%	19.7%	100.0%
BSNL	Count	8	23	521	48	600
	%age	1.3%	3.8%	86.8%	8.0%	100.0%
Rel Comm	Count	12	51	392	145	600
	%age	2.0%	8.5%	65.3%	24.2%	100.0%
Tata Teleservices	Count	8	67	390	135	600
	%age	1.3%	11.2%	65.0%	22.5%	100.0%
Total	Count	31	204	2758	607	3600
	%age	0.9%	5.7%	76.6%	16.9%	100.0%

Q26 (b). Please specify the reason for your dissatisfaction

Operator		Billing problem	Network problem	Problem with helpline/ customer care	Total
Bharti	Count	7	8	4	16
	%age	43.8%	50.0%	25.0%	
Vodafone	Count	10	16	6	28
	%age	35.7%	57.1%	21.4%	
Idea Cellular	Count	12	9	6	22
	%age	54.5%	40.9%	27.3%	
BSNL	Count	9	17	8	31
	%age	29.0%	54.8%	25.8%	
Rel Comm	Count	26	33	16	63
	%age	41.3%	52.4%	25.4%	
Tata Teleservices	Count	33	39	14	75
	%age	44.0%	52.0%	18.7%	
Total	Count	97	122	54	235
	%age	41.3%	51.9%	23.0%	

I. General Information

Q27. Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service provider		Yes	No	Total
Bharti	Count	21	150	171
	%age	12.3%	87.7%	100.0%
Vodafone	Count	21	125	146
	%age	14.4%	85.6%	100.0%
Idea Cellular	Count	26	68	94
	%age	27.7%	72.3%	100.0%
BSNL	Count	40	52	92
	%age	43.5%	56.5%	100.0%
Rel Comm	Count	24	92	116
	%age	20.7%	79.3%	100.0%
Tata Teleservices	Count	94	106	200
	%age	47.0%	53.0%	100.0%
Total	Count	226	593	819
	%age	27.6%	72.4%	100.0%

Q28. Have you terminated your mobile phone connection in last 12 months?

Service provider		Yes	No	Total
Bharti	Count	7	593	600
	%age	1.2%	98.8%	100.0%
Vodafone	Count	21	579	600
	%age	3.5%	96.5%	100.0%
Idea Cellular	Count	15	585	600
	%age	2.5%	97.5%	100.0%
BSNL	Count	13	587	600
	%age	2.2%	97.8%	100.0%
Rel Comm	Count	13	587	600
	%age	2.2%	97.8%	100.0%
Tata Teleservices	Count	78	522	600
	%age	13.0%	87.0%	100.0%
Total	Count	147	3453	3600
	%age	4.1%	95.9%	100.0%

Q29. If yes, Please name your previous service provider?

Service Provider		Bharti	Vodafone	Idea Cellular	BSNL	Rel Comm	Tata Teleservices	Total
Bharti	Count	0	3	2	1	1	0	7
	%age	0.0%	42.9%	28.6%	14.3%	14.3%	0.0%	100.0%
Vodafone	Count	5	0	5	4	3	4	21
	%age	23.8%	0.0%	23.8%	19.0%	14.3%	19.0%	100.0%
Idea Cellular	Count	6	4	0	2	0	3	15
	%age	40.0%	26.7%	0.0%	13.3%	0.0%	20.0%	100.0%
BSNL	Count	10	1	1	0	0	1	13
	%age	76.9%	7.7%	7.7%	0.0%	0.0%	7.7%	100.0%
Rel Comm	Count	3	5	3	0	0	2	13
	%age	23.1%	38.5%	23.1%	0.0%	0.0%	15.4%	100.0%
Tata Teleservices	Count	50	7	7	4	10	0	78
	%age	64.1%	9.0%	9.0%	5.1%	12.8%	0.0%	100.0%
Total	Count	74	20	18	11	14	10	147
	%age	50.3%	13.6%	12.2%	7.5%	9.5%	6.8%	100.0%

Q30. How many days were taken by previous service provider for termination of your mobile phone connection?

