

# QUALITY OF SERVICE ASSESSMENT

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

*for*

## **HARYANA SERVICE AREA**

### **Assessment of:**

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

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## 1.1 PREFACE

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

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

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

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

The main aim is to assess the quality of Basic service (wireline) and Cellular Mobile services as per the **Quality of Service of Basic and Cellular Mobile Telephone Services, 2005 dated 1<sup>st</sup> July 2005, which was further amended in March 2009.**

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 Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved customers.

The salient feature of this regulation is listed below:

I. Each Telecom Operators would be required:

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

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

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

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

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<sup>1</sup> [www.trai.gov.in](http://www.trai.gov.in)

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 Customers Protection and Redressal of Grievances Regulations, 2007
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1<sup>st</sup> July 2005 and Broadband Service dated 6<sup>th</sup> 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 Uttrakhand). 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 7<sup>th</sup> January 2008.

The contract was further extended to carry out the survey in the year 2009/10. The present report covers the Haryana Service Area for all the three services

## 2. METHDODOLOGY

### 2.1 QUESTIONNAIRE BUILDING PROCESS

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

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

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

#### 2.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

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

#### 2.2.3 Broadband Service

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

## 2.2 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

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

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

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

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

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

### Comparison with the Benchmarking.

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

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

## **2.3 SAMPLE AND SAMPL DISTRIBUTION**

### **2.3.1 Basic Service (Wireline)**

As per the tender document, survey agency was supposed to cover a total sample of 2268 subscribers, to be divided among the four operators. This is shown in the table below.

<b>Name of the Operators</b>	<b>Sample</b>
Bharti Airtel Ltd. (Bharti)	584
BSNL	600
Rel Communication (Rel Com)	544
Tata Teleservices (Tata)	540
<b>Total</b>	<b>2268</b>

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

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

In Haryana there are 1295 total exchanges. Out of these 1285 are BSNL exchanges. Therefore, a total of 65 (5% of 1295 exchanges) were selected as coverage exchange areas. Further there are 54 BSNL SDCAS. Therefore these 65 exchanges were taken from 6 SDCAs. The names of 6 SDCAs are given below:

1. Hissar
2. Karnal
3. Kurukshetra
4. Panipat
5. Ambala
6. Jhajjar

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

Haryana Service Area: Indicative list of SDCAs & Exchanges from where the sample was picked up.		
SDCA	Name of Exchanges	
	Urban	Rural
Hissar	HISAR	ARYA NAGAR
	HISAR AZAD NAGAR OCB RSU	BADO BRAHMANA
	HISAR DC COLONY 283 RSU	BALSAMAND
	HISAR MAIN BLDG. OCB	
	HISAR MAIN BLDG.XL	
	HISAR MELA GROUND	
	HISAR VIKAS NAGAR OCB RSU	
	HISAR VIKAS NAGAR RSU	
	SATROD RSU	
	VIDUT NAGAR HISAR	
	HISAR HAU DLC	
	HISAR SECTOR-15A RSU	
Karnal	INDRI	GHEER
	KARNAL (SADARBAZAR)	JHANJARI
	KARNAL sect 6	<b>KACHWA</b>
	KARNAL sect 6	KHANPUR
	KARNAL sect 7	KUNJPURA
	KARNAL(MT)	LANDHORA
	KARNAL(P NAGAR)	MADHUBAN
	KARNAL(SEC-3)	NAGLA MEGHA
	<b>KARNAL-MAIN</b>	RANWAR
	KARNAL-MAIN	SAMORA
Ambala	<b>AB CANTT BABYAL</b>	BAROULA
	AB CANTT D/BAG	BIHTA
	AB CANTT D/BAG	BOH
	AB CANTT E-10B	BULLANA
	AB CANTT G/NGR	DANIPUR
	AB CANTT G/NGR	<b>DURANA</b>
	AB CANTT I/AREA	GHAIL
	AB CANTT KACHA/BZR	KHUDDA
AB CANTT OCB(M)	LOHGARH	
Panipat	PANIPAT (GOHANA RD)	DADLANA
	PANIPAT (KUTANI RD)	DIKADLA
	<b>PANIPAT (MAIN)</b>	HATHWALA
	PANIPAT-MT(RSU1)	ISRANA
	PANIPATSEC-25	LAKHU BUANA
	SAMALKHA	MATHLAUDA
Kurushetra		<b>URLANA KALAN</b>
	KKR (PIPLI)	SIRSALA
	KKR (UNIVERSITY)	<b>THOL</b>
	KKR RSM	<b>UMRI</b>
	KKR(THANESAR)	YARI
	KURUKSHETRA	
	<b>LADWA</b>	
LADWA (ANAJMANDI)		
SHAHBAD		
Jhajjar	Beri	BIROHAR
	Jhajjar	CHHUCHHAKWAS
		DIGHAL, DUJANA
		HASSANPUR, SAHLAWAS



### 2.3.1.1 Mode of interview

Two modes of interview were selected to cover the entire sample. 76.8% of operator sample was covered through in-depth interview with the customers' and rest of the sample was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:

Mode Of Interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	142	442	584
	%age	24.4%	75.6%	100.0%
BSNL	Count	135	465	600
	%age	22.5%	77.5%	100.0%
Rel Comm	Count	124	420	544
	%age	22.8%	77.2%	100.0%
Tata Teleservices	Count	125	415	540
	%age	23.2%	76.8%	100.0%
Total	Count	526	1742	2268
	%age	23.2%	76.8%	100.0%

### 2.3.1.2 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 officers appointed for each of the service providers. The following table shows the operator wise pre-paid and post-paid division of sample, which was actually covered during the survey.

Type wise Distribution				
		Postpaid	Prepaid	Total
Bharti	Count	439	145	584
	%age	75.2%	24.8%	100.0%
BSNL	Count	589	11	600
	%age	98.2%	1.8%	100.0%
Rel Comm	Count	328	216	544
	%age	60.3%	39.7%	100.0%
Tata Teleservices	Count	274	266	540
	%age	50.7%	49.3%	100.0%
Total	Count	1630	638	2268
	%age	71.9%	28.1%	100.0%

### 2.3.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 3600 subscribers, to be divided among the seven operators. This is shown in the table below:

Operators	Target Sample
Bharti (Bharti limited)	600
Vodafone	600
BSNL	600
Idea cellular	600
Tata Teleservices	600
Rel Comm (reliance communication)	600
<b>Total</b>	<b>3600</b>

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

### 2.3.2.1 Area wise sample distribution

In the Haryana Service area, sample was distributed in the 2 districts of Haryana on the basis of their proportionate population. The following table shows the district/ area wise target sample distribution.

Haryana Service Area: Cellular Mobile : Target sample distribution of Haryana in to districts/ Operators wise									
Districts	Population	Population %	Total sample size	Bharti	Vodafone	Idea Cellular	Rel Comm.	Tata Tele-services	BSNL
Karnal	1,013,660	44.3%	1596	266	266	266	266	266	266
Ambala	1,274,843	55.7%	2006	334	334	334	334	334	334
<b>Total</b>	<b>2,288,503</b>	<b>100.0%</b>	<b>3600</b>	<b>600</b>	<b>600</b>	<b>600</b>	<b>600</b>	<b>600</b>	<b>600</b>

Figures has been suitably adjusted to avoid rounding problem

### 2.3.2.2 Mode of interview

Two modes of interview were selected to cover the entire sample. 76.6% of operators sample was covered through in-depth interview with customers and rest 23.4% of sample was covered through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Haryana Service area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
<b>Bharti</b>	Count	141	459	600
	%age	23.5%	76.5%	100.0%
<b>Vodafone</b>	Count	129	471	600
	%age	21.5%	78.5%	100.0%
<b>Idea Cellular</b>	Count	146	454	600
	%age	24.4%	75.6%	100.0%
<b>BSNL</b>	Count	143	457	600
	%age	23.9%	76.1%	100.0%
<b>Rel Comm</b>	Count	145	455	600
	%age	24.1%	75.9%	100.0%
<b>Tata Teleservices</b>	Count	139	461	600
	%age	23.2%	76.8%	100.0%
<b>MTNL</b>	<b>Count</b>	<b>843</b>	<b>2757</b>	<b>3600</b>
	<b>%age</b>	<b>23.4%</b>	<b>76.6%</b>	<b>100.0%</b>

### 2.3.2.3 Type wise sample distribution

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

Haryana Service area: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
<b>Bharti</b>	Count	40	560	600
	%age	6.6%	93.4%	100.0%
<b>Vodafone</b>	Count	7	593	600
	%age	1.1%	98.9%	100.0%
<b>Idea Cellular</b>	Count	36	564	600
	%age	6.0%	94.0%	100.0%
<b>BSNL</b>	Count	13	587	600
	%age	2.2%	97.8%	100.0%
<b>Rel Comm</b>	Count	90	510	600
	%age	15.0%	85.0%	100.0%
<b>Tata Teleservices</b>	Count	79	521	600
	%age	13.1%	86.9%	100.0%
<b>Total</b>	<b>Count</b>	<b>265</b>	<b>3335</b>	<b>3600</b>
	<b>%age</b>	<b>7.4%</b>	<b>92.6%</b>	<b>100.0%</b>

### 2.3.3 Broadband

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

VOICE contacted the broadband Operator to ascertain their number of POPs (Point of Presence) in Haryana. As per the tender document requirement, 10% of POPs were selected to carry out the survey. The following table shows the operator wise sample covered in Haryana Service area.

Operators	Total
Bharti Airtel Ltd. (Bharti)	498
Bidesh Sanchar Nigam Limited (BSNL)	600
<b>Total</b>	<b>1098</b>

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

#### 2.3.3.1 Mode of Interview

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

<b>Haryana Service Area : Operator wise sample distribution with mode of interviews</b>				
<b>Operators</b>		<b>In-Person</b>	<b>Web\Online</b>	<b>Total</b>
Bharti	Count	422	76	498
	%age	84.8%	15.2%	100.0%
BSNL	Count	493	107	600
	%age	82.1%	17.9%	100.0%
<b>Total</b>	<b>Count</b>	<b>915</b>	<b>183</b>	<b>1098</b>
	<b>%age</b>	<b>83.3%</b>	<b>16.7%</b>	<b>100.0%</b>

The table above shows that out of the total sample of 1098, only 183 (16.7%) responses were collected through emails. Therefore, balance sample was covered through In-person interview. Accordingly 83.3% of the total sample was covered using In-person interview technique.

### 3. EXECUTIVE SUMMARY

#### 3.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 32 questions and Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007 through 20 questions. As regard to the **Haryana Service Area** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall satisfaction level not good in Haryana service area as **only one of them – Bharti - met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 85.0% to 91.8%.
- The **highest** percentages of **customers satisfied** were found with Bharti (91.8%) followed by BSNL at 89.1%.
- The lowest percentages of customers satisfied were found with Tata Teleservices at 85.0%, followed by Rel Com at 88.8%.

##### 3.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is good in Haryana Service Area as out of 4 operators **3 of them - met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 94.3% to 98.1%.
- The **highest** percentage of **customers satisfied** were found with Bharti (98.1%) followed by BSNL (97.8%) and Rel comm. (95.6%).
- The lowest percentages of customers satisfied were found with Tata Teleservices (94.3%).

##### 3.1.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In both the cases **Bharti and BSNL were the two operators who met the benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of pre-paid segment, ranged from 91.4% to 100.0%. Whereas in the case of post-paid, it ranged from 94.5% to 97.4%
- The **highest percentage of satisfied customers** with billing services, in **pre-paid segment** was achieved by BSNL with 100.0%, followed by Bharti (97.2%). In the case of **post paid segment** the highest percentage of satisfied customers was also attained by BSNL with 97.4% followed by Bharti (95.8%).
- The **lowest percentage of satisfied customers** with billing service in the **pre-paid segment** was attained by Tata Teleservices with 91.4% followed by and Rel Comm (93.1%). In the case of **post-**

**paid segment** also the **lowest percentage of customers** was shared by Tata Teleservices and Rel Comm with 94.5%.

### 3.1.4: Maintainability (**Benchmark >95%**)

The customer perception of the parameter maintainability is very poor in Haryana Service Area as out of 4 operators none of them meet the *benchmark of 95%*.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 90.4% to 93.2%.
- The **highest percentage of customers satisfied** were found with BSNL (93.2%) closely followed by Rel Comm (93.1%) and Tata Teleservices at 92.1%.
- The lowest percentages of customers satisfied were found with Bharti at 90.4%.

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

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

- In terms of **customers satisfied**, the achievement level of operators ranged from 93.9% to 97.0%.
- The **highest percentage of customers satisfied** were found with Bharti (97.0%) followed by BSNL with 95.4% and Rel Comm with 94.8%.
- The lowest percentages of customers satisfied were found with Tata Teleservices at 93.9%.

### 3.1.6: Customers Protection and Redressal of Grievances

- Awareness level was found to be high in the case of call centre/ customer care help line numbers as this was reported by over 9 out of 10 (92.4%) of customers surveyed.
- Awareness about the contact details of nodal officer was found among 3% of the customers surveyed, with maximum in the case of BSNL (4.8%), and minimum with Rel Comm (1.1%)
- Similarly there has not been any marked improvement in the case of awareness about the contact details of Appellate authority as less than 1% reported so.
- Highest number of complaints to the call centre, within last six months, was made by Rel Comm subscribers (56.1%), and minimum by BSNL subscribers (43.5%).
- Overall only 1 out of 3 complainants had confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Rel Comm (38.7%) and lowest in the case of BSNL (24.1%).
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Rel Comm (66.8%) closely followed by Tata Teleservices (66.6%), BSNL (62.8%) and Bharti (53.4%).

### 3.2 Customer Satisfaction Survey (Cellular Mobile)

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

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

The customer perception of overall satisfaction level is average in Haryana Service Area as **only 4 out of 6 operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.0% to 98.7%.
- The **highest** percentage of **customers satisfied** were found with Vodafone (98.7%) followed by Bharti (96.3%), Idea Cellular (95.5%) and BSNL (92.5%).
- The lowest percentages of customers satisfied were found with Tata Teleservices at 88.0%, followed by Rel Com (89.6%).

#### 3.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is average in Haryana Service Area as out of 6 operators **only 3 of them – Bharti, Vodafone and Ideal Cellular -met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 87.4% to 99.2%.
- The **highest** percentages of **customers satisfied** were shared by Vodafone and Bharti at 99.2% each, Idea Cellular (96.9%).
- The lowest customer percentages of customers satisfied were found with Tata Teleservices at 87.4%, followed by Rel Comm (94.6%) and BSNL (94.7%).

#### 3.2.3: Billing (Benchmark >95%)

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

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 91.7% to 97.5%. Whereas in the case of **post-paid**, it ranged from 90.8% to 100%.
- The **highest percentage of satisfied customers** with billing services, in **pre-paid segment** was achieved by Bharti with 97.5%, followed by Vodafone and BSNL (96.9% each). In the case of **post paid segment** Vodafone and BSNL attained 100% customers' satisfaction.

- The **lowest percentage of satisfied customers** with billing service in the **pre-paid segment** was achieved by Rel Comm with 91.7% followed by Tata Teleservices (92.7%) and Idea Cellular (93.2%). In the case of **post-paid segment** the **lowest percentage of satisfied customers** was attained by Tata Teleservices with 90.8%, followed by Idea Cellular (91.4%) and Bharti (92.7%).

### 3.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is average in Haryana Service Area as out of 6 operators only 3 – **Bharti, Vodafone and Idea Cellular** - met the **benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 86.7% to 98.7%.
- The **highest percentages of customers satisfied** were found with Bharti at 98.7% followed by Vodafone (98%) and Idea Cellular (96.4%).
- The lowest percentages of customers satisfied were found with Tata Teleservices at 86.7%, followed by BSNL (90.7%) and Rel Comm (91.3%).

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

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

- In terms of **customers satisfied**, the achievement level of the operators ranged from 94.7% to 97.6%.
- The **highest percentages of customers satisfied** were found with Bharti at 97.6% followed by Vodafone (96.7%) and BSNL (96.6%).
- The lowest percentages of customers satisfied were found with Idea Cellular at 94.7%, followed by Rel Comm (94.9%) and Tata Teleservices (95%).

### 3.2.6: Customers Protection and Redressal of Grievances

- Awareness level was found moderately high in the case of call centre/ customer care help line numbers as this was reported by nine out of ten customers surveyed.
- However, awareness about the contact details of nodal officer was also found to be quite low as this was reported by only 2.4% of the customers surveyed, with maximum in the case of Bharti (3.4%) and minimum with BSNL (1.3%).
- Similarly, the awareness about contact detail of the Appellate Authority was found to be significantly low at 0.3%.
- Highest number of complaints to the call centre, within last six months, were made by Idea BSNL subscribers (54%), followed by Bharti (51.0%), Tata Teleservices (47.7%) and Rel Comm (47.3%). The lowest was in the case of Idea Cellular (44.3%) followed by Vodafone (45.3%).
- Overall 73.6% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Tata Teleservices (84.3%) and lowest from Bharti (67%).
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Tata Teleservices (91.3%) followed by Vodafone (89.3%), Rel Comm (82.7%), Bharti and Idea Cellular (82.0% each) and BSNL (78.1%).



### 3.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **Haryana Service Area** performance of operators, both the operators are meeting most of the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

#### 3.3.1: Customers satisfied with overall services (Benchmark >90%)

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

- In terms of **customer satisfied**, the achievement level of the operators ranged from 91.8% to 95%.
- The percentages of **customers satisfied** were found to be higher in the case of Bharti (95%) than BSNL (91.8%).

#### 3.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is good in Haryana Service Area both the operators are meeting the **benchmark of 85%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 93.1% to 97.1%.
- The percentages of **customers satisfied** were found to be higher in the case of Bharti (97.1%) than BSNL (93.1%)

#### 3.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In both the cases operators met 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 91.3% to 100%. **BSNL was able to attain 100% customers' satisfaction.** The achievement of Bharti was at 91.3%
- Whereas in the case of **post-paid segment**, the achievement level ranged from 96.8% to 97.7%. The percentages of customers satisfied were found to be higher in the case of Bharti (97.7%) than BSNL (96.8%)

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

The customer perception of the parameter maintainability is poor in Haryana Service Area as none of the two operators met the **benchmark of 85%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 66.7% to 72.7%.
- The percentages of **customers satisfied** were found to be higher in the case of BSNL (72.7%) than Bharti (66.7%)

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

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

- In terms of **customers satisfied**, the achievement level of the operators ranged from 96.5% to 97%.
- The percentages of **customers satisfied** were found to be higher in the case of BSNL (97%) than Bharti (96.5%).

### 3.3.6: Customers Protection and Redressal of Grievances

- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by over 9 out of 10 customers surveyed.
- Awareness about the contact details of nodal officer was found among 4.2% of the customers surveyed - higher in the case of BSNL (6%) than Bharti (2%).
- Similarly there has been marginal improvement in the case of awareness about the contact details of Appellate authority as it was reported by 1.5% of respondents.
- Complaints in the last 12 months were received higher in the case of BSNL (43.5%) than Bharti (22.5%)
- Overall only 38% confirmed that they received the docket number for most of their complaints.
- The percentages of customers satisfied with resolution of complaints were found slightly higher in the case of Bharti.

## **4. DETAIL REPORT**



#### 4.1 PERFORMANCE COMPLIANCE

##### 4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Haryana Service Area.

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

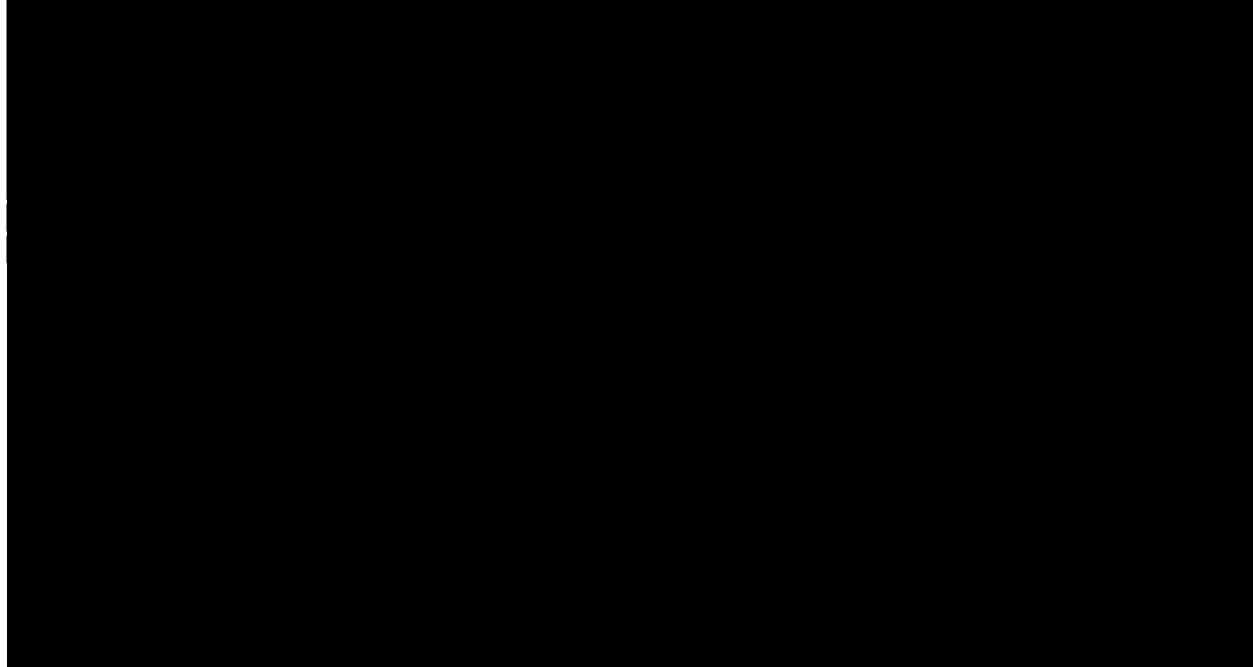
Basic Service (Wireline) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
HARYANA SERVICE AREA									
HARYANA	2268								
BHARTI	584	89.6%	95.8%	97.2%	97.0%	98.1%	90.4%	95.9%	91.8%
BSNL	600	100.0%	97.4%	100.0%	95.4%	97.8%	93.2%	89.9%	89.2%
REL COMM	544	93.7%	94.5%	93.1%	94.8%	95.6%	93.1%	94.1%	88.8%
TATA TELESERVICES	540	93.6%	94.5%	91.4%	93.9%	94.3%	92.1%	93.3%	85.0%

- The analysis reveals that in terms of meeting the benchmark, the performance of **Bharti** was much better than other three operators in Haryana Service Area. Bharti was able to meet benchmark criteria on 6 out of 8 parameters. However, it was not able to achieve the desired benchmark standard on **provision of services and maintainability**.
- Bharti is followed by **BSNL**. It attained benchmark on 5 out of 8 parameters. In fact on the 2 parameters, provision of service and pre paid billing performance, it attained 100% customers' satisfaction. However on the issue of **maintainability and supplementary services**, it was not able to achieve the benchmark levels of 95% and 90% respectively.
- The performance of **Rel Comm** and **Tata Teleservices** was not better than other two providers as they were not able to achieve benchmark on many of the parameters. The performance of both the operators was below the benchmark norms on **post and pre paid billing services, maintainability and even on the overall services**. In fact, performance of Tata Teleservices was also below the benchmark on network reliability and availability.

Therefore, Bharti emerged as the number one operator, closely followed by BSNL. Whereas, the performance of Rel Comm and Tata Teleservices was below the benchmark standard, set up by the TRAI, on many of the parameters.

#### 4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Haryana Service Area

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



- The analysis reveals that in terms of meeting the benchmark, the performances of **Vodafone** were better than other 5 operators in Haryana Service Area. It was able to meet the benchmark criteria on all the 8 parameters. In fact on post paid billing service, it attained 100% customer satisfaction.
- Vodafone is followed by Bharti. It was able to meet the benchmark on 7 out of 8 parameters. However, on **post paid billing services**, it could not meet the prescribed benchmark.
- **BSNL and Idea Cellular**, on the other hand, could meet the benchmark on 6 out of 8 parameters. In fact BSNL was able to attain 100% customer satisfaction on provision of services and post paid billing service. Ideal cellular was not able meet the benchmark on **billing services (both, post and pre paid)**. While the performance of BSNL on **network and maintainability** was below the prescribed benchmarks.
- Other operators – **Rel Comm and Tata Teleservices** - were not able to meet the benchmark on most of the parameters, except provision of service, help services and supplementary services. Therefore on rest of the parameters their performance was below the prescribed benchmarks.

The analysis reveals that, **Vodafone and Bharti** are the only 2 operators whose services are perceived to be better than other operators in Haryana Service Area. The performance of all

**the other operators was not able to meet benchmark on almost all the parameters set by the TRAI.**



#### 4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Haryana service area

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

Broadband (Haryana service area) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	customers satisfied With Provision of service	Customers satisfied with billing services		Customers satisfied with Help Services	Customers satisfied with Network Performance, Reliability and Availability	Customers satisfied with Maintainability	Customers satisfied with Supplementary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
HARYANA SERVICE AREA									
HARYANA	1098								
BHARTI	498	96.7%	97.7%	91.3%	96.5%	97.1%	66.7%	95.0%	95.0%
BSNL	600	100.0%	96.8%	100.0%	97.0%	93.1%	72.7%	81.7%	91.8%

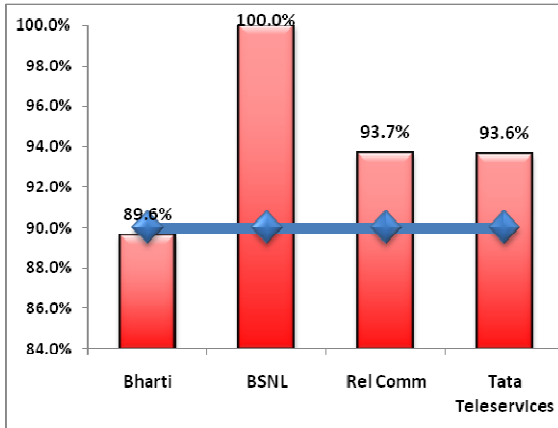
- The analysis reveals that in terms of meeting the benchmark, the performance of **both the operators** were more or less similar.
- **Bharti** was able to meet benchmark on all the parameters except one – **maintainability** – where its performance was quite low.
- **BSNL** was able to meet benchmark on 6 out of 8 parameters. In fact on provision of services and prepaid billing service, it attained 100% customers' satisfaction. However, on 2 parameters its performance could not meet the prescribed benchmarks. They were – **maintainability and supplementary services**.

## **4.2 Graphical Presentation**



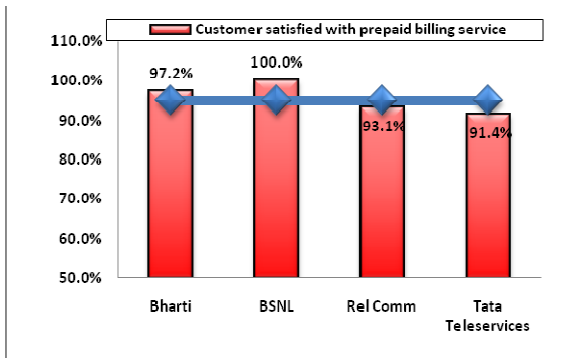
## 4.2.1 BASIC WIRE LINE – HARYANA SERVICE AREA

### 4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



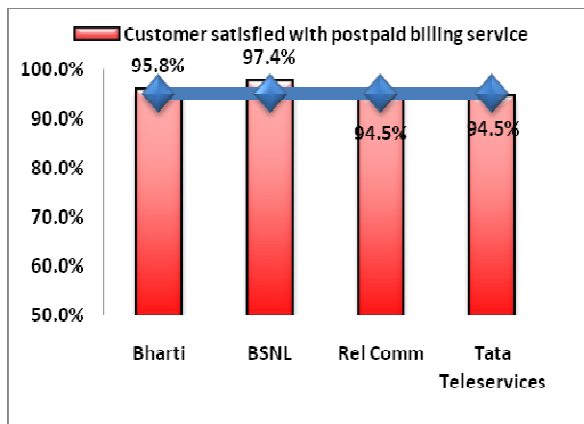
- Audit conducted for 4 operators providing services in Haryana.
- Three operators were found meeting the benchmark of >90%. They were BSNL, Rel Comm and Tata Teleservices
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 89.6% to 100.0%.
- Highest percentages of customers satisfied were found with BSNL (100.0%) followed by Rel Comm (93.7%) and Tata Teleservices (93.6%).
- The lowest percentages of customers satisfied were with Bharti (89.6%).

### 4.2.1.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



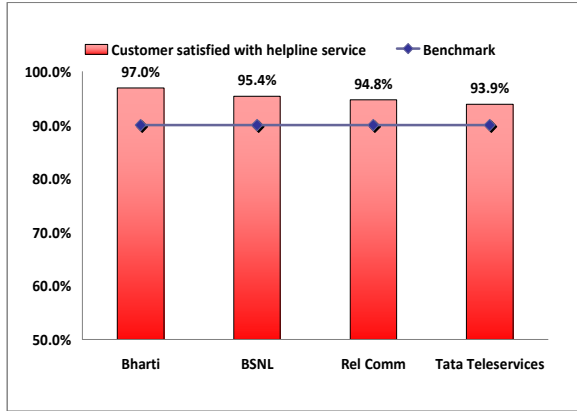
- Audit conducted for 4 operators providing services in Haryana.
- Bharti and BSNL were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the four operators ranged from 91.4% to 100.0%.
- Highest level of satisfaction was found by the customers of BSNL (100.0%) followed by Bharti (97.2%) and Rel Comm (93.1%).
- The lowest percentage of satisfied customers was attained by Tata Teleservices (91.4%).

### 4.2.1.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



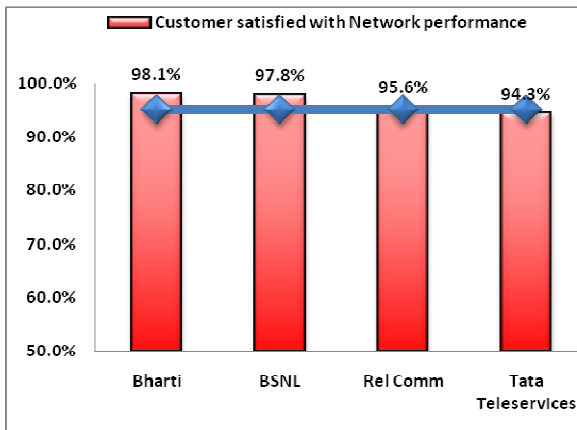
- Audit conducted for 4 operators providing services in Haryana.
- BSNL and Bharti had met the benchmark of >95%.
- Percentage of satisfied customers among all operators ranged from 94.5% to 97.4%.
- Highest percentage of satisfied customers were found in the case of BSNL (97.4%) followed by Bharti (95.8%).
- The lowest percentage of satisfied customers was attained by of Tata and Rel Comm (94.5% each).

#### 4.2.1.4 SATISFIED WITH HELP SERVICES



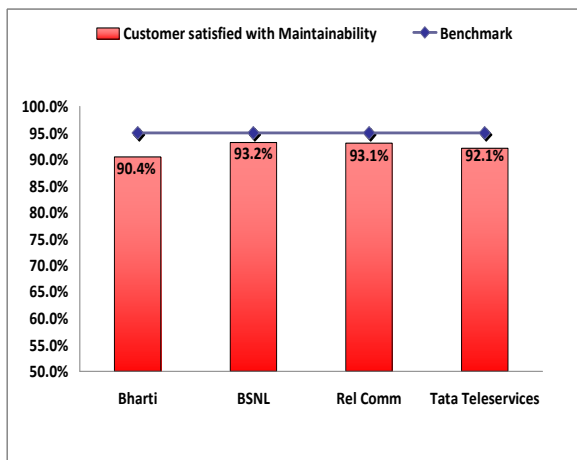
- Audit conducted for 4 operators providing services in Haryana.
- All the operators were found meeting the benchmark of >90%.
- Percentage of Customer satisfied with the help services ranged from 93.9% to 97.0%.
- Highest percentage of satisfied customers were with Bharti (97.0%), followed by BSNL (95.4%) and Rel Comm (94.8%).
- The lowest percentage of satisfied customers was attained by of Tata (93.9%).

#### 4.2.1.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



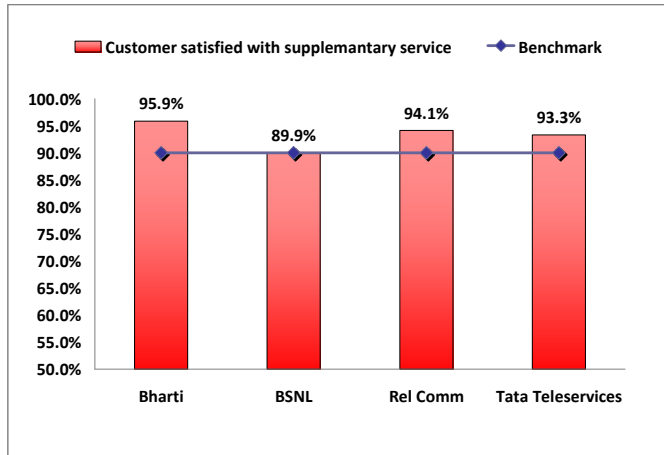
- Audit conducted for 4 operators providing services in Haryana.
- Three operator were found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 94.3% to 98.1%.
- Highest percentage of satisfied customers were in the case of Bharti (98.1%) followed by BSNL (97.8%) and Rel Comm (95.6%).
- The lowest percentage of satisfied customers was attained by of Tata Teleservices (94.3%).

#### 4.2.1.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



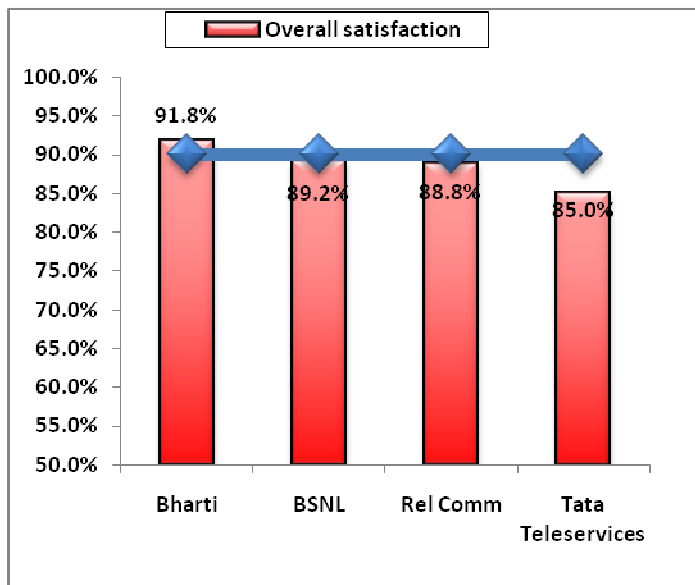
- Audit conducted for 4 operators providing services in Haryana.
- None of the operator was found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 90.4% to 93.2%.
- Highest percentages of satisfied customers were found with BSNL (93.2%) closely followed by Rel Comm (93.1%) and Tata Teleservices (92.1%).
- The lowest percentage of satisfied customers was attained by of Bharti (90.4%).

**4.2.1.7 SATISFIED WITH SUPPLEMENTARY SERVICES**



- Audit conducted for 4 operators providing services in Haryana.
- Three operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the supplementary services ranged from 89.9% to 95.9%.
- Highest percentage of satisfied customers were found with Bharti (95.9%) followed by Rel Comm (94.1%) and Tata Teleservices (93.3%).
- The lowest percentages of satisfied customers were found in the case of BSNL (89.9%).

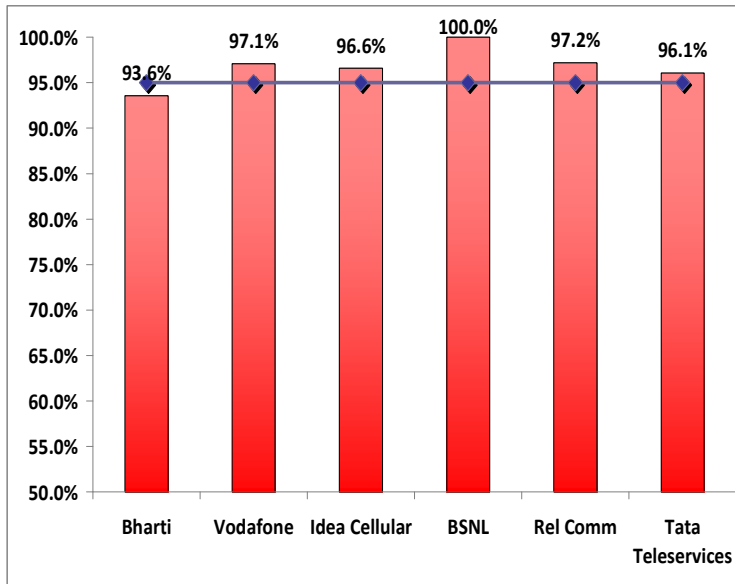
**4.2.1.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES**



- Audit conducted for 4 operators providing services in Haryana.
- Only Bharti was found meeting the benchmark of >90%
- Percentage of customers satisfied with the overall services ranged from 85.0% to 91.8%.
- Highest percentage of satisfied customers were found with Bharti (91.8%) followed by BSNL (89.2%) and Rel Comm (88.8%).
- Whereas, lowest percentage of satisfied customers were in the case of Tata Teleservices (85.0%).

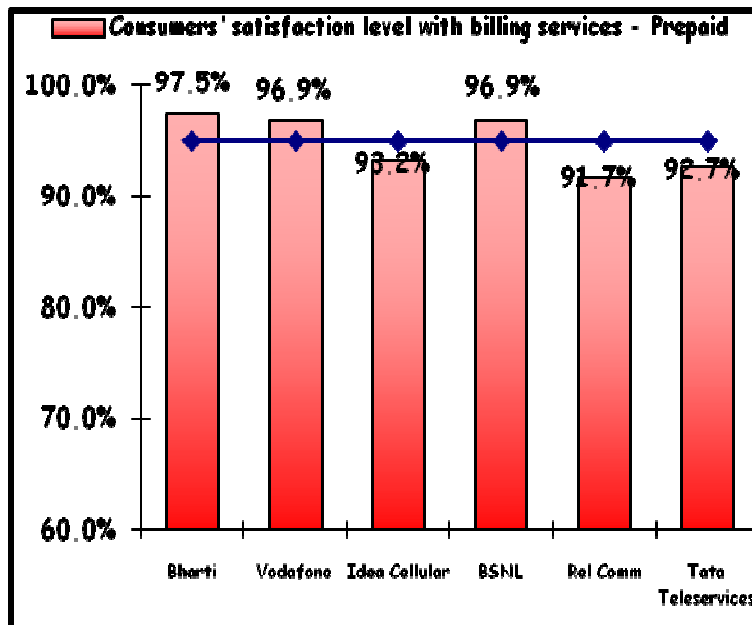
## 4.2.2 CELLULAR SERVICE – HARYANA SERVICE AREA

### 4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



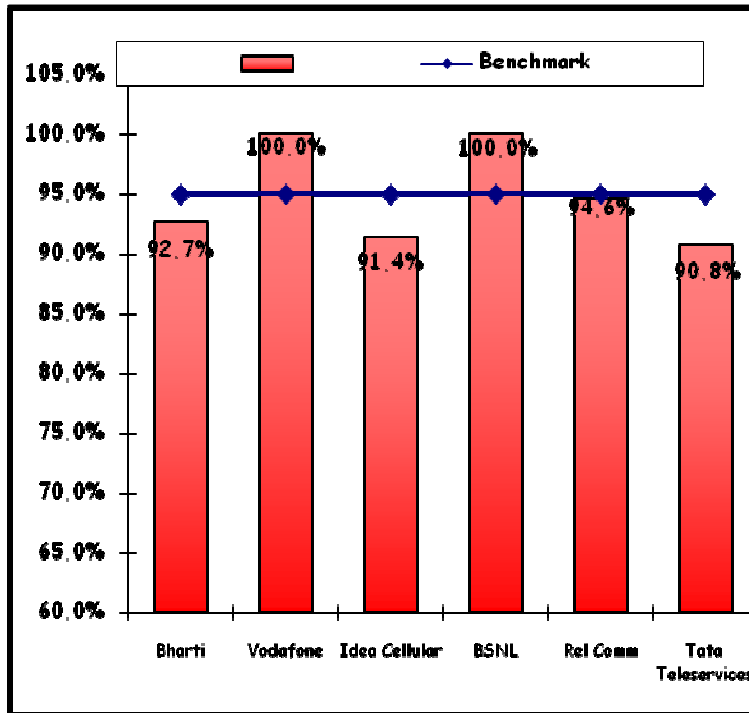
- Audit conducted for 6 operators providing services in Haryana.
- All operators, except Bharti, were found to be meeting the benchmark of >95%.
- Percentage of customers satisfied with the provision of services attained by all the six operators ranged from 93.6% to 100.0%.
- Highest percentage of customers satisfied were found with BSNL (100.0%) followed by Rel Comm (97.2%), Vodafone (97.1%), Idea Cellular (96.6%) and Tata (96.1%).
- The lowest percentage of satisfied customers was attained by of Bharti (93.6%).