Previous service providers		4-7 days	2-3 days	one day	Total
Bharti	Count	1	3	3	7
	%age	14.3%	42.9%	42.9%	100.0%
Vodafone	Count	5	11	5	21
	%age	23.8%	52.4%	23.8%	100.0%
Idea Cellular	Count	4	6	5	15
	%age	26.7%	40.0%	33.3%	100.0%
BSNL	Count	6	3	4	13
	%age	46.2%	23.1%	30.8%	100.0%
Rel comm	Count	2	7	4	13
	%age	15.4%	53.8%	30.8%	100.0%
Tata Teleservices	Count	7	39	32	78
	%age	9.0%	50.0%	41.0%	100.0%
Total	Count	25	69	53	147
	%age	17.0%	46.9%	36.1%	100.0%

Q31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?

service providers		Yes	No	Total
Bharti	Count	7	0	7
	%age	100.0%	0.0%	100.0%
Vodafone	Count	15	6	21
	%age	71.4%	28.6%	100.0%
Idea Cellular	Count	11	4	15
	%age	73.3%	26.7%	100.0%
BSNL	Count	10	3	13
	%age	76.9%	23.1%	100.0%
Rel Comm	Count	8	5	13
	%age	61.5%	38.5%	100.0%
Tata Teleservices	Count	62	16	78
	%age	79.5%	20.5%	100.0%
Total	Count	113	34	147
	%age	76.9%	23.1%	100.0%

Q32. Have you registered your telephone number for do not call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?

Service provider		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	11	1	588	600
	%age	1.8%	0.2%	98.0%	100.0%
Vodafone	Count	362	0	238	600
	%age	60.3%	0.0%	39.7%	100.0%
Idea Cellular	Count	293	14	293	600
	%age	48.8%	2.3%	48.8%	100.0%
BSNL	Count	346	1	253	600
	%age	57.7%	0.2%	42.2%	100.0%
Rel Comm	Count	339	7	254	600
	%age	56.5%	1.2%	42.3%	100.0%
Tata Teleservices	Count	334	2	264	600
	%age	55.7%	0.3%	44.0%	100.0%
Total	Count	1685	25	1890	3600
	%age	46.8%	0.7%	52.5%	100.0%

Q33. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?

Service provider		Stopped receiving such calls/SMS	Slightly Decrease	Total
Bharti	Count	1	0	1
	%age	100.0%	0.0%	100.0%
Idea Cellular	Count	6	8	14
	%age	42.9%	57.1%	100.0%
BSNL	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	7	0	7
	%age	100.0%	0.0%	100.0%
Tata Teleservices	Count	2	0	2
	%age	100.0%	0.0%	100.0%
Total	Count	16	9	25
	%age	64.0%	36.0%	100.0%

6.2.8.8. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for NDNC registry?

Operators		No	Total
Idea Cellular	Count	8	8
	%age	100.0%	
BSNL	Count	1	1
	%age	100.0%	
Total	Count	9	9
	%age	100.0%	

Broadband

A. Service Provision

Q1. After registration and payment of initial deposit by you within how many working days did the Broadband connection get activated?

Operator		Within 15 Working Days	More Than 15 Working Days	Total
Bharti	Count	374	226	600
	% age	62.3%	37.7%	100.0%
BSNL (UPW)	Count	223	377	600
	% age	37.2%	62.8%	100.0%
Rel Com	Count	114	84	198
	% age	57.6%	42.4%	100.0%
BSNL-Uttarakhand	Count	462	138	600
	% age	77.0%	23.0%	100.0%
Total	Count	1173	825	1998
	% age	58.7%	41.3%	100.0%