### 4.2.2.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



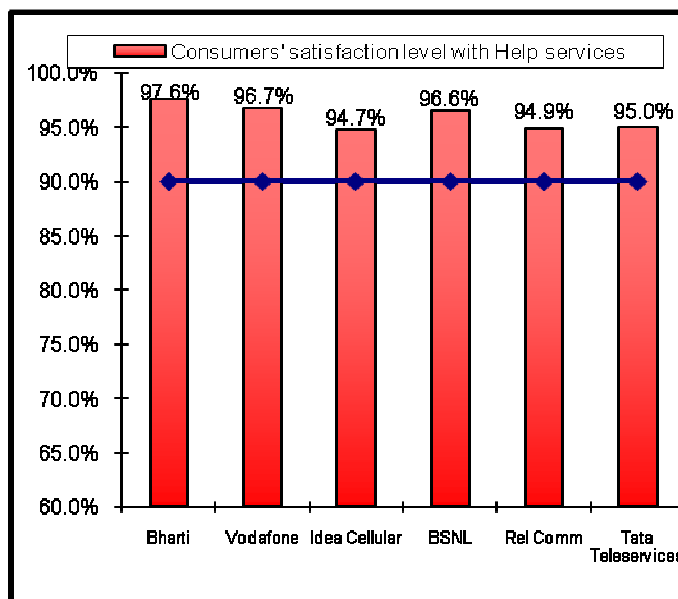
- Audit conducted for 6 operators providing services in Haryana.
- Only three operator, were found to be meeting the benchmark of >95%. They were Bharti, Vodafone and BSNL.
- Percentages of satisfied consumer by all the six operators ranged from 91.7% to 97.5%.
- Highest percentages of customers satisfied were found with Bharti (97.5%) followed by Vodafone and BSNL (96.9% each).
- The lowest percentage of satisfied customers was attained by of Rel Comm (91.7%) followed by Tata Teleservices (92.7%) and Idea cellular (93.2%).

4.2.2.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



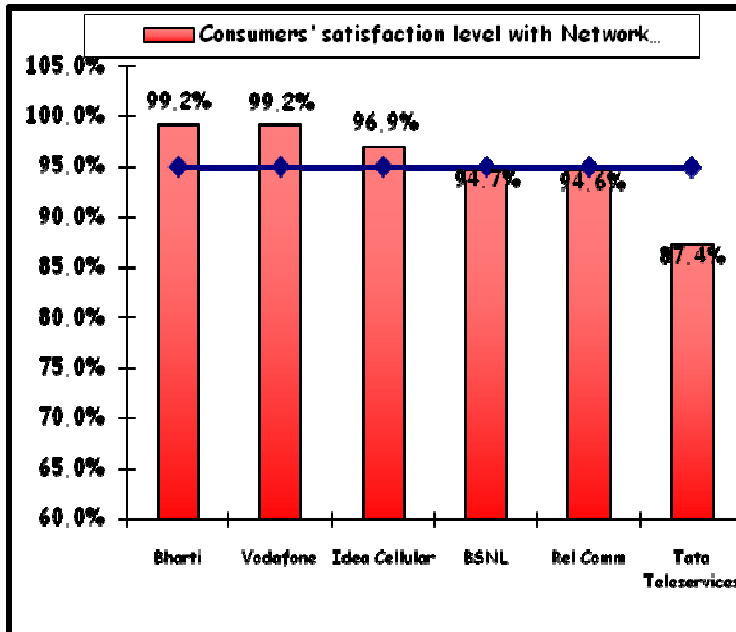
- Audit conducted for 6 operators providing services in Haryana.
- Only two operators, were found to be meeting the benchmark of >95%.
- Percentage of satisfied customers by all the seven operators ranged from 90.8% to 100.0%.
- In the case of Vodafone and BSNL, all the customers were found to be satisfied with the postpaid billing services.
- The lowest percentage of satisfied customers was attained by of Tata Teleservices (90.8%) followed by Idea Cellular (91.4%) and Bharti (92.7%).

4.2.2.4 CUSTOMERS SATISFIED WITH HELP SERVICES



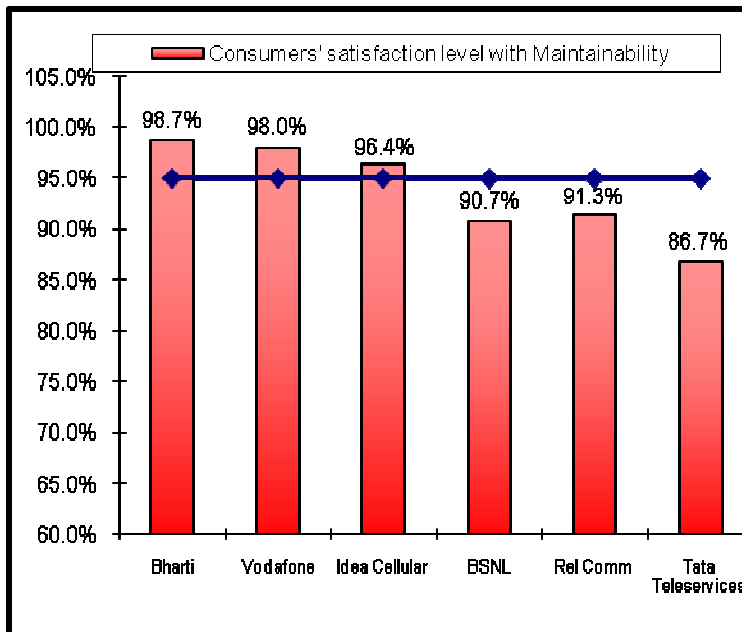
- Audit conducted for 6 operators providing services in Haryana.
- All the operators, were found to be meeting the benchmark of >90%.
- Percentage of consumer satisfied by all the six operators ranged from 94.7% to 97.6%.
- Highest percentage of satisfied customers were with Bharti (97.6%) followed by Vodafone (96.7%) and BSNL (96.6%).
- The lowest percentage of satisfied customers were found with Idea Cellular (94.7%) followed by Rel Comm (94.9%) and Tata Teleservices (95.0%).

4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



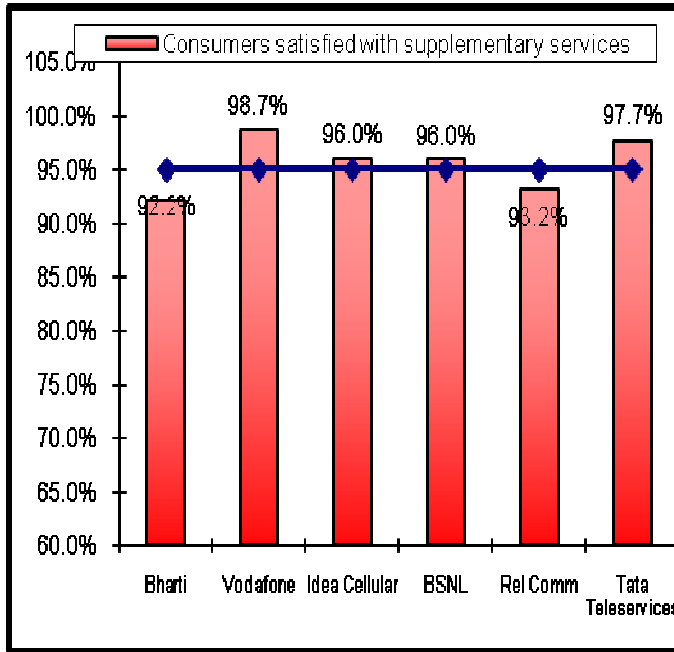
- Audit conducted for 6 operators providing services in Haryana.
- Three of the operators, were found to be meeting the benchmark of >95%. They were Bharti, Vodafone and Idea cellular.
- Percentages of customers satisfied by all the six operators ranged from 87.4% to 99.2%.
- Highest percentages of customers satisfied were found with Vodafone and Bharti (99.2% each) followed by Idea Cellular (96.9%).
- The lowest percentage of satisfied customers was attained by of Tata Teleservices (87.4%) followed by Rel Comm (94.6%) and BSNL (94.7%).

4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



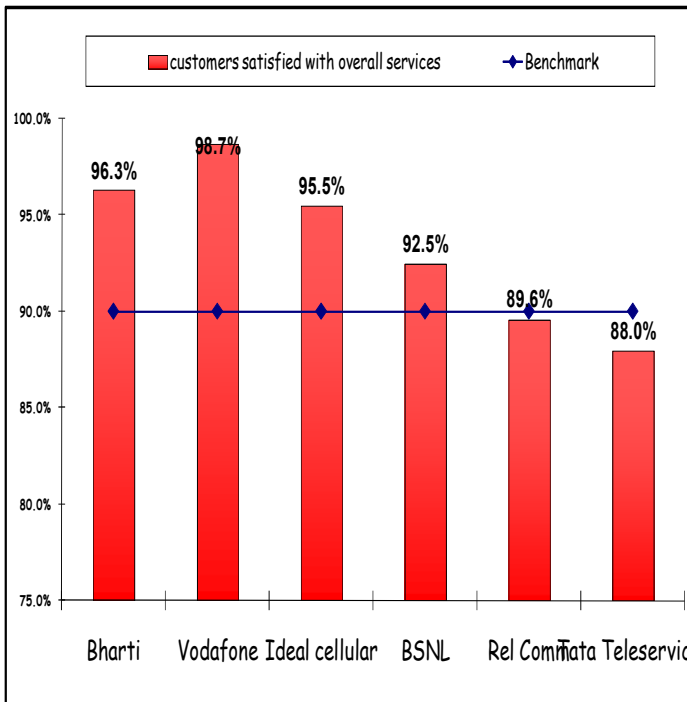
- Audit conducted for 6 operators providing services in Haryana.
- Three of the operators, were found to be meeting the benchmark of >95%. They were Bharti, Vodafone and Idea Cellular.
- Percentage of satisfied customers by all the six operators ranged from 86.7% to 98.7%.
- Highest percentage of customers satisfied were with Bharti (98.7%) followed by Vodafone (98.0%) and Idea Cellular (96.4%).
- The lowest percentage of satisfied customers with Tata Teleservices (86.7%) followed by BSNL (90.7%) and Rel Comm (91.3%).

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 6 operators providing services in Haryana.
- Four of the operators, were found to be meeting the benchmark of >90%. They were Vodafone, Tata Teleservices, Idea cellular and BSNL.
- Percentage of customers satisfied by all the six operators ranged from 92.2% to 98.7%
- Highest percentage of customers satisfied were found with Vodafone (98.7%), followed by Tata Teleservices (97.7%) and Ideal cellular and BSNL (96%).
- The lowest percentage of satisfied customers was attained by of Bharti (92.2%) followed by Rel Comm (93.2%).

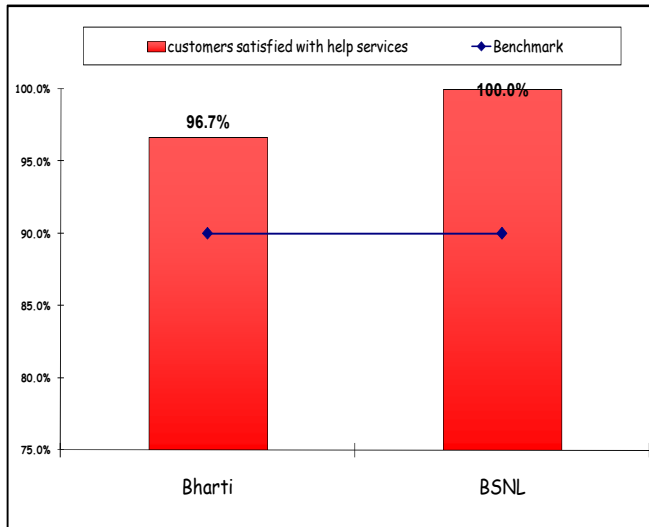
4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit conducted for 6 operators providing services in Haryana.
- Four of the operators, were found to be meeting the benchmark of >90%. They were Vodafone, Bharti, Idea Cellular and BSNL.
- Percentage of customers satisfied by all the seven operators ranged from 88.0% to 98.7%.
- Highest level of satisfaction was found by the customers of Vodafone (98.7%) followed by Bharti (96.3%), Idea Cellular (95.5%) and BSNL (92.5%).
- The lowest percentage of satisfied customers was attained by of Tata Teleservices (88.0%) followed by Rel Comm (89.6%).

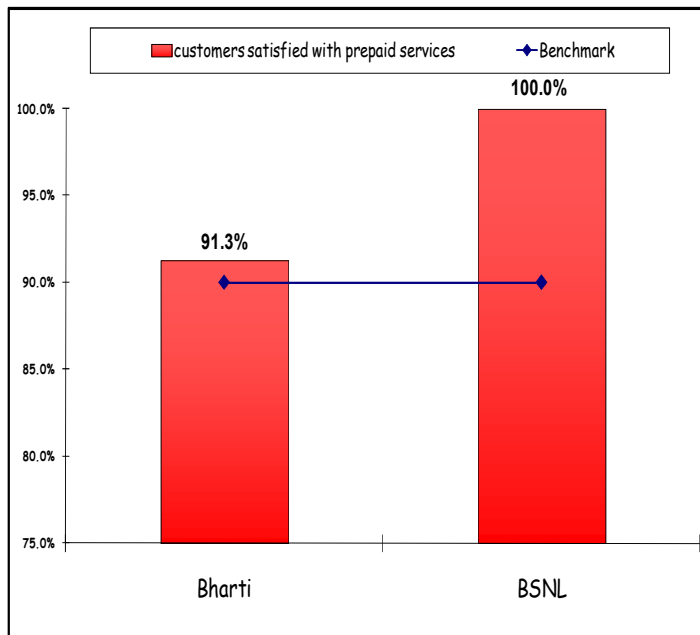
### 4.2.3 Broadband services – Haryana Service area

#### 4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



- Audit conducted for 2 operators providing services in Haryana.
- Both the operators were found to be meeting the benchmark of >90%.
- In the case of BSNL all the customers were found to be satisfied, whereas, 96.7% of Bharti customers were satisfied.

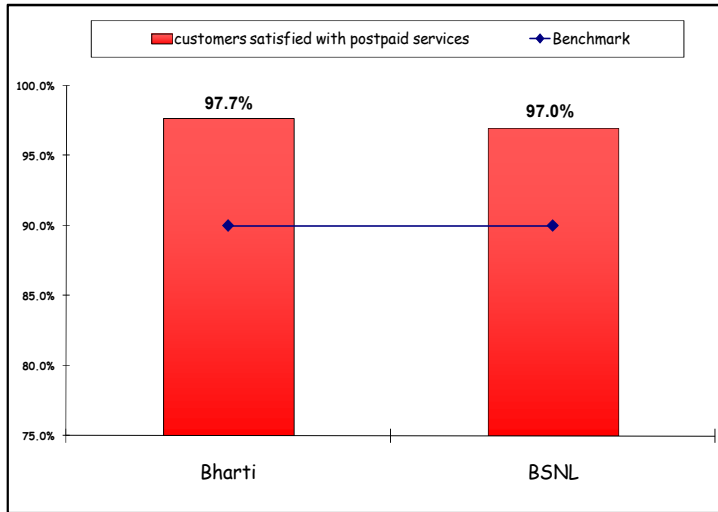
#### 4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



- Audit conducted for 2 operators providing services in Haryana.
- Both the operators, were found meeting the benchmark of >90%.
- In the case of BSNL all the customers (100%) were satisfied, whereas, 91.3% of Bharti customers were satisfied.

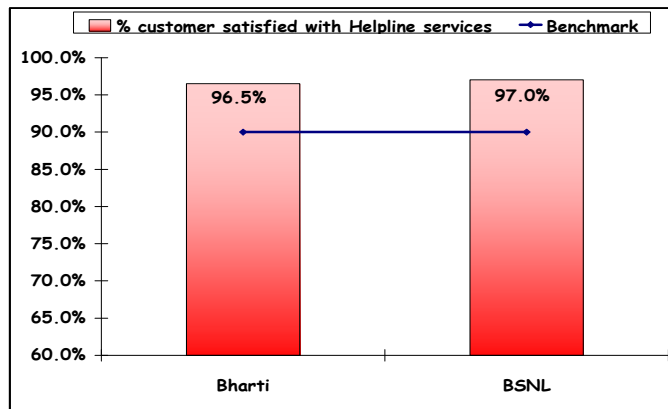


**4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES**



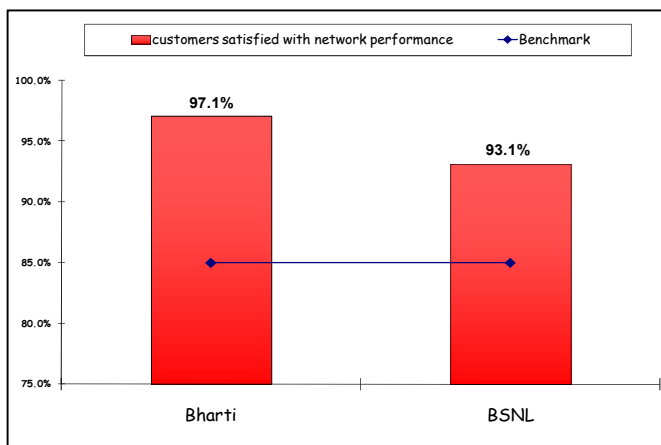
- Audit conducted for 2 operators providing services in Haryana.
- Both the operators, were meeting the benchmark of >90%.
- Highest percentage of satisfied customers were found in the case of Bharti (97.7%) followed by BSNL (96.8%).

**4.2.3.4 SATISFIED WITH HELP SERVICES**



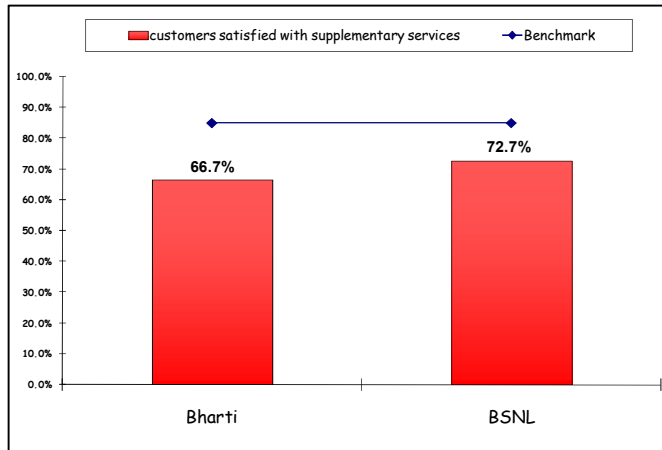
- Audit conducted for 2 operators providing services in Haryana.
- Both the operators, were found to be meeting the benchmark of >90%.
- Highest percentage of satisfied customers were in the case of BSNL (97.0%) followed by Bharti (96.5%).

**4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE**



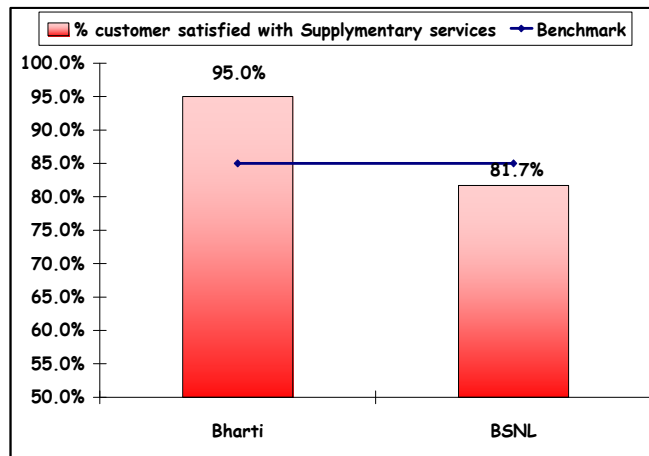
- Audit conducted for 2 operators providing services in Haryana.
- Both the operators were meeting the benchmark of >85%.
- Highest percentages of satisfied customers were in the case of Bharti (97.1%) followed by BSNL (93.1%).

**4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY**



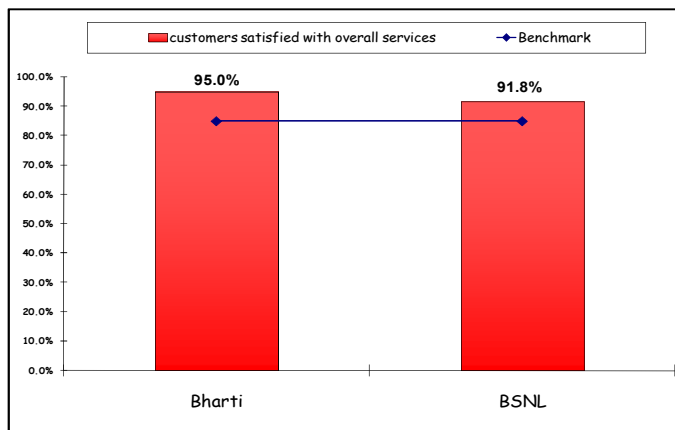
- Audit conducted for 2 operators providing services in Haryana.
- None of the operators were found meeting the benchmark of >85%.
- 72.7% of the customers of BSNL and 66.7% of Bharti were satisfied with maintainability.

**4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES**



- Audit conducted for 2 operators providing services in Haryana.
- Only Bharti was found to be meeting the benchmark of >85%.
- Highest percentage of customers satisfied were found with Bharti (95%) followed by BSNL (81.7%).

**4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES**



- Audit conducted for 2 operators providing services in Haryana.
- Both the operators, Bharti with 95.0% and BSNL with 91.8%, were found to meeting the benchmark of >85%

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

## 5.1: BASIC WIRELINE – Haryana Service Area

**5.1.1: Awareness about Call centre telephone number:** Altogether 2268 of wireline customers of 4 operators in Haryana service area were targeted. Out of these, 2096 (92.4%) were aware about the call centre telephone numbers of their operators. The highest percentage of aware subscribers were found in the case of Rel Comm (98.3%) followed by Bharti (95.4%), Tata Teleservices (88.7%) and BSNL (87.5%).

Awareness about the call centre/ customer care services				
Service provider		Yes	No	Total
Bharti	Count	557	27	584
	%age	95.4%	4.6%	100.0%
BSNL	Count	525	75	600
	%age	87.5%	12.5%	100.0%
Rel Comm	Count	535	9	544
	%age	98.3%	1.7%	100.0%
Tata Teleservices	Count	479	61	540
	%age	88.7%	11.3%	100.0%
Total	Count	2096	172	2268
	%age	92.4%	7.6%	100.0%

**5.1.2: Customers' complaints about services:** Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 2268 respondents, 1142 (50.4%) had used this facility. The highest number of respondents, who had made complaints within last 12 months were from Rel Comm (56.1%) followed by Tata Teleservices (52.6%) and Bharti (50.0%). The lowest was in the case of BSNL (43.5%).

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
Service provider		Yes	No	Total
Bharti	Count	292	292	584
	%age	50.0%	50.0%	100.0%
BSNL	Count	261	339	600
	%age	43.5%	56.5%	100.0%
Rel Comm	Count	305	239	544
	%age	56.1%	43.9%	100.0%
Tata Teleservices	Count	284	256	540
	%age	52.6%	47.4%	100.0%
Total	Count	1142	1126	2268
	%age	50.4%	49.6%	100.0%

**5.1.3: Receipt of docket number against complaints:** Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 1142 respondents who made complaints, 31.9% confirmed that they received docket numbers. However, 29.9% informed that they did not receive docket number for most of the complaints they made. The table also shows 34.7% of respondents also reported that docket number was given only on request. Whereas, 40 (3.5%) also reported that the docket number was not given even on request.

Receipt of docket number on the complaints made to call centre						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	16	109	84	83	292
	%age	5.5%	37.3%	28.8%	28.4%	100.0%
BSNL	Count	3	95	100	63	261
	%age	1.1%	36.4%	38.3%	24.1%	100.0%
Rel Comm	Count	10	95	82	118	305
	%age	3.3%	31.1%	26.9%	38.7%	100.0%
Tata Teleservices	Count	11	97	76	100	284
	%age	3.9%	34.2%	26.8%	35.2%	100.0%
Total	Count	40	396	342	364	1142
	%age	3.5%	34.7%	29.9%	31.9%	100.0%

**5.1.4: Feedback from Call Centre:** The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 1142 respondents who made complaints, 895 (78.4%) confirmed that they were informed about the action taken on their complaints, the highest from Bharti (92.5%) followed by Rel Comm (77.4%) and BSNL (72.8%). The lowest percentage was found in the case of Tata Teleservices (70.1%).

Information from call centre on the action taken on complaint				
Service provider		Yes	No	Total
Bharti	Count	270	22	292
	%age	92.5%	7.5%	100.0%
BSNL	Count	190	71	261
	%age	72.8%	27.2%	100.0%
Rel Comm	Count	236	69	305
	%age	77.4%	22.6%	100.0%
Tata Teleservices	Count	199	85	284
	%age	70.1%	29.9%	100.0%
Total	Count	895	247	1142
	%age	78.4%	21.6%	100.0%

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

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	131	142	14	292
	%age	1.7%	44.9%	48.6%	4.8%	100.0%
BSNL	Count	14	83	116	48	261
	%age	5.4%	31.8%	44.4%	18.4%	100.0%
Rel Comm	Count	2	99	174	30	305
	%age	0.7%	32.5%	57.0%	9.8%	100.0%
Tata Teleservices	Count	7	88	151	38	284
	%age	2.5%	31.0%	53.2%	13.4%	100.0%
Total	Count	28	401	583	130	1142
	%age	2.5%	35.1%	51.1%	11.4%	100.0%

- Maximum percentage of satisfied customers (very satisfied and satisfied) were reported in the case of Rel Comm (66.8%) closely followed by Tata Teleservices (66.6%), BSNL (62.8%) and Bharti (53.4%). The percentage of very satisfied customers was found highest in the case of BSNL (18.4%) followed by Tata Teleservices (13.4%), Rel Comm (9.8%) and Bharti (4.8%).
- As far dissatisfaction (very dissatisfied and satisfied) is concerned the highest percentage of respondents were reported from Bharti (46.6%) followed by BSNL (37.2%), Tata Teleservices (33.5%) and Rel Comm (33.2%). Whereas highest percentages of very dissatisfied customer were reported from BSNL (5.4%)

**5.1.6: 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.

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	59	11	41	57	12	136
	%age	43.4%	8.1%	30.1%	41.9%	8.8%	
BSNL	Count	47	14	29	38	19	97
	%age	46.5%	13.9%	28.7%	37.6%	18.8%	
Rel Comm	Count	71	23	17	51	22	101
	%age	70.3%	22.8%	16.8%	50.5%	21.8%	
Tata Teleservices	Count	45	18	16	61	24	95
	%age	47.4%	18.9%	16.8%	64.2%	25.3%	
Total	Count	222	66	103	207	77	429
	%age	51.7%	15.4%	24.0%	48.3%	17.9%	

Note: sum may not add because of multiple response

- Out of 429 dissatisfied respondents most of them (51.7%) cited that it is **“Difficult to connect to the call centre executive”** This was cited maximum in the case of Rel Comm (70.3%).
- The other reasons cited were **“Time Taken by call centre for redressal of complaint is too long”** reported by nearly about 1 out of 2 complainants (48.3%). This was found highest in the case of Tata Teleservices (64.2%).
- **“Customer care executive not equipped with adequate information”** was also reported by nearly 1 out of 4 respondents. Similarly **“Customer care executive was unable to understand the problem”** and **“Customer care executive not polite and courteous”** was also reported over 15% of complainants

**5.1.7 Resolution of billing complaints:** The following table shows that out of 1142 respondents who had complained to call centre/ customer care, 784 (68.7%) had billing related complaints. Out of these 784, nearly 7 out of 10 had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported maximum in the case of Bharti (86.3%) followed by Rel Comm (73.0%), BSNL (64.7%) and Tata Teleservices (52.9%)

Resolution of billing complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	170	27	197
	%age	86.3%	13.7%	100.0%
BSNL	Count	163	89	252
	%age	64.7%	35.3%	100.0%
Rel Comm	Count	130	48	178
	%age	73.0%	27.0%	100.0%
Tata Teleservices	Count	83	74	157
	%age	52.9%	47.1%	100.0%
Total	Count	546	238	784
	%age	69.6%	30.4%	100.0%

**5.1.8 Awareness about the contact details of nodal officers:** Out of these 2268 respondents, only 68 (3.0%) were aware about the contact details of nodal officer. This was found to be highest in the case of BSNL (4.8%) followed by Bharti (3.8%), Tata Teleservices (2.0%) and Rel Comm (1.1%).

Awareness about the contact details of the nodal officer				
Service provider		Yes	No	Total
Bharti	Count	22	562	584
	%age	3.8%	96.2%	100.0%
BSNL	Count	29	571	600
	%age	4.8%	95.2%	100.0%
Rel Comm	Count	6	538	544
	%age	1.1%	98.9%	100.0%
Tata Teleservices	Count	11	529	540
	%age	2.0%	98.0%	100.0%
Total	Count	68	2200	2268
	%age	3.0%	97.0%	100.0%

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

**5.1.10 Awareness about the contact details of Appellate Authority:** out of these 2268 respondents, only 16 (0.7%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer . However, none of them had ever filed an appeal for the resolution of their problem not satisfied with decision taken by the nodal officer.

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	6	578	584
	%age	1.03%	98.97%	100.0%
BSNL	Count	2	598	600
	%age	0.33%	99.67%	100.0%
Rel Comm	Count	5	539	544
	%age	0.92%	99.08%	100.0%
Tata Teleservices	Count	3	537	540
	%age	0.56%	99.44%	100.0%
Total	Count	16	2252	2268
	%age	0.7%	99.3%	100.0%

**5.1.11 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 638 prepaid customers of 4 providers targeted, 360 (56.4%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Tata Teleservices (62.0%) followed by Rel Comm (53.7%) and Bharti (51.0%). Whereas it was reported lowest from BSNL (45.5%).

Awareness about item wise charges of prepaid services				
Service provider		Yes	No	Total
Bharti	Count	74	71	145
	%age	51.0%	49.0%	100.0%
BSNL	Count	5	6	11
	%age	45.5%	54.5%	100.0%
Rel Comm	Count	116	100	216
	%age	53.7%	46.3%	100.0%
Tata Teleservices	Count	165	101	266
	%age	62.0%	38.0%	100.0%
Total	Count	360	278	638
	%age	56.4%	43.6%	100.0%

**5.1.12 Denial of itemized usage charges detail:** There were 360 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 143 (39.7%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operator. Denial of itemized details were reported highest in the case of Tata Teleservices (41.8%), closely followed by Rel Comm (41.4%), BSNL (40%) and Bharti (32.4%).

Denial of request on itemized usage charges detail				
Service provider		Yes	No	Total
Bharti	Count	24	50	74
	%age	32.4%	67.6%	100.0%
BSNL	Count	2	3	5
	%age	40.0%	60.0%	100.0%
Rel Comm	Count	48	68	116
	%age	41.4%	58.6%	100.0%
Tata Teleservices	Count	69	96	165
	%age	41.8%	58.2%	100.0%
Total	Count	143	217	360
	%age	39.7%	60.3%	100.0%



**5.1.13 Reason for denial of request for itemized charges:** The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 143 respondents, who were denied the itemized usage charges 108 (75.5%) reported that they were not given any reasons, whereas, 35 (24.5%) were denied on account of technical problem.

Reason for denial of request for itemized charges				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	18	6	24
	%age	75.0%	25.0%	100.0%
BSNL	Count	2	0	2
	%age	100.0%	0.0%	100.0%
Rel Comm	Count	37	11	48
	%age	77.1%	22.9%	100.0%
Tata Teleservices	Count	51	18	69
	%age	73.9%	26.1%	100.0%
Total	Count	108	35	143
	%age	75.5%	24.5%	100.0%

**5.1.14 Provision of Manual of Practice by the Operators:** There were 329 respondents who were new subscribers. In other words whose connection was less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 268 (81.5%) subscribers had confirmed that they had received the manual of practice. - found to be highest in the case of Rel Comm (89.2%) followed by BSNL (88.2%), Bharti (84.5%) and Tata Teleservices (74.1%).

Provision of Manual of Practice				
Service provider		Yes	No	Total
Bharti	Count	65	12	77
	%age	84.5%	15.5%	100.0%
BSNL	Count	19	3	22
	%age	88.2%	11.8%	100.0%
Rel Comm	Count	78	9	87
	%age	89.2%	10.8%	100.0%
Tata Teleservices	Count	106	37	143
	%age	74.1%	25.9%	100.0%
Total	Count	268	61	329
	%age	81.5%	18.5%	100.00%

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

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

S.N.	Sub Parameter	Bharti	BSNL	Rel Comm	Tata Teleservices
2	For pre-paid customers awareness about item-wise usage charge details on request	51.0%	45.5%	53.7%	62.0%
3	If aware (for pre-paid customers )ever denied of item wise usage charge details for pre paid connection	32.4%	40.0%	41.4%	41.8%
4	For new customers provisioning of "Manual of practice while taking the new connection	84.5%	88.2%	89.2%	74.1%
5	Awareness of call center number for redressing grievances	95.4%	87.5%	98.3%	88.7%
6	Penetration of customers made any complaint to the toll free number within last 12 months	50.0%	43.5%	56.1%	52.6%
7	Call center informing about the action taken on complaint	92.5%	72.8%	77.4%	70.1%
8	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	86.3%	64.7%	73.0%	52.9%
9	Percentage satisfied with complaint resolution by call center	53.4%	62.8%	66.8%	66.6%
10	Awareness of contact detail of nodal officer for redressing grievances	3.8%	4.8%	1.1%	2.0%
11	Awareness of appellate authority for redressing grievances	1.0%	0.3%	1.0%	0.6%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 87.5% to 98.3%.
- Awareness about the Nodal Officer was found to be low and ranged from 1.1% (Rel Comm) to 4.8% (BSNL).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.3% (BSNL) to 1.0% (Bharti and Rel Comm).
- Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of Rel comm. (56.1%) followed by Tata Teleservices (52.6%), Bharti (50.0%) and BSNL (43.5%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Tata Teleservices (62.0%) followed by Rel comm. (53.7 %) Bharti (51.0%) and BSNL (45.5%).

## 5. 2 CELLULAR Mobile – Haryana Service Area

**5. 2.1: Awareness about Call centre telephone number:** Altogether 3600 mobile customers of 6 operators in Haryana service area were targeted. Out of these, 3260 (90.6%) were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers were found in the case of BSNL (97.6%) followed by Bharti (94.7%), Rel Comm (89.4%), Idea Cellular (88.0%), Vodafone (87.1%) and Tata Teleservices (86.5%).

Awareness about call centre telephone number of telecom service provider for making complaints/ query?				
Service provider		Yes	No	Total
Bharti	Count	568	32	600
	%age	94.7%	5.3%	100.0%
Vodafone	Count	523	77	600
	%age	87.1%	12.9%	100.0%
Idea Cellular	Count	528	72	600
	%age	88.0%	12.0%	100.0%
BSNL	Count	586	14	600
	%age	97.6%	2.4%	100.0%
Rel Comm	Count	536	64	600
	%age	89.4%	10.6%	100.0%
Tata Teleservices	Count	519	81	600
	%age	86.5%	13.5%	100.0%
Total	Count	3260	340	3600
	%age	90.6%	9.4%	100.0%

**5. 2.2: Customers' complaints about services:** Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 3600 respondents, 48.3% had used this facility. The highest number of respondents, who had made complaints within lasts 12 months were from BSNL (54.0%) followed by Bharti (51.0%), Tata Teleservices (47.7%) and Rel Comm (47.3%). The lowest was in the case of Idea Cellular (44.3%) followed by Vodafone (45.3%).

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?				
Service provider		Yes	No	Total
Bharti	Count	306	294	600
	%age	51.0%	49.0%	100.0%
Vodafone	Count	272	328	600
	%age	45.3%	54.7%	100.0%
Idea Cellular	Count	266	334	600
	%age	44.3%	55.7%	100.0%
BSNL	Count	324	276	600
	%age	54.0%	46.0%	100.0%
Rel Comm	Count	284	316	600
	%age	47.3%	52.7%	100.0%
Tata Teleservices	Count	286	314	600
	%age	47.7%	52.3%	100.0%
Total	Count	1738	1862	3600
	%age	48.3%	51.7%	100.0%

**5.2.3: Receipt of docket number against complaints:** Respondents who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 1738 respondents who made complaints, 73.6% confirmed that they received docket numbers. However, 15.7% informed that they did not receive docket number for most of the complaints they made. Denial of docket number for most of the complaints even on request was reported to be about 4%.

Receipt of docket number from customer care center/ call center on the complaints registered						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	18	31	52	205	306
	%age	5.9%	10.1%	17.0%	67.0%	100.0%
Vodafone	Count	5	23	35	209	272
	%age	1.8%	8.5%	12.9%	76.8%	100.0%
Idea Cellular	Count	13	24	44	185	266
	%age	4.9%	9.0%	16.5%	69.5%	100.0%
BSNL	Count	11	10	74	229	324
	%age	3.4%	3.1%	22.8%	70.7%	100.0%
Rel Comm	Count	13	17	44	210	284
	%age	4.6%	6.0%	15.5%	73.9%	100.0%
Tata Teleservices	Count	7	15	23	241	286
	%age	2.4%	5.2%	8.0%	84.3%	100.0%
Total	Count	67	120	272	1279	1738
	%age	3.9%	6.9%	15.7%	73.6%	100.0%

**5.2.4: Feedback from Call Centre:** The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. This was confirmed by 1166 (67.1%) complainants. the highest from BSNL (78.4%) followed by Bharti (76.5%), Vodafone (72.1%) and Idea cellular (69.5%). The lowest percentage was found in the case of Tata Teleservices (41.6%) followed by Rel comm. (62.7%).

Call centre information on action taken on complaint made				
Service provider		Yes	No	Total
Bharti	Count	234	72	306
	%age	76.5%	23.5%	100.0%
Vodafone	Count	196	76	272
	%age	72.1%	27.9%	100.0%
Idea Cellular	Count	185	81	266
	%age	69.5%	30.5%	100.0%
BSNL	Count	254	70	324
	%age	78.4%	21.6%	100.0%
Rel Comm	Count	178	106	284
	%age	62.7%	37.3%	100.0%
Tata Teleservices	Count	119	167	286
	%age	41.6%	58.4%	100.0%
Total	Count	1166	572	1738
	%age	67.1%	32.9%	100.0%

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

Satisfaction with the resolution of complaints by call centre/customer care/helpline						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	52	239	12	306
	%age	1.0%	17.0%	78.1%	3.9%	100.0%
Vodafone	Count	0	29	231	12	272
	%age	0.0%	10.7%	84.9%	4.4%	100.0%
Idea Cellular	Count	3	45	205	13	266
	%age	1.1%	16.9%	77.1%	4.9%	100.0%
BSNL	Count	3	68	251	2	324
	%age	0.9%	21.0%	77.5%	0.6%	100.0%
Rel Comm	Count	3	46	229	6	284
	%age	1.1%	16.2%	80.6%	2.1%	100.0%
Tata Teleservices	Count	1	24	253	8	286
	%age	0.3%	8.4%	88.5%	2.8%	100.0%
Total	Count	13	264	1408	53	1738
	%age	0.7%	15.2%	81.0%	3.0%	100.0%

Maximum percentages of satisfied customers (very satisfied and satisfied) were reported in the case of Tata Teleservices (91.3%) followed by Vodafone (89.3%), Rel Comm (82.7%), Bharti and Idea Cellular (82.0% each) and BSNL (78.1%). The percentage of very satisfied customers was found highest in the case of Idea Cellular (4.9%) followed by Vodafone (4.4%).