Q2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	98	254	248	600
	% age	0.0%	16.3%	42.3%	41.3%	100.0%
BSNL(UPW)	Count	11	55	470	64	600
	% age	1.8%	9.2%	78.3%	10.7%	100.0%
Rel Com	Count	0	0	179	19	198
	% age	0.0%	0.0%	90.4%	9.6%	100.0%
BSNL-Uttarakhand	Count	5	24	389	182	600
	% age	0.8%	4.0%	64.8%	30.3%	100.0%
Total	Count	16	177	1292	513	1998
	% age	0.8%	8.9%	64.7%	25.7%	100.0%

6.3.1.3 In case your connection was temporarily suspended due to non-payment of bills how satisfied are you with the time taken to reactivate service after you made the payment?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	138	137	278
	% age	0.0%	1.1%	49.6%	49.3%	100.0%
BSNL(UPW)	Count	2	6	176	51	235
	% age	0.9%	2.6%	74.9%	21.7%	100.0%
Rel Com	Count	1	0	101	45	147
	% age	0.7%	0.0%	68.7%	30.6%	100.0%
BSNL-Uttarakhand	Count	2	4	111	47	164
	% age	1.2%	2.4%	67.7%	28.7%	100.0%
Total	Count	5	13	526	280	824
	% age	0.6%	1.6%	63.8%	34.0%	100.0%

B. Billing Related (postpaid customers)

Q4. How satisfied with the timely delivery of bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	488	101	595
	% age	0.00%	1.00%	82.00%	17.00%	100.00%
BSNL(UPW)	Count	0	11	495	76	582
	% age	0.00%	1.90%	85.10%	13.10%	100.00%
Rel Com	Count	0	5	166	19	190
	% age	0.00%	2.60%	87.40%	10.00%	100.00%
BSNL-Uttarakhand	Count	1	7	418	155	581
	% age	0.20%	1.20%	71.90%	26.70%	100.00%
Total	Count	1	29	1567	351	1948
	% age	0.10%	1.50%	80.40%	18.00%	100.00%

Q5 (a): How satisfied are you with the accuracy of the bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	6	265	323	595
	% age	0.2%	1.0%	44.5%	54.3%	100.0%
BSNL(UPW)	Count	0	8	445	129	582
	% age	0.0%	1.4%	76.5%	22.2%	100.0%
Rel Com	Count	0	7	147	36	190
	% age	0.0%	3.7%	77.4%	18.9%	100.0%
BSNL-Uttarakhand	Count	3	8	432	138	581
	% age	0.5%	1.4%	74.4%	23.8%	100.0%
Total	Count	4	29	1289	626	1948
	% age	0.2%	1.5%	66.2%	32.1%	100.0%

Q 5(b): Please specify the reason(s) for your dissatisfaction?

Operator		Charges not as per tariff Plan Subscribed	Tariff plan Changed without information	Charged for Value Added Services Not Requested	Charged for calls/services not made/used	Total
Bharti	Count	0	7	0	0	7
	% age	0.0%	100.0%	0.0%	0.0%	100.0%
BSNL(UPW)	Count	2	2	3	1	8
	% age	25.0%	25.0%	37.5%	12.5%	100.0%
Rel Com	Count	4	3	1	0	7
	% age	57.1%	42.9%	14.3%	0.0%	100.0%
BSNL-Uttarakhand	Count	3	7	3	0	11
	% age	27.3%	63.6%	27.3%	0.0%	100.0%
Total	Count	9	19	7	1	33
	% age	27.3%	57.6%	21.2%	3.0%	100.0%

Q6: Have you made any billing related complaints in last 12 months?

Operator		Yes	No	Total
Bharti	Count	224	371	595
	% age	37.6%	62.4%	100.0%
BSNL(UPW)	Count	123	459	582
	% age	21.1%	78.9%	100.0%
Rel Com	Count	36	154	190
	% age	18.9%	81.1%	100.0%
BSNL-Uttarakhand	Count	165	416	581
	% age	28.4%	71.6%	100.0%
Total	Count	548	1400	1948
	% age	28.1%	71.9%	100.0%