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

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	35	11	7	29	27	55
	%age	63.6%	20.0%	12.7%	52.7%	49.1%	
Vodafone	Count	9	9	11	22	10	29
	%age	31.0%	31.0%	37.9%	75.9%	34.5%	
Idea Cellular	Count	31	6	8	33	12	48
	%age	43.7%	8.5%	11.3%	46.5%	16.9%	
BSNL	Count	56	11	14	49	31	71
	%age	78.9%	15.5%	19.7%	69.0%	43.7%	
Rel Comm	Count	34	8	13	29	12	49
	%age	69.4%	16.3%	26.5%	59.2%	24.5%	
Tata Teleservices	Count	19	11	10	17	11	25
	%age	76.0%	44.0%	40.0%	68.0%	44.0%	
Total	Count	184	56	63	179	103	277
	%age	66.4%	20.2%	22.7%	64.6%	37.2%	

Note: sum may not add because of multiple response

- Out of 277 dissatisfied respondents most of them (66.4%) cited the reasons that it was **“Difficult to connect to the call centre executive** This was cited maximum in the case of **BSNL (78.9%)** followed by **Tata Teleservices (76.0%)**.
- The other major reason cited was **“Time taken by call centre for redressal of complaint is too long”** reported by nearly 65% of complainants. This was found highest in the case of Vodafone (75.9%) followed by BSNL (69.0%).
- **“Customer care executive was unable to understand the problem”** cited by 37.2%, was other major reason for dissatisfaction. This was reported highest in the case of **Bharti** by over 49% of complainants.
- **“Customer care executive not equipped with adequate information”** and **“Customer care executive not polite/courteous”** were other reasons reported by nearly one-fifth of complainants.

**5.2.7 Resolution of billing complaints:** The following table shows that out of 1738 respondents who had complained to call centre/ customer care, 143 (5.2%) had billing related complaints. Out of these 143, 18.1% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported maximum in the case of Vodafone (44.4%) followed by Bharti (31.6%) and rest all are below 20%.

Resolution of Billing Complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	6	13	19
	%age	31.6%	68.4%	100.0%
Vodafone	Count	4	5	9
	%age	44.4%	55.6%	100.0%
Idea Cellular	Count	2	15	17
	%age	11.8%	88.2%	100.0%
BSNL	Count	1	6	7
	%age	14.3%	85.7%	100.0%
Rel Comm	Count	3	28	31
	%age	9.7%	90.3%	100.0%
Tata Teleservices	Count	10	50	60
	%age	16.7%	83.3%	100.0%
Total	Count	26	117	143
	%age	18.2%	81.8%	100.0%

**5.2.8 Awareness about the contact details of nodal officers:** Out of these 3600 cellular respondents, only 86 (2.4%) were aware about the contact details of nodal officer. This was found to be highest in the case of Bharti (3.5%) followed by Idea Cellular and Rel Comm (3.1% each), Vodafone (1.6%), Tata Teleservices (1.5%) and BSNL (1.3%).

Awareness about the contact details of nodal officers				
Service provider		Yes	No	Total
Bharti	Count	21	579	600
	%age	3.5%	96.5%	100.0%
Vodafone	Count	10	590	600
	%age	1.6%	98.4%	100.0%
Idea Cellular	Count	19	581	600
	%age	3.1%	96.9%	100.0%
BSNL	Count	8	592	600
	%age	1.3%	98.7%	100.0%
Rel Comm	Count	19	581	600
	%age	3.1%	96.9%	100.0%
Tata Teleservices	Count	9	591	600
	%age	1.5%	98.5%	100.0%
Total	Count	86	3514	3600
	%age	2.4%	97.6%	100.0%

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

**5.2.10 Awareness about the contact details of Appellate Authority:** out of these 3600 respondents, only 9 (0.3%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer .

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	1	599	600
	%age	0.2%	99.8%	100.0%
Vodafone	Count	1	599	600
	%age	0.2%	99.8%	100.0%
Idea Cellular	Count	1	599	600
	%age	0.2%	99.8%	100.0%
BSNL	Count	2	598	600
	%age	0.4%	99.6%	100.0%
Rel Comm	Count	2	598	600
	%age	0.4%	99.6%	100.0%
Tata Teleservices	Count	2	598	600
	%age	0.4%	99.6%	100.0%
Total	Count	9	3589	3600
	%age	0.3%	99.7%	100.0%

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

**5.2.12 Awareness about item wise charges of prepaid services:** All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 3335 prepaid customers of 6 providers targeted, 637 (19.1%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Rel comm. (24.7%) followed by Vodafone (21.1%), Bharti (20.7%), BSNL (18.1%), Tata Teleservices (16.3%) and Idea Cellular (14.0%).

Pre paid customers' awareness about item-wise usage charge details, on request				
Service provider		Yes	No	Total
Bharti	Count	116	444	560
	%age	20.7%	79.3%	100.0%
Vodafone	Count	125	468	593
	%age	21.1%	78.9%	100.0%
Idea Cellular	Count	79	485	564
	%age	14.0%	86.0%	100.0%
BSNL	Count	106	481	587
	%age	18.1%	81.9%	100.0%
Rel Comm	Count	126	384	510
	%age	24.7%	75.3%	100.0%
Tata Teleservices	Count	85	436	521
	%age	16.3%	83.7%	100.0%
Total	Count	637	2698	3335
	%age	19.1%	80.9%	100.0%

**5.2.13 Denial of itemized usage charges detail:** There were 637 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 48 (7.5%) reported that they were denied of their request for itemized usage charge for their pre paid connection by their operator. Denial of request for itemized details was reported highest in the case of BSNL (12.3%).

Denial of itemized usage charges detail to the pre paid customers				
Service provider		Yes	No	Total
Bharti	Count	10	106	116
	%age	8.6%	91.4%	100.0%
Vodafone	Count	2	123	125
	%age	1.6%	98.4%	100.0%
Idea Cellular	Count	3	76	79
	%age	3.8%	96.2%	100.0%
BSNL	Count	13	93	106
	%age	12.3%	87.7%	100.0%
Rel Comm	Count	12	114	126
	%age	9.5%	90.5%	100.0%
Tata Teleservices	Count	8	77	85
	%age	9.4%	90.6%	100.0%
Total	Count	48	589	637
	%age	7.5%	92.5%	100.0%

**5.2.14 Reason for denial of itemized charges:** The following table shows the reasons for denial by the operators for not giving the itemized usage charges to the pre paid customers. Out of 48 respondents, who were denied the itemized usage charges majority (77.1%) reported that they were not given any reasons, whereas, 11 (22.9%) were denied on account of technical problem.

What were the reason(s) for denying your request; service provider wise				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	8	2	10
	%age	80.0%	20.0%	100.0%
Vodafone	Count	2	0	2
	%age	100.0%	0.0%	100.0%
Idea Cellular	Count	2	1	3
	%age	66.7%	33.3%	100.0%
BSNL	Count	9	4	13
	%age	69.2%	30.8%	100.0%
Rel Comm	Count	11	1	12
	%age	91.7%	8.3%	100.0%
Tata Teleservices	Count	5	3	8
	%age	62.5%	37.5%	100.0%
Total	Count	37	11	48
	%age	77.1%	22.9%	100.0%



**5.2.15 Provision of Manual of Practice by the Operators:** There were 534 respondents who were new subscribers - less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 485 (82.4%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Rel Comm (88.8%) followed by Tata Teleservices (87.3%), Bharti and BSNL (82.1% each), Vodafone (77.7%) and Idea Cellular (75.0%).

<b>Receipt of manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc.</b>				
<b>Service provider</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Bharti</b>	Count	85	19	104
	%age	82.1%	17.9%	100.0%
<b>Vodafone</b>	Count	106	31	137
	%age	77.7%	22.3%	100.0%
<b>Idea Cellular</b>	Count	88	29	117
	%age	75.0%	25.0%	100.0%
<b>BSNL</b>	Count	61	13	74
	%age	82.1%	17.9%	100.0%
<b>Rel Comm</b>	Count	126	16	142
	%age	88.8%	11.2%	100.0%
<b>Tata Teleservices</b>	Count	19	17	136
	%age	87.3%	12.7%	100.0%
<b>Total</b>	<b>Count</b>	<b>585</b>	<b>125</b>	<b>709</b>
	<b>%age</b>	<b>82.4%</b>	<b>17.6%</b>	<b>100.0%</b>

### 5.2.16 OVERALL SCORE - CELLULAR (MOBILE) SERVICES

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

S.N.	Sub Parameter	Bharti	Voda- fone	Idea Cellular	BSNL	Rel Comm	Tata
1	For pre-paid customers awareness about item-wise usage charge details on request	20.7%	21.1%	14.0%	18.1%	24.7%	16.3%
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	8.6%	1.6%	3.8%	12.3%	9.5%	9.4%
3	For new customers provisioning of "Manual of practice while taking the new connection	82.1%	77.7%	75.0%	82.1%	88.8%	87.3%
4	Awareness of call center for redressing grievances	94.7%	87.1%	88.0%	97.6%	89.4%	86.5%
5	Penetration of customers made any complaint to the toll free number within last 12 months	51.0%	45.3%	44.3%	54.0%	47.3%	47.7%
6	Call center informing about the action taken on complaint	76.5%	72.1%	69.5%	78.4%	62.7%	41.6%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	31.6%	44.4%	11.8%	14.3%	9.7%	16.7%
8	Percentage satisfied with complaint resolution by call center	82.0%	89.3%	82.0%	78.1%	82.7%	91.3%
19	Awareness about contact detail of nodal officer for redressing grievances	3.5%	1.6%	3.1%	1.3%	3.1%	1.5%
10	Awareness about contact detail of appellate authority for redressing grievances	0.2%	0.2%	0.2%	0.4%	0.4%	0.4%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 86.5% to 97.6%. This was found to be highest in the case of BSNL (97.6%) followed by Bharti (94.7%), Rel Comm (89.4%), Idea Cellular (88.0%), Vodafone (87.1%) and Tata Teleservices (86.5%).
- Awareness about the Nodal Officer was found to be low and ranged from 1.3% (BSNL) to 3.5% (Bharti).
- The awareness was also found to be abysmally low in the case of Appellate Authority, which ranged from 0.2% to 0.4%.
- Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of BSNL (54%) followed by Bharti (51%), Tata (47.7%) Rel Comm (47.3%), Vodafone (45.3%) and Idea (44.3%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Rel Comm (24.7%) followed by Vodafone (21.1%) and Bharti (20.7%) and rest were in the range of 14-18%.

### 5.3 BROADBAND – Haryana Service area

**5.3.1: Awareness about Call centre telephone number:** Altogether 1098 Broadband customers of 2 operators in Haryana Service area were targeted. Out of these, 1009 (91.9%) were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers were found in the case of BSNL (92.9%) followed by Bharti (90.7%).

Awareness of the call centre telephone number of telecom service provider for making complaints/ query?				
Service provider		Yes	No	Total
Bharti	Count	452	46	498
	%age	90.7%	9.3%	100.0%
BSNL	Count	557	43	600
	%age	92.9%	7.1%	100.0%
Total	Count	1009	89	1098
	%age	91.9%	8.1%	100.0%

**5.3.2: Customers' complaints about services:** Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 1098 respondents, 34% had used this facility. The highest number of respondents, who had made complaints within last 12 months were from BSNL (43.5%) followed by Bharti (22.5%).

Complaints made within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
Service provider		Yes	No	Total
Bharti	Count	112	386	498
	%age	22.5%	77.5%	100.0%
BSNL	Count	261	339	600
	%age	43.5%	56.5%	100.0%
Total	Count	373	725	1098
	%age	34.0%	66.0%	100.0%

**5.3.3: Receipt of docket number against complaints:** Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 373 respondents who made complaints, 38.1% confirmed that they received docket numbers for most of their complaints. However, 36.7% also informed that they did not receive docket number for most of the complaints they made. The table also shows 22.3% of respondents also reported that docket number was given for their complaints only on request. Denial of docket number for most of the complaints even on request was reported by almost 3%. Operator wise results are shown in the table below:

Receipt of docket number for the complaints made						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	6	11	40	55	112
	%age	5.4%	9.8%	35.7%	49.1%	100.0%
BSNL	Count	5	72	97	87	261
	%age	1.9%	27.6%	37.2%	33.3%	100.0%
Total	Count	11	83	137	142	373
	%age	2.9%	22.3%	36.7%	38.1%	100.0%

**5.3.4: Feedback from Call Centre:** The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 373 respondents who made complaints, 278 (74.5%) confirmed that they were informed about the action taken on their complaints. This was reported by over 76% of BSNL and 70% of Bharti complainants

Feedback from call centre on the action taken on complaint				
Service provider		Yes	No	Total
Bharti	Count	79	33	112
	%age	70.5%	29.5%	100.0%
BSNL	Count	199	62	261
	%age	76.2%	23.8%	100.0%
Total	Count	278	95	373
	%age	74.5%	25.5%	100.0%

**5.3.5: Satisfaction with the resolution of complaints:** The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline. Maximum percentage of satisfied customers (very satisfied and satisfied) was reported in the case of Bharti (61.6%).

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	43	55	14	112
	%age	0.0%	38.4%	49.1%	12.5%	100.0%
BSNL	Count	10	100	116	35	261
	%age	3.8%	38.3%	44.4%	13.4%	100.0%
Total	Count	10	143	171	49	373
	%age	2.7%	38.3%	45.8%	13.1%	100.0%

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

Reason(s) for 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	21	8	21	33	16	43
	%age	48.8%	18.6%	48.8%	76.7%	37.2%	
BSNL	Count	58	11	19	69	33	110
	%age	52.7%	10.0%	17.3%	62.7%	30.0%	
Total	Count	79	19	40	102	49	153
	%age	51.6%	12.4%	26.1%	66.7%	32.0%	

Note: sum may not add because of multiple response

Majority (66.7%) cited the reasons that “Time taken by call centre for redressal of complaint is too long.” This was cited maximum in the case of Bharti (76.7%) The other major reasons cited was “Difficult to connect to the call centre executive” reported by almost 52% of complainants. This was found higher in the case of BSNL (52.7%). “Customer care executive was unable to understand the problem” cited as other reason was reported by 32% and “Customer care executive not equipped with adequate information” by 26.1%. Similarly “Customer care executive not polite/courteous” was cited by 12.4 %, and this was reported higher in the case of Bharti (18.6%).

**5.3.7 Resolution of billing complaints:** The following table shows that out of 373 respondents who had complained to call centre/ customer care, 365 had billing related complaints. Out of these 365, only 30.7% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. Therefore around 7 out 10 reported no resolution of billing complaint within the stipulated time period – trend was similar for both the providers.

Resolution of billing complaint by call centre/customer care within four weeks after lodging of the complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	32	76	108
	%age	29.6%	70.4%	100.0%
BSNL	Count	80	177	257
	%age	31.1%	68.9%	100.0%
Total	Count	112	253	365
	%age	30.7%	69.3%	100.0%

**5.3.8 Awareness about the contact details of nodal officers:** out of 1098 respondents, only 46 (4.2%) were aware about the contact details of nodal officer. This was found to be higher in the case of BSNL (6.0%).

Awareness about contact details of nodal officers.				
Service provider		Yes	No	Total
Bharti	Count	10	488	498
	%age	2.0%	98.0%	100.0%
BSNL	Count	36	564	600
	%age	6.0%	94.0%	100.0%
Total	Count	46	1052	1098
	%age	4.2%	95.8%	100.0%

**5.3.9 Complaints to Nodal officer:** Out of the 46 respondents who were aware of the contact details of nodal officers, none of the respondent had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care.

**5.3.10 Awareness about the contact details of Appellate Authority:** out of these 1098 respondents, only 17(1.5%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer . The trend was similar in the case of both the operators.

Awareness about contact details of Appellate Authority.				
Service provider		Yes	No	Total
Bharti	Count	6	492	498
	%age	1.2%	98.8%	100.0%
BSNL	Count	11	589	600
	%age	1.8%	98.2%	100.0%
Total	Count	17	1081	1098
	%age	1.5%	98.5%	100.0%

**5.3.11 Redressal from Appellate authority:** Out these 17 respondents, who were aware on the contact details of Appellate authority, none of the subscribers had filed appeal to the Appellate authority in the last 12 months.

**5.3.12 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 33 prepaid customers of 2 providers targeted, 30 (90.9%) reported that they were aware of this facility.

Awareness that the prepaid customer can get item-wise usage charge details, on request				
Service provider		Yes	No	Total
Bharti	Count	21	2	23
	%age	91.3%	8.7%	100.0%
BSNL	Count	9	1	10
	%age	90.0%	10.0%	100.0%
Total	Count	30	3	33
	%age	90.9%	9.1%	100.0%

**5.3.13 Denial of itemized usage charges detail:** Out of 30 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection, , 9 (30%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operators.

Denial of itemized usage charges on request in case of pre paid customers				
Service provider		Yes	No	Total
Bharti	Count	7	14	21
	%age	33.30%	66.70%	100.00%
BSNL	Count	2	7	9
	%age	22.20%	77.80%	100.00%
Total	Count	9	21	30
	%age	30.00%	70.00%	100.00%

**5.3.14 Reason for denial of itemized charges:** All the nine respondents, who were denied the itemized usage charges, reported that they were not given any reasons.

**5.3.15 Provision of Manual of Practice by the Operators:** There were 129 respondents who were new subscribers. In other words their connections were less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 97 (75.2%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of BSNL (85.3%).

Receipt of 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	39	22	61
	%age	63.9%	36.1%	100.0%
BSNL	Count	58	10	68
	%age	85.3%	14.7%	100.0%
Total	Count	97	32	129
	%age	75.2%	24.8%	100.0%

### 5.3.16 OVERALL SCORE – BROADBAND SERVICES

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

S.N.	Sub Parameter	Bharti	BSNL
1	For pre-paid customers awareness about item-wise usage charge details on request	91.3%	90.0%
2	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	33.3%	22.2%
3	For new customers provisioning of "Manual of practice while taking the new connection	63.9%	85.3%
4	Awareness of call center number of their SPs	90.7%	92.9%
5	Penetration of customers made any complaint to the toll free number within last 12 months	22.5%	43.5%
6	Call center informing about the action taken on complaint	70.5%	76.2%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	29.6%	31.1%
8	Percentage satisfied with complaint resolution by call center	61.6%	57.8%
9	Awareness about of nodal officer contact details for redressing grievances	2.0%	6.0%
10	Awareness about of appellate authority contact details for redressing grievances	1.2%	1.8%

- Awareness level of call centre/ customer care help line numbers was found in the range of 90.7 %( Bharti) and 92.9% (BSNL).
- Awareness about the Nodal Officer was found to be low from 2.0% (Bharti) to 6.0% (BSNL).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which is 1.2% (Bharti) and 1.8% (BSNL)
- Highest numbers of complaints to the call centre, within last 12 months, were made by the subscribers of BSNL (57.7%). In the case of Bharti this was 29.8%.
- Awareness about item wise usage charges in the case of pre paid services was reported to be higher in the case of Bharti (91.3 %) slightly higher than BSNL (90.0%).

## 6. Conclusion and Recommendations

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

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

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

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

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

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

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

### 6.1 Key Takeout

#### 6.1.1 Basic Service (Wireline):

- 1) Performance of **BSNL** was better than other 3 operators as it met benchmark on all the parameters. Its performance on the **maintainability** was below the benchmark.
- 2) The performance of Bharti was also found to be good, however, its performance on provision of service and maintainability was under the prescribed benchmark.
- 3) The performance level of **Rel Comm and Tata Teleservices** was below average as they met the benchmark level only on few parameters. However, their performance on the **post paid and pre paid billing services, network performance and maintainability** was below the benchmark level
- 4) **With regard to the implementation and effectiveness of grievance redressal**, most of the customers are aware of only call centre. Awareness of and approach to Nodal Office and Appellate authority was found to be very low. This is in spite of the number of complainants and dissatisfaction with the resolution provided by the customer care center. This shows that majority customers are left unsatisfied with the resolution provided to the complainants by the call center.



However, these unsatisfied customers do not approach the second tier of redressal grievances and suggested by the TRAI.

### 6.1.2 Cellular Mobile

- 1) The performance of Vodafone was found to be much better as it met the benchmark on all the parameters.
- 2) Performance of Bharti was also better than other four. However on the issue of **post paid billing service** its performance was not able to achieve the benchmark.
- 3) The performance of Idea cellular and BSNL was also all above average. However, Idea Cellular could not meet the prescribed benchmark on billing services, whereas, BSNL's performance on network and maintainability was found to be low.
- 4) The performance of other 2 operators – Rel Comm and Tata Teleservices was below average and they could not meet the benchmark on almost all the parameters.
- 5) **With regard to the implementation and effectiveness of grievance redressal**, most of the customers are aware of only call centre. However awareness of and approach to Nodal Officer was found low. Similar trend was observed in the case of Appellate authority. This is in spite of dissatisfaction with the resolution or non resolution of complaints by call centers. This reveals that the dissatisfied customers are not aware of the second tier of redressal mechanism

### 6) 6.1.3 Broadband

1. In the case of broadband, the performance of most of the operators has been much better as compared to other services.
2. The performance of Bharti was reported slightly better than BSNL. However, both could not meet the prescribed benchmark level in the case of maintainability. BSNL's performance was also low on supplementary services.
3. **With regard to the implementation and effectiveness of grievance redressal mechanism**, only 30% of the complainants are getting the docket number of their complaints. The awareness about contact details of nodal officers and Appellate authority has shown marginal improvement but still very low. There are still dissatisfied customers on the issue of resolution of complaints by the call center executives.

## 6.2 Recommendations

### 6.2.1 Basic Service (Wireline):

- 1) Rel Comm and Tata Teleservices should improve their overall services. They require focusing more on post and prepaid customers. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges. They should also improve their network capability.
- 2) All the operators should also improve their maintainability service.
- 3) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. A multi pronged strategy is required in order to reach to the customers. In the case of prepaid customers, a separate mechanism should be evolved to make them aware about the redressal mechanism.

## 6.2.2 Cellular Mobile

- 1) Ideal Cellular, Rel Comm and Tat Teleservices should introduce a transparent mechanism in the case of post and pre paid billing services. Although the tariffs are going further downward, the customers are still bothered on the charges they are paying esp. for the Value Added Services.
- 2) Network and maintainability are the two major issues which have been indicated by most of the customers. All operators have still to improve their network performance by improving their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism where to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored. Similarly they should improve 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.

### 6.2.2.3 Broadband

- 1) Both the operators need to focus more on maintainability.

**Critical point:**

**Most of the operators, across services, have been lacking on maintainability. This aspect should be given due importance.**

**7. ANNEXURE A**  
**(ALL TABLES)**

**BASIC (WIRELINE SERVICES)**

**Section A-Service Provision**

1. When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	13	64	507	584
	%age	2.3%	10.9%	86.8%	100.0%
BSNL	Count	14	8	578	600
	%age	2.4%	1.3%	96.2%	100.0%
Rel Comm	Count	16	71	457	544
	%age	2.9%	13.0%	84.1%	100.0%
Tata Teleservices	Count	46	97	397	540
	%age	8.6%	18.0%	73.4%	100.0%
Total	Count	89	240	1939	2268
	%age	3.9%	10.6%	85.5%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it?						
Service Provider		More than 15days	8-15 days	3-7 days	Less than 3 Days	Total
Bharti	Count	4	0	19	54	77
	%age	5.2%	5.2%	24.7%	70.1%	100.0%
BSNL	Count	0	1	3	18	22
	%age	5.2%	4.5%	13.6%	81.8%	100.0%
Rel Comm	Count	3	2	14	68	87
	%age	3.4%	2.3%	16.1%	78.2%	100.0%
Tata Teleservices	Count	0	1	17	125	143
	%age	5.2%	0.7%	11.9%	87.4%	100.0%
Total	Count	7	4	53	265	329
	%age	2.1%	1.2%	16.1%	80.5%	100.0%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	5	45	24	77
	%age	3.9%	6.5%	58.4%	31.2%	100.0%
BSNL	Count	0	0	12	10	22
	%age	3.9%	6.5%	54.5%	45.5%	100.0%
Rel Comm	Count	1	3	56	27	87
	%age	1.1%	3.4%	64.4%	31.0%	100.0%
Tata Teleservices	Count	0	9	72	62	143
	%age	3.9%	6.3%	50.3%	43.4%	100.0%
Total	Count	4	17	185	123	329
	%age	3.9%	6.3%	50.3%	43.4%	100.0%

In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	1	5	57	170	233
	%age	0.4%	2.1%	24.5%	73.0%	100.0%
BSNL	Count	21	27	130	218	396
	%age	5.3%	6.8%	32.8%	55.1%	100.0%
Rel Comm	Count	1	0	31	163	195
	%age	0.5%	0.0%	15.9%	83.6%	100.0%
Tata Teleservices	Count	3	10	41	112	166
	%age	1.8%	6.0%	24.7%	67.5%	100.0%
Total	Count	26	42	259	663	990
	%age	2.6%	4.2%	26.2%	67.0%	100.0%

Section-B-Billing Related(only for postpaid customers)

How satisfied are you with the timely delivery if bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	1	362	75	439
	%age	0.3%	0.3%	82.4%	17.0%	100.0%
BSNL	Count	3	15	461	111	589
	%age	0.5%	2.5%	78.2%	18.8%	100.0%
Rel Comm	Count	4	7	275	43	328
	%age	1.2%	2.0%	83.7%	13.0%	100.0%
Tata Teleservices	Count	0	5	203	65	274
	%age	0.0%	1.9%	74.3%	23.8%	100.0%
Total	Count	8	28	1301	293	1630
	%age	0.5%	1.7%	79.8%	18.0%	100.0%

How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	25	362	49	439
	%age	0.6%	5.8%	82.4%	11.2%	100.0%
BSNL	Count	1	11	478	99	589
	%age	0.2%	1.8%	81.2%	16.8%	100.0%
Rel Comm	Count	1	24	234	69	328
	%age	0.4%	7.3%	71.1%	21.1%	100.0%
Tata Teleservices	Count	0	20	178	76	274
	%age	0.0%	7.3%	65.0%	27.7%	100.0%
Total	Count	5	80	1252	293	1630
	%age	0.3%	4.9%	76.8%	18.0%	100.0%

Please specify the reason(s) for your dissatisfaction.					
service provider		charges not as per tariff plan subscribed	tariff plan changed without information	charged for value added service not requested	Total
Bharti	Count	3	12	23	28
	Row %	10.7%	42.9%	82.1%	100.0%
BSNL	Count	5	1	9	12
	Row %	41.7%	8.3%	75.0%	100.0%
Rel Comm	Count	5	8	19	25
	Row %	20.0%	66.7%	158.3%	100.0%
Tata Teleservices	Count	4	6	15	20
	Row %	14.3%	21.4%	53.6%	100.0%
Total	Count	17	27	66	85
	Row %	20.0%	31.8%	77.6%	100.0%

Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	87	352	439
	%age	19.8%	80.2%	100.0%
BSNL	Count	89	500	589
	%age	15.1%	84.9%	100.0%
Rel Comm	Count	60	268	328
	%age	18.3%	81.7%	100.0%
Tata Teleservices	Count	47	227	274
	%age	17.2%	82.8%	100.0%
Total	Count	283	1347	1630
	%age	17.4%	82.6%	100.0%

How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	8	77	2	87
	%age	0.0%	9.2%	88.5%	2.3%	100.0%
BSNL	Count	0	3	85	1	89
	%age	0.0%	3.4%	95.5%	1.1%	100.0%
Rel Comm	Count	0	4	54	2	60
	%age	0.0%	6.7%	90.0%	3.3%	100.0%
Tata Teleservices	Count	0	7	37	3	47
	%age	0.0%	14.9%	78.7%	6.4%	100.0%
Total	Count	0	22	253	8	283
	%age	0.0%	7.8%	89.4%	2.8%	100.0%

How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	16	390	29	439
	%age	0.9%	3.6%	88.8%	6.7%	100.0%
BSNL	Count	0	15	480	94	589
	%age	0.0%	2.5%	81.6%	15.9%	100.0%
Rel Comm	Count	3	15	273	37	328
	%age	0.8%	4.5%	83.3%	11.4%	100.0%
Tata Teleservices	Count	0	16	199	59	274
	%age	0.0%	5.8%	72.8%	21.4%	100.0%
Total	Count	7	62	1342	219	1630
	%age	0.4%	5.0%	75.4%	18.2%	100.0%

Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service Provider		DIFFICULT TO READ THE BILL	DIFFICULT TO UNDERSTAND THE LANGUAGE	CALCULATIONS NOT CLEAR	ITEM WISE CHARGES LIKE TOTAL MINUTES OF USAGE OF LOCAL ,STD,	Total
Bharti	Count	2	7	2	11	20
	%age	10.0%	35.0%	10.0%	55.0%	100.0%
BSNL	Count	1	3	2	8	15
	%age	6.7%	20.0%	13.3%	53.3%	100.0%
Rel Comm	Count	1	1	3	11	18
	%age	5.6%	5.6%	16.7%	61.1%	100.0%
Tata Teleservices	Count	1	3	3	10	16
	%age	6.3%	18.8%	18.8%	62.5%	100.0%
Total	Count	5	14	10	40	69
	%age	7.2%	20.3%	14.5%	58.0%	

Prepaid:

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	1	3	122	19	145
	%age	0.9%	1.8%	84.4%	12.8%	100.0%
BSNL	Count	0	0	8	3	11
	%age	0.0%	0.0%	75.0%	25.0%	100.0%
Rel Comm	Count	1	14	152	49	216
	%age	0.6%	6.2%	70.4%	22.8%	100.0%
Tata Teleservices	Count	7	16	198	45	266
	%age	2.5%	6.0%	74.5%	17.0%	100.0%
Total	Count	9	33	480	116	638
	%age	1.4%	5.0%	75.4%	18.2%	100.0%

**Section-C-Help Service/Customer Care**

Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	394	190	584
	%age	67.5%	32.5%	100.0%
BSNL	Count	336	264	600
	%age	56.0%	44.0%	100.0%
Rel Comm	Count	386	158	544
	%age	71.0%	29.0%	100.0%
Tata Teleservices	Count	335	205	540
	%age	62.0%	38.0%	100.0%
Total	Count	1451	817	2268
	%age	64.0%	36.0%	100.0%

How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	16	346	27	394
	%age	1.3%	4.1%	87.8%	6.9%	100.0%
BSNL	Count	7	28	251	50	336
	%age	2.1%	8.3%	74.7%	14.9%	100.0%
Rel Comm	Count	6	17	328	35	386
	%age	1.6%	4.4%	85.0%	9.1%	100.0%
Tata Teleservices	Count	6	13	277	39	335
	%age	1.8%	3.9%	82.7%	11.6%	100.0%
Total	Count	24	74	1202	151	1451
	%age	1.7%	5.1%	82.8%	10.4%	100.00%

How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	192	196	394
	%age	0.0%	1.5%	48.7%	49.7%	100.0%
BSNL	Count	0	2	162	172	336
	%age	0.0%	0.6%	48.2%	51.2%	100.0%
Rel Comm	Count	5	8	236	137	386
	%age	1.3%	2.1%	61.1%	35.5%	100.0%
Tata Teleservices	Count	2	10	196	127	335
	%age	0.6%	3.0%	58.5%	37.9%	100.0%
Total	Count	7	26	786	632	1451
	%age	0.5%	1.8%	54.2%	43.6%	100.00%

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	2	13	183	196	394
	%age	0.5%	3.3%	46.4%	49.7%	100.0%
BSNL	Count	2	5	208	121	336
	%age	0.6%	1.5%	61.9%	36.0%	100.0%
Rel Comm	Count	7	19	190	170	386
	%age	1.8%	4.9%	49.2%	44.0%	100.0%
Tata Teleservices	Count	0	37	155	143	335
	%age	0.0%	11.0%	46.3%	42.7%	100.0%
Total	Count	11	74	736	630	1451
	%age	0.8%	5.1%	50.7%	43.4%	100.00%

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	4	343	45	394
	%age	0.5%	1.0%	87.1%	11.4%	100.0%
BSNL	Count	1	17	262	56	336
	%age	0.3%	5.1%	78.0%	16.7%	100.0%
Rel Comm	Count	9	10	329	38	386
	%age	2.3%	2.6%	85.2%	9.8%	100.0%
Tata Teleservices	Count	3	11	286	35	335
	%age	0.9%	3.3%	85.4%	10.4%	100.0%
Total	Count	15	42	1220	174	1451
	%age	1.0%	2.9%	84.1%	12.0%	100.00%

Section D-Network Performance, Reliability & Availability

How satisfied are you with the availability of working telephone (dial tone)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	8	5	375	196	584
	%age	1.4%	0.9%	64.2%	33.6%	100.0%
BSNL	Count	2	8	455	135	600
	%age	0.3%	1.3%	75.8%	22.5%	100.0%
Rel Comm	Count	5	9	408	122	544
	%age	0.9%	1.7%	75.0%	22.4%	100.0%
Tata Teleservices	Count	4	8	364	164	540
	%age	0.7%	1.5%	67.4%	30.4%	100.0%
Total	Count	19	30	1602	617	2268
	%age	0.8%	1.3%	70.6%	27.2%	100.0%

How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	8	8	205	363	584
	%age	1.4%	1.4%	35.1%	62.2%	100.0%
BSNL	Count	1	13	227	359	600
	%age	0.2%	2.2%	37.8%	59.8%	100.0%
Rel Comm	Count	7	29	261	247	544
	%age	1.3%	5.3%	48.0%	45.4%	100.0%
Tata Teleservices	Count	1	64	198	277	540
	%age	0.2%	11.9%	36.7%	51.3%	100.0%
Total	Count	17	114	891	1246	2268
	%age	0.7%	5.0%	39.3%	54.9%	100.0%

How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	3	327	252	584
	%age	0.3%	0.5%	56.0%	43.2%	100.0%
BSNL	Count	0	16	405	179	600
	%age	0.3%	2.7%	67.5%	29.8%	100.0%
Rel Comm	Count	3	19	321	201	544
	%age	0.6%	3.5%	59.0%	36.9%	100.0%
Tata Teleservices	Count	1	14	326	199	540
	%age	0.2%	2.6%	60.4%	36.9%	100.0%
Total	Count	6	52	1379	831	2268
	%age	0.3%	2.3%	60.8%	36.6%	100.0%



**Section E-Maintainability**

Have you experienced fault in your telephone connection in the last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	157	427	584
	%age	26.9%	73.1%	100.0%
BSNL	Count	161	439	600
	%age	26.8%	73.2%	100.0%
Rel Comm	Count	144	400	544
	%age	26.5%	73.5%	100.0%
Tata Teleservices	Count	76	464	540
	%age	14.1%	85.9%	100.0%
Total	Count	538	1730	2268
	%age	23.7%	76.3%	100.0%

How many times your telephone became faulty in the last one month?						
Service Provider		More than 3 times	2-3 Times	One Time	Nil	Total
Bharti	Count	2	20	128	7	157
	%age	1.3%	12.7%	81.5%	4.5%	100.0%
BSNL	Count	2	8	150	1	161
	%age	1.2%	5.0%	93.2%	0.6%	100.0%
Rel Comm	Count	4	19	116	5	144
	%age	2.8%	13.2%	80.6%	3.5%	100.0%
Tata Teleservices	Count	0	9	61	6	76
	%age	0.0%	11.8%	80.3%	7.9%	100.0%
Total	Count	8	56	455	19	538
	%age	1.5%	10.4%	84.6%	3.5%	100.0%

How long did it take generally for repairing the fault after lodging complaint?						
Service Provider		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
Bharti	Count	4	3	39	111	157
	%age	2.5%	1.9%	24.8%	70.7%	100.0%
BSNL	Count	4	3	53	101	161
	%age	2.5%	1.9%	32.9%	62.7%	100.0%
Rel Comm	Count	4	5	29	106	144
	%age	2.8%	3.5%	20.1%	73.6%	100.0%
Tata Teleservices	Count	1	3	18	54	76
	%age	1.3%	3.9%	23.7%	71.1%	100.0%
Total	Count	13	14	139	372	538
	%age	2.4%	2.6%	25.8%	69.1%	100.0%

How satisfied are you with the fault repair service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	14	136	6	157
	%age	0.6%	8.9%	86.6%	3.8%	100.0%
BSNL	Count	3	8	129	21	161
	%age	1.9%	5.0%	80.1%	13.0%	100.0%
Rel Comm	Count	5	5	123	11	144
	%age	3.5%	3.5%	85.4%	7.6%	100.0%
Tata Teleservices	Count	1	5	62	8	76
	%age	1.3%	6.6%	81.6%	10.5%	100.0%
Total	Count	10	32	450	46	538
	%age	1.9%	5.9%	83.6%	8.6%	100.0%

**Section F-Supplementary Services**

Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	314	270	584
	%age	53.8%	46.2%	100.0%
BSNL	Count	189	411	600
	%age	31.5%	68.5%	100.0%
Rel Comm	Count	238	306	544
	%age	43.8%	56.3%	100.0%
Tata Teleservices	Count	194	346	540
	%age	35.9%	64.1%	100.0%
Total	Count	935	1333	2268
	%age	41.2%	58.8%	100.0%

How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	12	283	18	314
	%age	0.3%	3.8%	90.1%	5.7%	100.0%
BSNL	Count	0	19	168	2	189
	%age	0.0%	10.1%	88.9%	1.1%	100.0%
Rel Comm	Count	0	14	210	14	238
	%age	0.0%	5.9%	88.2%	5.9%	100.0%
Tata Teleservices	Count	0	13	162	19	194
	%age	0.0%	6.7%	83.5%	9.8%	100.0%
Total	Count	1	58	823	53	935
	%age	0.1%	6.2%	88.0%	5.7%	100.0%

How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	47	380	156	584
	%age	0.2%	8.0%	65.1%	26.7%	100.0%
BSNL	Count	5	60	368	167	600
	%age	0.9%	10.0%	61.2%	27.8%	100.0%
Rel Comm	Count	3	58	368	115	544
	%age	0.5%	10.8%	67.6%	21.1%	100.0%
Tata Teleservices	Count	4	77	336	123	540
	%age	0.7%	14.3%	62.3%	22.7%	100.0%
Total	Count	13	242	1452	561	2268
	%age	0.6%	10.7%	64.0%	24.7%	100.0%

Reasons for dissatisfaction							
Service Provider		billing problem	maintainability	helpline service/customer care	network performance, reliability	supplementary services	total
Bharti	Count	14	2	8	22	14	48
	%age	29.2%	4.2%	16.7%	45.8%	29.2%	100.0%
BSNL	Count	29	13	11	22	15	65
	%age	44.6%	20.0%	16.9%	33.8%	23.1%	100.0%
Rel Comm	Count	13	13	9	26	11	61
	%age	21.3%	21.3%	14.8%	42.6%	18.0%	100.0%
Tata Teleservices	Count	10	17	24	31	12	81
	%age	12.3%	21.0%	29.6%	38.3%	14.8%	100.0%
Total	Count	66	45	52	101	52	255
	%age	25.9%	17.6%	20.4%	39.6%	20.4%	100.0%