Q7. How satisfied are you with the process of resolution of billing complaints?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	200	21	224
	% age	0.0%	1.3%	89.3%	9.4%	100.0%
BSNL(UPW)	Count	0	4	93	26	123
	% age	0.0%	3.3%	75.6%	21.1%	100.0%
Rel Com	Count	1	0	28	7	36
	% age	2.8%	0.0%	77.8%	19.4%	100.0%
BSNL-Uttarakhand	Count	0	6	103	56	165
	% age	0.0%	3.6%	62.4%	33.9%	100.0%
Total	Count	1	13	424	110	548
	% age	0.2%	2.4%	77.4%	20.1%	100.0%

Q8 (a). How satisfied are you with the clarity of the bills issued by your service provider in term of transparency and understandability?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	8	502	84	595
	% age	0.2%	1.3%	84.4%	14.1%	100.0%
BSNL(UPW)	Count	0	19	520	43	582
	% age	0.0%	3.3%	89.3%	7.4%	100.0%
Rel Com	Count	0	1	176	13	190
	% age	0.0%	0.5%	92.6%	6.8%	100.0%
BSNL-Uttarakhand	Count	0	10	427	144	581
	% age	0.0%	1.7%	73.5%	24.8%	100.0%
Total	Count	1	38	1625	284	1948
	% age	0.1%	2.0%	83.4%	14.6%	100.0%

Q 8 (b). Please specify the reason(s) for your dissatisfaction

Operator		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges thereon not given	Total
Bharti	Count	5	4	3	2	9
	% age	55.6%	44.4%	33.3%	22.2%	
BSNL(UPW)	Count	3	6	7	4	19
	% age	15.8%	31.6%	36.8%	21.1%	
Rel Com	Count	1	0	0	0	1
	% age	100.0%	0.0%	0.0%	0.0%	
BSNL-Uttarakhand	Count	5	5	1	3	10
	% age	50.0%	50.0%	10.0%	30.0%	
Total	Count	14	15	11	9	39
	% age	35.9%	38.5%	28.2%	23.1%	

C. Billing Related (prepaid customers)

Q9 (a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	2	2	5
	% age	0.0%	20.0%	40.0%	40.0%	100.0%
BSNL(UPW)	Count	0	4	12	2	18
	% age	0.0%	22.2%	66.7%	11.1%	100.0%
Rel Com	Count	0	1	6	1	8
	% age	0.0%	12.5%	75.0%	12.5%	100.0%
BSNL-Uttarakhand	Count	0	1	12	6	19
	% age	0.0%	5.3%	63.2%	31.6%	100.0%
Total	Count	0	7	32	11	50
	% age	0.0%	14.0%	64.0%	22.0%	100.0%

Q9 (b). Please specify the reason(s) for your dissatisfaction

Operator		Charges not as per tariff Plan Subscribed	Tariff plan Changed without information	Charged for Value Added Services Not Requested	Charged for calls/services not made/used	Total
Bharti	Count	1	1	0	0	1
	% age	100.0%	100.0%	0.0%	0.0%	
BSNL(UPW)	Count	1	2	0	1	4
	% age	25.0%	50.0%	0.0%	25.0%	
Rel Com	Count	0	0	1	0	1
	% age	0.0%	0.0%	100.0%	0.0%	
BSNL-Uttarakhand	Count	0	0	1	0	1
	% age	0.0%	0.0%	100.0%	0.0%	
Total	Count	2	3	2	1	7
	% age	28.6%	42.9%	28.6%	14.3%	

D. Help services / Customer Care

Q10. Did you complain or make a query in the last 12 month to the customer care/helpdesk/call center toll free number of your operator?

Operator		Yes	No	Total
Bharti	Count	596	4	600
	% age	99.3%	0.7%	100.0%
BSNL(UPW)	Count	571	29	600
	% age	95.2%	4.8%	100.0%
Rel Comm	Count	198	0	198
	% age	100.0%	0.0%	100.0%
BSNL-Uttarakhand	Count	580	20	600
	% age	96.7%	3.3%	100.0%
Total	Count	1945	53	1998
	% age	97.3%	2.7%	100.0%

Q11. How satisfied are you with the ease of access of customer care or help desk toll free number?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	38	344	209	596
	% age	0.8%	6.4%	57.7%	35.1%	100.0%
BSNL(UPW)	Count	63	15	439	54	571
	% age	11.0%	2.6%	76.9%	9.5%	100.0%
Rel Comm	Count	64	7	124	3	198
	% age	32.3%	3.5%	62.6%	1.5%	100.0%
BSNL - Uttarakhand	Count	8	14	430	128	580
	% age	1.4%	2.4%	74.1%	22.1%	100.0%
Total	Count	140	74	1337	394	1945
	% age	7.2%	3.8%	68.7%	20.3%	100.0%

Q12. How satisfied are you with the response time taken to answer your call by a customer care executive?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	126	369	97	596
	% age	0.7%	21.1%	61.9%	16.3%	100.0%
BSNL(UPW)	Count	63	34	398	76	571
	% age	11.0%	6.0%	69.7%	13.3%	100.0%
Rel Comm	Count	64	16	111	7	198
	% age	32.3%	8.1%	56.1%	3.5%	100.0%
BSNL- Uttarakhand	Count	8	31	385	156	580
	% age	1.4%	5.3%	66.4%	26.9%	100.0%
Total	Count	139	207	1263	336	1945
	% age	7.1%	10.6%	64.9%	17.3%	100.0%

Q13. How satisfied are you with the problem solving ability of the customer care executive (s)?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	83	297	213	596
	% age	0.5%	13.9%	49.8%	35.7%	100.0%
BSNL(UPW)	Count	63	52	404	52	571
	% age	11.0%	9.1%	70.8%	9.1%	100.0%
Rel Comm	Count	63	11	122	2	198
	% age	31.8%	5.6%	61.6%	1.0%	100.0%
BSNL- Uttarakhand	Count	11	26	413	130	580
	% age	1.9%	4.5%	71.2%	22.4%	100.0%
Total	Count	140	172	1236	397	1945
	% age	7.2%	8.8%	63.5%	20.4%	100.0%

Q14. How satisfied are you with the time taken by the call center /customer care /helpdesk to resolve your complain?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	96	288	209	596
	% age	0.5%	16.1%	48.3%	35.1%	100.0%
BSNL(UPW)	Count	63	37	439	32	571
	% age	11.0%	6.5%	76.9%	5.6%	100.0%
Rel Comm	Count	64	15	119	0	198
	% age	32.3%	7.6%	60.1%	0.0%	100.0%
BSNL- Uttarakhand	Count	12	17	457	94	580
	% age	2.1%	2.9%	78.8%	16.2%	100.0%
Total	Count	142	165	1303	335	1945
	% age	7.3%	8.5%	67.0%	17.2%	100.0%

E. Network Performance, Reliability, Availability

Q15. How satisfied are you with the speed of the broadband connection?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	55	412	130	600
	% age	0.5%	9.2%	68.7%	21.7%	100.0%
BSNL(UPW)	Count	0	28	548	24	600
	% age	0.0%	4.7%	91.3%	4.0%	100.0%
Rel Com	Count	0	9	179	10	198
	% age	0.0%	4.5%	90.4%	5.1%	100.0%
BSNL-Uttarakhand	Count	0	44	481	75	600
	% age	0.0%	7.3%	80.2%	12.5%	100.0%
Total	Count	3	136	1620	239	1998
	% age	0.2%	6.8%	81.1%	12.0%	100.0%

Q16. How satisfied are you with the amount of time for which service is up and working?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	64	412	121	600
	% age	0.5%	10.7%	68.7%	20.2%	100.0%
BSNL(UPW)	Count	16	63	504	17	600
	% age	2.7%	10.5%	84.0%	2.8%	100.0%
Rel Com	Count	9	43	136	10	198
	% age	4.5%	21.7%	68.7%	5.1%	100.0%
BSNL-Uttarakhand	Count	6	48	426	120	600
	% age	1.0%	8.0%	71.0%	20.0%	100.0%
Total	Count	34	218	1478	268	1998
	% age	1.7%	10.9%	74.0%	13.4%	100.0%

F. Maintainability

Q17. How often do you face a problem with your Broadband connection?