**CELLULAR (Mobile Services)**

When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	62	41	496	600
	%age	10.4%	6.9%	82.7%	100.0%
Vodafone	Count	98	38	463	600
	%age	16.4%	6.4%	77.2%	100.0%
Idea Cellular	Count	79	38	482	600
	%age	13.1%	6.4%	80.4%	100.0%
BSNL	Count	32	43	526	600
	%age	5.3%	7.1%	87.6%	100.0%
Rel Comm	Count	101	41	458	600
	%age	16.8%	6.9%	76.3%	100.0%
Tata Teleservices	Count	93	43	464	600
	%age	15.5%	7.1%	77.4%	100.0%
Total	Count	464	245	2891	3600
	%age	12.9%	6.8%	80.3%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it?						
Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	0	4	9	91	104
	%age	0.0%	3.8%	9.0%	87.2%	100.0%
Vodafone	Count	1	4	24	108	137
	%age	1.0%	2.9%	17.5%	78.6%	100.0%
Idea Cellular	Count	0	0	21	96	116
	%age	0.0%	0.0%	18.2%	81.8%	100.0%
BSNL	Count	0	0	28	46	74
	%age	0.0%	0.0%	37.5%	62.5%	100.0%
Rel Comm	Count	0	4	49	89	142
	%age	0.0%	2.8%	34.6%	62.6%	100.0%
Tata Teleservices	Count	0	0	41	95	136
	%age	0.0%	0.0%	30.4%	69.6%	100.0%
Total	Count	1	12	172	524	709
	%age	0.2%	1.7%	24.3%	73.8%	100.0%

3. How satisfied are you with time taken to provide working phone connection?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	7	80	17	104
	%age	0.0%	6.4%	76.9%	16.7%	100.0%
Vodafone	Count	0	4	93	40	137
	%age	0.0%	2.9%	68.0%	29.1%	100.0%
Idea Cellular	Count	0	4	95	17	116
	%age	0.0%	3.4%	81.8%	14.8%	100.0%
BSNL	Count	0	0	70	4	74
	%age	0.0%	0.0%	94.6%	5.4%	100.0%
Rel Comm	Count	0	4	113	25	142
	%age	0.0%	2.8%	79.4%	17.8%	100.0%
Tata Teleservices	Count	0	5	120	11	136
	%age	0.0%	3.9%	88.2%	7.8%	100.0%
Total	Count	0	24	571	114	709
	%age	0.0%	3.4%	80.5%	16.1%	100.0%

4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service Provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	5	1	18	186	210
	%age	2.4%	0.5%	8.6%	88.6%	100.0%
Vodafone	Count	2	0	8	139	149
	%age	1.3%	0.0%	5.4%	93.3%	100.0%
Idea Cellular	Count	2	0	14	109	125
	%age	1.6%	0.0%	11.2%	87.2%	100.0%
BSNL	Count	2	0	5	211	218
	%age	0.9%	0.0%	2.3%	96.8%	100.0%
Rel Comm	Count	2	0	32	157	191
	%age	1.0%	0.0%	16.8%	82.2%	100.0%
Tata Teleservices	Count	0	2	41	103	146
	%age	0.0%	1.4%	28.1%	70.5%	100.0%
Total	Count	13	3	118	905	1039
	%age	1.3%	0.3%	11.4%	87.1%	100.0%

**Billing Prepaid**

Q.5 (a) How satisfied are you with the accuracy of charges, i.e. amount deducted on every usage?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	11	521	24	560
	%age	0.7%	1.9%	93.1%	4.3%	100.0%
Vodafone	Count	2	17	517	57	593
	%age	0.4%	2.9%	87.0%	9.6%	100.0%
Idea Cellular	Count	0	39	491	34	564
	%age	0.0%	6.9%	87.0%	6.1%	100.0%
BSNL	Count	3	15	565	4	587
	%age	0.5%	2.5%	96.4%	0.7%	100.0%
Rel Comm	Count	4	41	434	31	510
	%age	0.8%	8.1%	85.2%	6.0%	100.0%
Tata Teleservices	Count	3	37	440	41	521
	%age	0.5%	7.1%	84.5%	7.9%	100.0%
Total	Count	17	160	2968	190	3335
	%age	0.5%	4.8%	89.0%	5.7%	100.0%

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

Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	3	6	3	9	15
	%age	20.0%	40.0%	20.0%	60.0%	100.0%
Vodafone	Count	1	4	8	12	19
	%age	5.3%	21.1%	42.1%	63.2%	100.0%
Idea Cellular	Count	2	4	17	24	39
	%age	5.1%	10.3%	43.6%	61.5%	100.0%
BSNL	Count	2	6	2	13	18
	%age	11.1%	33.3%	11.1%	72.2%	100.0%
Rel Comm	Count	3	8	8	33	45
	%age	6.7%	17.8%	17.8%	73.3%	100.0%
Tata Teleservices	Count	2	8	9	29	40
	%age	5.0%	20.0%	22.5%	72.5%	100.0%
Total	Count	13	36	47	120	177
	%age	7.3%	20.3%	26.6%	67.8%	100.0%

Q.5(c) Have you made any complaint related to charging / credit/waiver/validity/adjustment an last 12 months.				
Service provider		Yes	No	Total
Bharti	Count	216	344	560
	%age	38.6%	61.4%	100.0%
Vodafone	Count	193	400	593
	%age	32.5%	67.5%	100.0%
Idea Cellular	Count	202	362	564
	%age	35.8%	64.2%	100.0%
BSNL	Count	239	348	587
	%age	40.7%	59.3%	100.0%
Rel Comm	Count	206	304	510
	%age	40.4%	59.6%	100.0%
Tata Teleservices	Count	252	269	521
	%age	48.4%	51.6%	100.0%
Total	Count	1308	2027	3335
	%age	39.2%	60.8%	100.0%

Q.5 (d) How satisfied are you with the process of resolution of complaints relating to charging?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	203	8	216
	%age	0.0%	2.3%	94.0%	3.7%	100.00%
Vodafone	Count	0	5	180	8	193
	%age	0.0%	2.6%	93.3%	4.1%	100.00%
Idea Cellular	Count	1	12	181	8	202
	%age	0.5%	5.9%	89.6%	4.0%	100.00%
BSNL	Count	0	8	229	2	239
	%age	0.0%	3.3%	95.8%	0.8%	100.00%
Rel Comm	Count	1	13	190	2	206
	%age	0.5%	6.3%	92.2%	1.0%	100.00%
Tata Teleservices	Count	1	16	222	13	252
	%age	0.4%	6.3%	88.1%	5.2%	100.00%
Total	Count	4	59	1205	41	1308
	%age	0.2%	4.5%	92.1%	3.1%	100.00%

6. How satisfied are you with the timely delivery of bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	1	27	11	40
	%age	3.3%	3.3%	66.7%	26.7%	100.0%
Vodafone	Count	0	0	4	3	7
	%age	0.0%	0.0%	60.0%	40.0%	100.0%
Idea Cellular	Count	0	3	32	1	36
	%age	0.0%	7.4%	88.9%	3.7%	100.0%
BSNL	Count	0	0	13	0	13
	%age	0.0%	7.4%	88.9%	3.7%	100.0%
Rel Comm	Count	3	3	66	18	90
	%age	2.9%	2.9%	73.5%	20.6%	100.0%
Tata Teleservices	Count	0	7	39	33	79
	%age	0.0%	8.5%	49.2%	42.4%	100.0%
Total	Count	4	14	181	66	265
	%age	1.5%	5.0%	68.3%	25.1%	100.0%

7 (a) How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	24	13	40
	%age	0.0%	6.7%	60.0%	33.3%	100.0%
Vodafone	Count	0	0	4	3	7
	%age	0.0%	0.0%	60.0%	40.0%	100.0%
Idea Cellular	Count	0	4	31	1	36
	%age	0.0%	11.1%	85.2%	3.7%	100.0%
BSNL	Count	0	0	13	0	13
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Rel Comm	Count	1	7	70	12	90
	%age	1.5%	7.4%	77.9%	13.2%	100.0%
Tata Teleservices	Count	0	8	56	15	79
	%age	0.0%	10.2%	71.2%	18.6%	100.0%
Total	Count	1	22	198	44	265
	%age	0.5%	8.3%	74.7%	16.6%	100.0%

8. Have you made any billing related complaints in last 12 months; Service Provider Wise				
Service provider		Yes	No	Total
Bharti	Count	12	28	40
	%age	30.3%	69.7%	100.0%
Vodafone	Count	0	7	7
	%age	0.0%	100.0%	100.0%
Idea Cellular	Count	5	31	36
	%age	13.9%	86.1%	100.0%
BSNL	Count	3	10	13
	%age	22.7%	77.3%	100.0%
Rel Comm	Count	17	73	90
	%age	18.9%	81.1%	100.0%
Tata Teleservices	Count	31	48	79
	%age	39.4%	60.6%	100.0%
Total	Count	68	197	265
	%age	25.7%	74.3%	100.0%

9. How satisfied are you with the process of resolution of billing complaints						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	0	9	12
	%age	0.0%	25.0%	0.0%	75.0%	100.0%
Idea Cellular	Count	0	2	2	1	5
	%age	0.0%	40.0%	40.0%	20.0%	100.0%
BSNL	Count	0	0	0	3	3
	%age	0.0%	0.0%	0.0%	100.0%	100.0%
Rel Comm	Count	0	2	4	11	17
	%age	0.0%	11.8%	23.5%	64.7%	100.0%
Tata Teleservices	Count	0	2	7	22	31
	%age	0.0%	6.5%	22.6%	71.0%	100.0%
Total	Count	0	9	13	46	68
	%age	0.0%	13.2%	19.1%	67.6%	100.0%

10 (a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	1	30	8	40
	%age	3.3%	3.3%	73.3%	20.0%	100.0%
Vodafone	Count	0	0	4	3	7
	%age	3.3%	3.3%	73.3%	20.0%	100.0%
Idea Cellular	Count	0	1	31	4	36
	%age	0.0%	3.7%	85.2%	11.1%	100.0%
BSNL	Count	0	0	13	0	13
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Rel Comm	Count	0	4	79	7	90
	%age	0.0%	4.4%	88.2%	7.4%	100.0%
Tata Teleservices	Count	0	4	67	8	79
	%age	0.0%	5.1%	84.7%	10.2%	100.0%
Total	Count	1	10	224	30	265
	%age	0.4%	3.8%	84.5%	11.3%	100.0%

10 (b) Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Total
Bharti	Count	1	2	1	2	2
	%age	50.0%	100.0%	50.0%	100.0%	100.0%
Idea Cellular	Count	0	1	1	1	1
	%age	0.0%	100.0%	100.0%	100.0%	100.0%
Rel Comm	Count	0	1	1	3	4
	%age	0.0%	25.0%	25.0%	75.0%	100.0%
Tata Teleservices	Count	0	1	2	3	4
	%age	0.0%	25.0%	50.0%	75.0%	100.0%
Total	Count	1	5	5	9	11
	%age	9.1%	45.5%	45.5%	81.8%	100.0%

11. Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?				
Service provider		YES	NO	Total
Bharti	Count	422	178	600
	%age	70.3%	29.7%	100.0%
Vodafone	Count	376	224	600
	%age	62.7%	37.3%	100.0%
Idea Cellular	Count	368	232	600
	%age	61.3%	38.7%	100.0%
BSNL	Count	428	172	600
	%age	71.3%	28.7%	100.0%
Rel Comm	Count	372	228	600
	%age	62.0%	38.0%	100.0%
Tata Teleservices	Count	364	236	600
	%age	60.7%	39.3%	100.0%
Total	Count	2330	1270	3600
	%age	64.7%	35.3%	100.0%

12. How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	9	370	43	422
	%age	0.0%	2.1%	87.7%	10.2%	100.0%
Vodafone	Count	2	11	330	33	376
	%age	0.5%	2.9%	87.8%	8.8%	100.0%
Idea Cellular	Count	3	15	316	34	368
	%age	0.8%	4.1%	85.9%	9.2%	100.0%
BSNL	Count	0	14	402	12	428
	%age	0.0%	3.3%	93.9%	2.8%	100.0%
Rel Comm	Count	3	15	325	29	372
	%age	0.8%	4.0%	87.4%	7.8%	100.0%
Tata Teleservices	Count	2	14	301	47	364
	%age	0.5%	3.8%	82.7%	12.9%	100.0%
Total	Count	10	78	2044	198	2330
	%age	0.4%	3.3%	87.7%	8.5%	100.0%

13. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	9	257	156	422
	%age	0.0%	2.1%	60.9%	37.0%	100.0%
Vodafone	Count	2	9	230	135	376
	%age	0.5%	2.4%	61.2%	35.9%	100.0%
Idea Cellular	Count	3	14	216	135	368
	%age	0.8%	3.8%	58.7%	36.7%	100.0%
BSNL	Count	1	12	321	94	428
	%age	0.2%	2.8%	75.0%	22.0%	100.0%
Rel Comm	Count	3	17	235	117	372
	%age	0.8%	4.6%	63.2%	31.5%	100.0%
Tata Teleservices	Count	2	17	254	91	364
	%age	0.5%	4.7%	69.8%	25.0%	100.0%
Total	Count	11	78	1513	728	2330
	%age	0.5%	3.3%	64.9%	31.2%	100.0%

14. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	10	276	135	422
	%age	0.2%	2.4%	65.4%	32.0%	100.0%
Vodafone	Count	2	9	230	135	376
	%age	0.5%	2.4%	61.2%	35.9%	100.0%
Idea Cellular	Count	3	16	222	127	368
	%age	0.8%	4.3%	60.3%	34.5%	100.0%
BSNL	Count	1	16	326	85	428
	%age	0.2%	3.7%	76.2%	19.9%	100.0%
Rel Comm	Count	2	17	230	123	372
	%age	0.5%	4.6%	61.8%	33.1%	100.0%
Tata Teleservices	Count	3	14	233	114	364
	%age	0.8%	3.8%	64.0%	31.3%	100.0%
Total	Count	12	82	1517	719	2330
	%age	0.5%	3.5%	65.1%	30.9%	100.0%



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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	11	376	34	422
	%age	0.2%	2.6%	89.1%	8.1%	100.0%
Vodafone	Count	2	12	315	47	376
	%age	0.5%	3.2%	83.8%	12.5%	100.0%
Idea Cellular	Count	3	21	303	41	368
	%age	0.8%	5.7%	82.3%	11.1%	100.0%
BSNL	Count	0	15	348	65	428
	%age	0.0%	3.5%	81.3%	15.2%	100.0%
Rel Comm	Count	3	16	314	39	372
	%age	0.8%	4.3%	84.4%	10.5%	100.0%
Tata Teleservices	Count	2	19	307	36	364
	%age	0.5%	5.2%	84.3%	9.9%	100.0%
Total	Count	11	94	1963	262	2330
	%age	0.5%	4.0%	84.2%	11.2%	100.0%

Networking

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	1	4	461	134	600
	%age	0.2%	0.7%	76.8%	22.3%	100.0%
Vodafone	Count	1	4	333	262	600
	%age	0.2%	0.7%	55.4%	43.7%	100.0%
Idea Cellular	Count	0	19	367	214	600
	%age	0.0%	3.1%	61.1%	35.8%	100.0%
BSNL	Count	1	20	547	32	600
	%age	0.2%	3.3%	91.1%	5.3%	100.0%
Rel Comm	Count	4	28	381	187	600
	%age	0.7%	4.6%	63.5%	31.2%	100.0%
Tata Teleservices	Count	12	65	263	260	600
	%age	2.0%	10.8%	43.8%	43.4%	100.0%
Total	Count	19	140	2352	1089	3600
	%age	0.5%	3.9%	65.3%	30.3%	100.0%

How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	2	331	265	600
	%age	0.4%	0.4%	55.0%	44.2%	100.0%
Vodafone	Count	1	3	277	299	600
	%age	0.2%	0.5%	49.4%	49.9%	100.0%
Idea Cellular	Count	0	17	301	282	600
	%age	0.0%	2.9%	50.2%	46.9%	100.0%
BSNL	Count	4	45	354	197	600
	%age	0.7%	7.5%	59.0%	32.8%	100.0%
Rel Comm	Count	1	33	345	221	600
	%age	0.2%	5.5%	57.5%	36.8%	100.0%
Tata Teleservices	Count	12	61	312	215	600
	%age	2.0%	10.2%	52.0%	35.8%	100.0%
Total	Count	20	161	1920	1479	3600
	%age	0.6%	4.5%	53.3%	41.1%	100.0%

How often does your call drops during conversation?						
Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	1	3	233	215	452
	%age	0.2%	0.7%	51.5%	47.6%	100.0%
Vodafone	Count	1	3	279	168	451
	%age	0.2%	0.7%	61.9%	37.3%	100.0%
Idea Cellular	Count	1	14	307	128	450
	%age	0.2%	3.1%	68.2%	28.4%	100.0%
BSNL	Count	5	27	204	215	451
	%age	1.1%	6.0%	45.2%	47.7%	100.0%
Rel Comm	Count	2	32	265	153	452
	%age	0.4%	7.1%	58.6%	33.8%	100.0%
Tata Teleservices	Count	6	22	308	116	452
	%age	1.3%	4.9%	68.1%	25.7%	100.0%
Total	Count	16	101	1596	995	2708
	%age	0.6%	3.7%	58.9%	36.7%	100.0%

How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	4	401	194	600
	%age	0.2%	0.7%	66.8%	32.3%	100.0%
Vodafone	Count	1	4	313	282	600
	%age	0.2%	0.7%	52.1%	47.0%	100.0%
Idea Cellular	Count	0	20	340	240	600
	%age	0.0%	3.3%	56.7%	40.0%	100.0%
BSNL	Count	2	24	434	140	600
	%age	0.4%	4.0%	72.3%	23.3%	100.0%
Rel Comm	Count	0	31	369	200	600
	%age	0.0%	5.1%	61.5%	33.4%	100.0%
Tata Teleservices	Count	9	68	288	235	600
	%age	1.5%	11.3%	48.0%	39.2%	100.0%
Total	Count	13	151	2145	1291	3600
	%age	0.4%	4.2%	59.6%	35.9%	100.0%

How often your mobile handsets faces problem of signal?						
Service provider		Never	Occasionally	Frequently	Very Frequently	Total
Bharti	Count	0	11	272	317	600
	%age	0.0%	1.8%	45.4%	52.9%	100.0%
Vodafone	Count	2	8	334	256	600
	%age	0.4%	1.3%	55.7%	42.6%	100.0%
Idea Cellular	Count	0	20	363	217	600
	%age	0.0%	3.3%	60.5%	36.2%	100.0%
BSNL	Count	4	31	323	242	600
	%age	0.7%	5.1%	53.9%	40.4%	100.0%
Rel Comm	Count	0	37	321	242	600
	%age	0.0%	6.2%	53.5%	40.3%	100.0%
Tata Teleservices	Count	0	29	381	190	600
	%age	0.0%	4.9%	63.5%	31.6%	100.0%
Total	Count	6	136	1994	1464	3600
	%age	0.2%	3.8%	55.4%	40.7%	100.0%

How satisfied are you with the availability of network signal?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	7	386	206	600
	%age	0.2%	1.1%	64.4%	34.3%	100.0%
Vodafone	Count	1	11	330	258	600
	%age	0.2%	1.8%	55.0%	43.0%	100.0%
Idea Cellular	Count	1	20	320	259	600
	%age	0.2%	3.3%	53.3%	43.1%	100.0%
BSNL	Count	4	57	398	141	600
	%age	0.7%	9.5%	66.3%	23.5%	100.0%
Rel Comm	Count	0	56	392	152	600
	%age	0.0%	9.3%	65.3%	25.4%	100.0%
Tata Teleservices	Count	2	76	308	214	600
	%age	0.4%	12.6%	51.3%	35.6%	100.0%
Total	Count	9	227	2134	1230	3600
	%age	0.3%	6.3%	59.3%	34.2%	100.0%

Are you satisfied with the restoration of network (signal) problems?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	6	479	113	600
	%age	0.4%	0.9%	79.9%	18.8%	100.0%
Vodafone	Count	1	11	490	98	600
	%age	0.2%	1.8%	81.6%	16.4%	100.0%
Idea Cellular	Count	0	22	517	61	600
	%age	0.0%	3.6%	86.2%	10.2%	100.0%
BSNL	Count	4	47	468	81	600
	%age	0.7%	7.8%	78.0%	13.5%	100.0%
Rel Comm	Count	0	48	510	42	600
	%age	0.0%	8.0%	85.0%	7.1%	100.0%
Tata Teleservices	Count	4	78	462	56	600
	%age	0.7%	13.1%	77.0%	9.3%	100.0%
Total	Count	11	212	2926	451	3600
	%age	0.3%	5.9%	81.3%	12.5%	100.0%