Operator		Very Frequently	Frequently	Occasionally	Never	Total
Bharti	Count	53	37	110	400	600
	% age	8.8%	6.2%	18.3%	66.7%	100.0%
BSNL(UPW)	Count	19	29	397	155	600
	% age	3.2%	4.8%	66.2%	25.8%	100.0%
Rel Comm	Count	1	9	129	59	198
	% age	0.5%	4.5%	65.2%	29.8%	100.0%
BSNL-Uttarakhand	Count	27	38	390	145	600
	% age	4.5%	6.3%	65.0%	24.2%	100.0%
Total	Count	100	113	1026	759	1998
	% age	5.0%	5.7%	51.4%	38.0%	100.0%

Q18. What was the broadband connection problem face by you in last twelve month related to please specify?

Operator		Related to my computer hardware/software	Related to the broadband connection and modem provided	Total
Bharti	Count	55	35	90
	% age	61.1%	38.9%	100.0%
BSNL(UPW)	Count	19	29	48
	% age	39.6%	60.4%	100.0%
Rel Comm	Count	4	6	10
	% age	40.0%	60.0%	100.0%
BSNL-Uttarakhand	Count	30	35	65
	% age	46.2%	53.8%	100.0%
Total	Count	108	105	213
	% age	50.7%	49.3%	100.0%

Q19. How satisfied are you with the time taken for restoration of broadband?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	66	476	58	600
	% age	0.0%	11.0%	79.3%	9.7%	100.0%
BSNL(UPW)	Count	1	59	499	41	600
	% age	0.2%	9.8%	83.2%	6.8%	100.0%
Rel Comm	Count	0	21	115	62	198
	% age	0.0%	10.6%	58.1%	31.3%	100.0%
BSNL-Uttarakhand	Count	4	90	447	59	600
	% age	0.7%	15.0%	74.5%	9.8%	100.0%
Total	Count	5	236	1537	220	1998
	% age	0.3%	11.8%	76.9%	11.0%	100.0%

G. Supplementary Services

Q20. Do you use any value added services or supplementary services such as static/fixed IP addresses-mail, IDs etc?

Operator		Yes	No	Total
Bharti	Count	203	397	600
	% age	33.8%	66.2%	100.0%
BSNL(UPW)	Count	95	505	600
	% age	15.8%	84.2%	100.0%
Rel Comm	Count	50	148	198
	% age	25.3%	74.7%	100.0%
BSNL-Uttarakhand	Count	259	341	600
	% age	43.2%	56.8%	100.0%
Total	Count	607	1391	1998
	% age	30.4%	69.6%	100.0%

Q21. How satisfied are you with the quality of such supplementary services provided?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	180	19	203
	% age	0.0%	2.0%	88.7%	9.4%	100.0%
BSNL (UPW)	Count	4	16	67	8	95
	% age	4.2%	16.8%	70.5%	8.4%	100.0%
Rel Comm	Count	0	3	46	1	50
	% age	0.0%	6.0%	92.0%	2.0%	100.0%
BSNL-Uttarakhand	Count	0	6	151	102	259
	% age	0.0%	2.3%	58.3%	39.4%	100.0%
Total	Count	4	25	448	130	607

	% age	0.7%	4.1%	73.8%	21.4%	100.0%
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H. Overall Satisfaction

Q22 (a). How satisfied are you with the overall quality of your Broadband service?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	20	40	377	163	600
	% age	3.3%	6.7%	62.8%	27.2%	100.0%
BSNL (UPW)	Count	15	55	370	160	600
	% age	2.5%	9.2%	61.7%	26.7%	100.0%
Rel Comm	Count	5	20	150	23	198
	% age	2.5%	10.1%	75.8%	11.6%	100.0%
BSNL-Uttarakhand	Count	25	50	370	155	600
	% age	4.2%	8.3%	61.7%	25.8%	100.0%
Total	Count	65	165	1267	501	1998
	% age	3.3%	8.3%	63.4%	25.1%	100.0%

Q22 (b). Please specify the reason(s) for your dissatisfaction

Operator		Billing related problem	Help service related problem	Network performance related problem	Problem with Supplementary services	Total
Bharti	Count	30	10	20	10	60
	%age	50.00%	16.67%	33.33%	16.67%	
BSN(UPW)	Count	40	15	30	15	70
	%age	57.14%	21.43%	42.86%	21.43%	
Rel Comm	Count	10	5	10	5	25
	%age	40.00%	20.00%	40.00%	20.00%	
BSNL-Uttarakhand	Count	20	15	30	15	75
	%age	26.67%	20.00%	40.00%	20.00%	
Total	Count	100	45	90	45	230
	%age	43.48%	19.57%	39.13%	19.57%	

I. General Information

Q23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Operator		Yes	No	Total
Bharti	Count	494	106	600
	% age	82.3%	17.7%	100.0%
BSNL(UPW)	Count	488	112	600
	% age	81.3%	18.7%	100.0%
Rel Com	Count	126	72	198
	% age	63.6%	36.4%	100.0%
BSNL-Uttarakhand	Count	513	87	600
	% age	85.5%	14.5%	100.0%
Total	Count	1621	377	1998
	% age	81.1%	18.9%	100.0%

ANNEXURE - QUESTIONNAIRES

SURVEY OF BASIC SERVICE (WIRELINER)

Name: _____

Tel: _____

Age (in years): 1 less than 25 2 25-60 3 more than 60

Gender: 1 Male 2 Female

Usage Type : 1 Residential 2 Commercial

Area: 1 Rural 2 Urban

User Type: 1 Postpaid 2 Prepaid

STD Code	Telephone Number
<input type="text"/>	<input type="text"/>

Operator: 1 Airtel 4 BSNL 5 Rel Com

7 TATA 8 MTNL 11 HFCL 12 Shyam

State: _____ District _____

Address: _____

Name of SDCA (only for surveyor):

Mode of Interview: 1 Telephonic 2 In-person

Name of Exchange (only for surveyor).....

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. When did you last apply for a phone connection?	<input type="checkbox"/> 1 Less than 6 months <input type="checkbox"/> 2 6-12 months <input type="checkbox"/> 3 More than 12 months \longrightarrow (If >12 month, go to Q 4)
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> 4 Less than 7 days <input type="checkbox"/> 3 7-15 days <input type="checkbox"/> 2 16-30 days <input type="checkbox"/> 1 More than 30 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4. How satisfied are you with the time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very dissatisfied <input type="checkbox"/> 0 Not applicable
5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very dissatisfied <input type="checkbox"/> 0 Not applicable



B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 11)

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

For Prepaid Customers only

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

12. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> Yes <input type="checkbox"/> No	—————> (If no, go to Q 17)
13. 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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. 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
15. 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
16. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

17. How satisfied are you with the availability of working telephone (dial tone)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
18. 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
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

E. MAINTAINABILITY (FAULT REPAIR)

20. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 24)
21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 4 Nil <input type="checkbox"/> 2 2-3 times	<input type="checkbox"/> 3 One time <input type="checkbox"/> 1 More than 3 times
22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 2 4 - 7 days	<input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 1 more than 7 days
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

F. SUPPLEMENTARY SERVICES

24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 26(a))
25. How satisfied are you with the quality of the supplementary services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q26(a)) 26(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1) 27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 Yes <input type="checkbox"/> 1 No
28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 32)
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Com <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam
30. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls/ SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving

33(a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> <input type="checkbox"/>
33(b) If Yes, please indicate the following -	<input type="checkbox"/> (1) Yes, complaint was registered by the service provider; <input type="checkbox"/> (2) Service provider refused to register the complaint; <input type="checkbox"/> (3) The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify).

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. 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 42)
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 3 Docket number received for most of the complaints <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 1 No docket number received even on request
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q.39) 40. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)



41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
43. 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 48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. 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
(Q52 to Q54 are for prepaid customers only) 52. 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
53. 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 55)

54. 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)
For new customers only(Subscribed in last 6 months) 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



SURVEY OF CELLULAR MOBILE SERVICE

Name: _____

Gender: 1 Male 2 Female

Mobile No.

Age(in years): 1 less than 25 2 25-60 3 more than 60

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Occupation: 1 Service 2 Business/self employed

3 Student 4 Housewife 5 Retired

Operator: 1 Airtel 2 Vodafone 3 Idea 4 BSNL

Area: 1 Rural 2 Urban

5 Rel Comm 6 Aircel 7 TATA 8 MTNL User Type: 1 Prepaid 2 Postpaid

9 Spice 10 BPL 11 HFCL 12 Shyam Type: 1 GSM 2 CDMA

13 RTL 14 RISL 15 Dishnet 16 Others (Specify).....

State: _____ District: _____ Mode of interview: 1 Telephonic 2 In-person

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction	<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)
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C. BILLING RELATED – POSTPAID CUSTOMER

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

D. HELP SERVICES/CUSTOMER CARE

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



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

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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
17. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How often does your call drops during conversation?	<input type="checkbox"/> 4 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 your mobile handset faces problem of signal?	<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 network (signal)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
22. Are you satisfied with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very dissatisfied

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no, go to Q 26(a))	
24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	
25. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION



26(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 Q26(a))	1. _____
26(b) Please specify the reason(s) for your dissatisfaction	2. _____
	3. _____

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1) 27. 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
28. Have you terminated your Mobile Phone connection in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 32)
29. If Yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Comm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others (Specify) _____
30. How many days were taken by previous service provider for termination of your Mobile Phone connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
33(a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
33(b) If Yes, please indicate the following -	(1) Yes, complaint was registered by the service provider;

	<p>(2) Service provider refused to register the complaint;</p> <p>(3) The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify).</p>
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QUESTIONNAIRE FORASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

<p>34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?</p>	<p><input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer</p> <p><input type="checkbox"/> 3 Appellate Authority</p> <p><input type="checkbox"/> 4 None of these</p>
<p>36. 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</p> <p><input type="checkbox"/> 2 No —————> (if no go to Q 42)</p>
<p>37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p>	<p><input type="checkbox"/> 3 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"/> 1 No docket number received even on request</p>
<p>38. 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>39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q.39)</p> <p>40. Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 Difficult to connect to the call centre executive</p> <p><input type="checkbox"/> 2 Customer care executive not polite/courteous</p> <p><input type="checkbox"/> 3 Customer care executive not equipped with adequate information</p> <p><input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>41. Was your billing 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"/> 0 Not applicable</p>

42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
43. 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 Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. 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
(Q52 to Q54 are for prepaid customers only) 52. 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
53. 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 55)
54. 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)
For new customers only(Subscribed in last 6 months) 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

D. HELP SERVICE

<p>10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ call centre toll free number of your operator?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 15)</p>
<p>11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number?</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>12. 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 <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>13. 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 <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>



14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 Occasionally
	<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 1 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last twelve 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"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL

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

Questionnaire for

**Assessment of Implementation and Effectiveness of Telecom Consumers
Protection and Redressal of Grievances Regulations, 2007**

24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
26. 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 32)
27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 3 Docket number received for most of the complaints <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 1 No docket number received even on request
28. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q.29) 30. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
32. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 38)
33. 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 Q38)
34. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q36) 37. Please specify the reason(s) for your dissatisfaction	<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)
38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
39. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
40. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. 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
(Q42 to Q44 are for prepaid customers only) 42. 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
43. 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 45)
44. 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)
For new customers only(Subscribed in last 6 months) 45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No