Do you use value added services like roaming, ringtone, GPRS, e-mail, voice mail or any other such services?				
Service provider		Yes	No	Total
Bharti	Count	293	307	600
	%age	48.8%	51.2%	100.0%
Vodafone	Count	228	372	600
	%age	38.0%	62.0%	100.0%
Idea Cellular	Count	225	375	600
	%age	37.5%	62.5%	100.0%
BSNL	Count	198	402	600
	%age	33.0%	67.0%	100.0%
Rel Comm	Count	237	363	600
	%age	39.5%	60.5%	100.0%
Tata Teleservices	Count	258	342	600
	%age	43.0%	57.0%	100.0%
Total	Count	1439	2161	3600
	%age	40.0%	60.0%	100.0%

How satisfied are you with the quality of supplementary/ value added services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	23	259	11	293
	%age	0.0%	7.8%	88.4%	3.8%	100.0%
Vodafone	Count	0	3	185	40	228
	%age	0.0%	1.3%	81.1%	17.5%	100.0%
Idea Cellular	Count	0	9	202	14	225
	%age	0.0%	4.0%	89.8%	6.2%	100.0%
BSNL	Count	0	8	175	15	198
	%age	0.0%	4.0%	88.4%	7.6%	100.0%
Rel Comm	Count	1	15	205	16	237
	%age	0.4%	6.3%	86.5%	6.8%	100.0%
Tata Teleservices	Count	0	6	228	24	258
	%age	0.0%	2.3%	88.4%	9.3%	100.0%
Total	Count	1	64	1254	120	1439
	%age	0.1%	4.4%	87.1%	8.3%	100.0%

Have you been informed the telephone numbers / toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal / recharging of VAS?				
Service provider		Yes	No	Total
Bharti	Count	134	159	293
	%age	45.7%	54.3%	100.0%
Vodafone	Count	85	143	228
	%age	37.3%	62.7%	100.0%
Idea Cellular	Count	96	129	225
	%age	42.7%	57.3%	100.0%
BSNL	Count	53	145	198
	%age	26.8%	73.2%	100.0%
Rel Comm	Count	90	147	237
	%age	38.0%	62.0%	100.0%
Tata Teleservices	Count	153	105	258
	%age	59.3%	40.7%	100.0%
Total	Count	611	828	1439
	%age	42.5%	57.5%	100.0%

Have you been informed of the charges of value added services before its activation and immediately after its activation?						
Service provider		Yes before and after activation	Yes only after activation	Yes only before activation	No in both Cases	Total
Bharti	Count	24	81	48	140	293
	%age	8.2%	27.6%	16.4%	47.8%	100.0%
Vodafone	Count	24	53	24	127	228
	%age	10.5%	23.2%	10.5%	55.7%	100.0%
Idea Cellular	Count	23	60	25	117	225
	%age	10.2%	26.7%	11.1%	52.0%	100.0%
BSNL	Count	24	20	16	138	198
	%age	12.1%	10.1%	8.1%	69.7%	100.0%
Rel Comm	Count	30	46	33	128	237
	%age	12.7%	19.4%	13.9%	54.0%	100.0%
Tata Teleservices	Count	17	145	17	79	258
	%age	6.6%	56.2%	6.6%	30.6%	100.0%
Total	Count	142	405	163	729	1439
	%age	9.9%	28.1%	11.3%	50.7%	100.0%

Have you been informed of the charges for value added service(VAS) in advance of its renewal/ recharging				
Service provider		Yes	No	Total
Bharti	Count	140	153	293
	%age	47.8%	52.2%	100.0%
Vodafone	Count	84	144	228
	%age	36.8%	63.2%	100.0%
Idea Cellular	Count	93	132	225
	%age	41.3%	58.7%	100.0%
BSNL	Count	51	147	198
	%age	25.8%	74.2%	100.0%
Rel Comm	Count	89	148	237
	%age	37.6%	62.4%	100.0%
Tata Teleservices	Count	156	102	258
	%age	60.5%	39.5%	100.0%
Total	Count	613	826	1439
	%age	42.6%	57.4%	100.0%

How satisfied are you with the overall quality of your mobile service						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	20	485	93	600
	%age	0.4%	3.3%	80.8%	15.5%	100.0%
Vodafone	Count	0	8	447	145	600
	%age	0.0%	1.3%	74.5%	24.2%	100.0%
Idea Cellular	Count	1	26	507	66	600
	%age	0.2%	4.4%	84.4%	10.9%	100.0%
BSNL	Count	10	35	496	59	600
	%age	1.6%	5.8%	82.9%	9.8%	100.0%
Rel Comm	Count	5	57	488	49	600
	%age	0.9%	9.5%	81.4%	8.2%	100.0%
Tata Teleservices	Count	7	65	458	70	600
	%age	1.1%	10.8%	76.3%	11.7%	100.0%
Total	Count	25	211	2881	482	3600
	%age	0.7%	5.9%	80.0%	13.4%	100.0%

Please specify the reason(s) for your dissatisfaction.					
OPERATOR		billing problem	network problem.	problem with helpline/ customer care	TOTAL
Bharti	Count	17	25	29	22
	%age	77.3%	113.6%	131.8%	
Vodafone	Count	16	16	21	8
	%age	200.0%	200.0%	262.5%	
Idea Cellular	Count	47	56	44	27
	%age	174.1%	207.4%	163.0%	
BSNL	Count	49	63	54	45
	%age	108.9%	140.0%	120.0%	
Rel Comm	Count	23	69	46	62
	%age	37.1%	111.3%	74.2%	
Tata Teleservices	Count	68	82	77	72
	%age	94.4%	113.9%	106.9%	
Total	Count	<b>220</b>	<b>311</b>	<b>271</b>	<b>236</b>
	%age	<b>93.2%</b>	<b>131.8%</b>	<b>114.8%</b>	

**BROADBAND**

**Section A-Service Provision**

1. When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	29	32	437	498
	%age	7.7%	8.5%	83.8%	100.0%
BSNL	Count	36	32	532	600
	%age	8.0%	7.1%	85.0%	100.0%
Total	Count	65	64	969	1098
	%age	5.9%	5.8%	88.3%	100.0%

After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?					
Service Provider		Less than 15 Days	More than 15days	Total	
Bharti	Count	58	3	61	
	%age	95.1%	4.9%	100.0%	
BSNL	Count	60	8	68	
	%age	88.2%	11.8%	100.0%	
Total	Count	118	11	129	
	%age	91.5%	8.5%	100.00%	

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?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	2	39	20	61
	%age	0.0%	3.3%	63.9%	32.8%	100.0%
BSNL	Count	0	0	46	22	68
	%age	0.0%	0.0%	67.6%	32.4%	100.0%
Total	Count	0	2	85	42	129
	%age	0.0%	1.6%	65.9%	32.6%	100.00%

In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	2	55	160	105	322
	%age	0.6%	17.1%	49.7%	32.6%	100.0%
BSNL	Count	8	16	82	282	388
	%age	2.1%	4.1%	21.1%	72.7%	100.0%
Total	Count	10	71	242	387	710
	%age	1.4%	10.0%	34.1%	54.5%	100.00%

**Section-B-Billing Related(only for postpaid customers)**

How satisfied are you with the timely delivery of bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	9	278	185	475
	%age	0.5%	1.9%	58.6%	39.0%	100.0%
BSNL	Count	0	20	484	86	590
	%age	0.0%	3.4%	82.1%	14.5%	100.0%
Total	Count	3	29	762	271	1065
	%age	0.3%	2.7%	71.5%	25.4%	100.0%

How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	8	349	118	475
	%age	0.0%	1.6%	73.5%	24.9%	100.0%
BSNL	Count	3	16	468	103	590
	%age	0.5%	2.7%	79.4%	17.4%	100.0%
Total	Count	3	24	817	221	1065
	%age	0.3%	2.3%	76.7%	20.8%	100.0%

Please specify the reason(s) for your dissatisfaction.					
Service Provider		CHARGES NOT AS PER TARIFF PLAN SUBSCRIBED	TARIFF PLAN CHANGED WITHOUT INFORMATION	CHARGED FOR VALUE ADDED SERVICE NOT REQUESTED	Total
Bharti	Count	4	3	7	8
	Row %	50.0%	37.5%	87.5%	100.0%
BSNL	Count	2	5	16	19
	Row %	10.5%	26.3%	84.2%	100.0%
Total	Count	6	8	23	27
	Row %	22.2%	29.6%	85.2%	100.0%

Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	63	412	475
	%age	13.3%	86.7%	100.0%
BSNL	Count	114	476	590
	%age	19.3%	80.7%	100.0%
Total	Count	177	888	1065
	%age	16.6%	83.4%	100.0%



How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	8	50	5	63
	%age	0.0%	12.7%	79.4%	7.9%	100.0%
BSNL	Count	0	10	102	2	114
	%age	0.0%	8.8%	89.5%	1.8%	100.0%
Total	Count	0	18	152	7	177
	%age	0.0%	10.2%	85.9%	4.0%	100.0%

How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	385	85	475
	%age	0.0%	1.1%	81.0%	17.9%	100.0%
BSNL	Count	0	11	493	86	590
	%age	0.0%	1.8%	83.7%	14.5%	100.0%
Total	Count	0	16	878	171	1065
	%age	0.0%	1.5%	82.4%	16.1%	100.0%

Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service Provider		DIFFICULT TO READ THE BILL	DIFFICULT TO UNDERSTAND THE LANGUAGE	CALCULATIONS NOT CLEAR	ITEM WISE CHARGES LIKE TOTAL MINUTES OF USAGE OF LOCAL ,STD,	Total
Bharti	Count	2	1	1	3	5
	%age	40.0%	20.0%	20.0%	60.0%	100.0%
BSNL	Count	3	2	4	7	11
	%age	27.3%	18.2%	36.4%	63.6%	100.0%
Total	Count	5	3	5	10	16
	%age	31.3%	18.8%	31.3%	62.5%	

How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	2	0	23
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
BSNL	Count	0	0	8	2	10
	%age	0.0%	0.0%	80.0%	20.0%	100.0%
Total	Count	0	0	10	2	12
	%age	0.0%	0.0%	83.3%	16.7%	100.0%

**Section-C-Help Service/Customer Care**

Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	244	254	498
	%age	49.0%	51.0%	100.0%
BSNL	Count	359	241	600
	%age	59.8%	40.2%	100.0%
Total	Count	603	495	1098
	%age	54.9%	45.1%	100.0%

How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	8	148	88	244
	%age	0.0%	3.3%	60.7%	36.1%	100.0%
BSNL	Count	0	4	327	28	359
	%age	0.0%	1.1%	91.1%	7.8%	100.0%
Total	Count	0	12	475	116	603
	%age	0.0%	2.0%	78.8%	19.2%	100.00%

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	1	7	102	134	244
	%age	0.4%	2.9%	41.8%	54.9%	100.0%
BSNL	Count	0	10	191	158	359
	%age	0.0%	2.8%	53.2%	44.0%	100.0%
Total	Count	1	17	293	292	603
	%age	0.2%	2.8%	48.6%	48.4%	100.00%

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	2	8	166	68	244
	%age	0.8%	3.3%	68.0%	27.9%	100.0%
BSNL	Count	2	16	191	150	359
	%age	0.6%	4.5%	53.2%	41.8%	100.0%
Total	Count	4	24	357	218	603
	%age	0.7%	4.0%	59.2%	36.2%	100.00%

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	6	193	43	244
	%age	0.8%	2.5%	79.1%	17.6%	100.0%
BSNL	Count	3	8	299	49	359
	%age	0.8%	2.2%	83.3%	13.6%	100.0%
Total	Count	5	14	492	92	603
	%age	0.8%	2.3%	81.6%	15.3%	100.00%

**Section D-Network Performance, Reliability & Availability**

How satisfied are you with the availability of working telephone (dial tone)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	15	352	129	498
	%age	0.5%	2.9%	70.7%	25.8%	100.0%
BSNL	Count	2	40	445	113	600
	%age	0.4%	6.6%	74.1%	18.8%	100.0%
Total	Count	4	55	797	242	1098
	%age	0.4%	5.0%	72.6%	22.0%	100.0%

How satisfied are you with the amount of time for which service is up and working?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	12	250	236	498
	%age	0.0%	2.4%	50.3%	47.3%	100.0%
BSNL	Count	2	39	416	143	600
	%age	0.4%	6.4%	69.2%	23.9%	100.0%
Total	Count	2	51	666	379	1098
	%age	0.2%	4.6%	60.7%	34.5%	100.0%

**Section E-Maintainability**

How Often do you face a problem with your Broadband connection?						
Service Provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	0	12	455	31	498
	%age	0.0%	2.4%	91.4%	6.2%	100.0%
BSNL	Count	4	18	566	12	600
	%age	0.7%	3.0%	94.3%	2.0%	100.0%
Total	Count	4	30	1021	43	1098
	%age	0.4%	2.7%	93.0%	3.9%	100.0%

What was the broadband connection problem faced by you in last 12 months related to?				
Service Provider		Problem was related to computer hardware/ software	Problem was related to the broadband connection and modem by the SP	Total
Bharti	Count	10	2	12
	%age	83.3%	16.7%	100.0%
BSNL	Count	17	5	22
	%age	77.3%	22.7%	100.0%
Total	Count	27	7	34
	%age	79.4%	20.6%	100.0%

How satisfied are you with the fault repair service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	8	0	12
	%age	0.0%	33.3%	66.7%	0.0%	100.0%
BSNL	Count	2	4	16	0	22
	%age	9.1%	18.2%	72.7%	0.0%	100.0%
Total	Count	2	8	24	0	34
	%age	5.9%	23.5%	70.6%	0.0%	100.0%

**Section F-Supplementary Services**

Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	261	237	498
	%age	52.4%	47.6%	100.0%
BSNL	Count	262	338	600
	%age	43.7%	56.3%	100.0%
Total	Count	523	575	1098
	%age	47.6%	52.4%	100.0%

How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	13	159	89	261
	%age	0.0%	5.0%	60.9%	34.1%	100.0%
BSNL	Count	0	48	176	38	262
	%age	0.0%	18.3%	67.2%	14.5%	100.0%
Total	Count	0	61	335	127	523
	%age	0.0%	11.7%	64.1%	24.3%	100.0%

**OVERALL SATISFACTION**

How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	23	345	128	498
	%age	0.5%	4.6%	69.2%	25.8%	100.0%
BSNL	Count	0	49	495	56	600
	%age	0.0%	8.1%	82.5%	9.4%	100.0%
Total	Count	2	72	840	184	1098
	%age	0.2%	6.6%	76.5%	16.8%	100.0%

Please specify reasons for dissatisfaction							
Service Provider		BILLING PROBLEM	MAINTAINABILITY	HELPLINE SERVICE/CUSTOMER CARE	NETWORK PERFORMANCE, RELIABILITY	SUPPLEMENTARY SERVICES	TOTAL
Bharti	Count	7	5	6	29	21	25
	%age	28.0%	20.0%	24.0%	116.0%	84.0%	100.0%
BSNL	Count	22	14	23	19	12	49
	%age	44.9%	28.6%	46.9%	38.8%	24.5%	100.0%
Total	Count	29	19	29	48	33	74
	%age	39.2%	25.7%	39.2%	64.9%	44.6%	100.0%

# **Annexure B**

## **Questionnaires**



**SURVEY OF BASIC SERVICE (WIRELINER) YEAR 2009-2010**

<b>Name:</b> _____	<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female
<b>Tel:</b> _____	<b>Age (in years):</b> <input type="checkbox"/> less than 25 <input type="checkbox"/> 25-60 <input type="checkbox"/> more than 60
<b>Operator:</b> <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rel Com <input type="checkbox"/> TATA <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL <input type="checkbox"/> Shyam	<b>Usage Type :</b> <input type="checkbox"/> Residential <input type="checkbox"/> Commercial
<b>State:</b> _____ <b>District:</b> _____	<b>Area:</b> <input type="checkbox"/> Rural <input type="checkbox"/> Urban
<b>Address:</b> _____	<b>User Type:</b> <input type="checkbox"/> Postpaid <input type="checkbox"/> Prepaid
<b>Name of SDCA (only for surveyor):</b> _____	<b>Mode of Interview:</b> <input type="checkbox"/> Telephonic <input type="checkbox"/> In-person
<b>Name of Exchange (only for surveyor):</b> _____	<b>Signature of Subscriber</b> _____
<b>Name of Exchange (only for surveyor):</b> _____	<b>Date :</b> _____

**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**

<b>A. SERVICE PROVISION</b>	
1. When did you last apply for a phone connection?	<input type="checkbox"/> Less than 6 months <input type="checkbox"/> 6-12 months <input type="checkbox"/> More than 12 months —▶(If >12 month, go to Q 4)
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> Less than 3 days <input type="checkbox"/> 3-7 days <input type="checkbox"/> 8-15 days <input type="checkbox"/> More than 15 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> Within 24 hrs. <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> More than 7 days <input type="checkbox"/> 0 Not Applicable

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

5. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
6a. How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q6(a))</b> 6(b) Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b>	<input type="checkbox"/> Charges not as per tariff plan subscribed <input type="checkbox"/> Tariff plan changed without information <input type="checkbox"/> Charged for value added services not subscribed <input type="checkbox"/> Charged for calls/services not made/used <input type="checkbox"/> Others (please specify) _____
7. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> Yes No <input type="checkbox"/> —▶ (If no, go to Q 9 (a))
8. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
9(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied



<p><b>(Ask this question only if 1 OR 2 is coded in Q9(a))</b></p> <p>9(b) Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b></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) _____

**For Prepaid Customers only**

<p>10. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?</p>	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

**C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

<p>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?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>→ (If no, go to Q 16)</b>
<p>12. How satisfied are you with the ease of access of call centre/customer care or helpline?</p>	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<p>13. How satisfied are you with the response time taken to answer your call by a customer care executive?</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 problem solving ability of the customer care executive(s)?</p>	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<p>15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</p>	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

**D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

**E. MAINTAINABILITY (FAULT REPAIR)**

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

**F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES**

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



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

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

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

**H. GENERAL INFORMATION**

<b>(Ask this question only if 1 OR 2 is coded in Q1)</b>	
26. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 Yes <input type="checkbox"/> 1 No
27. Have you terminated a - Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(If no, go to Q 31)</b>
28. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Com <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam
29. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
30. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
<b>(Ask only if yes in Q31)</b>	
32a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
<b>(Ask only if 3 or 2 or 1 coded in Q32 (a))</b>	
32.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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

33. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. Have you made any complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → <b>(if no go to Q 40)</b>
35. With respect to complaint made by you to call centre, please	<input type="checkbox"/> 4 Docket number received for most the complaints <input type="checkbox"/> 3 No Docket number received for most of the





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

of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	
46. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 49)
46. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 49)
47. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
48. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q49 to Q51 are for prepaid customers only)</b>	
49. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 52)
50. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 52)
51. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>If coded 1 and 2 in Q.1.</b> 52. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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

**SURVEY OF MOBILE TELEPHONE SERVICE: YEAR 2009-2010**

Name: _____		Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Tel: _____		Age (in years): <input type="checkbox"/> less than 25 <input type="checkbox"/> 25-60 <input type="checkbox"/> more than 60	
Operator: <input type="checkbox"/> Airtel <input type="checkbox"/> Vodafone <input type="checkbox"/> Idea <input type="checkbox"/> BSNL <input type="checkbox"/> Rel Comm <input type="checkbox"/> Aircel <input type="checkbox"/> TATA <input type="checkbox"/> MTNL <input type="checkbox"/> Spice <input type="checkbox"/> BPL <input type="checkbox"/> HFCL <input type="checkbox"/> Shyam <input type="checkbox"/> RTL <input type="checkbox"/> RISL <input type="checkbox"/> Dishnet <input type="checkbox"/> Others (Specify).....		Occupation: <input type="checkbox"/> Service <input type="checkbox"/> Business/self employed <input type="checkbox"/> Student <input type="checkbox"/> Housewife <input type="checkbox"/> Retired	
Area: <input type="checkbox"/> Rural <input type="checkbox"/> Urban		Type: <input type="checkbox"/> GSM <input type="checkbox"/> CDMA	
State: _____ District _____		User Type: <input type="checkbox"/> Postpaid <input type="checkbox"/> Prepaid	
Address: _____		Mode of Interview: <input type="checkbox"/> Telephonic <input type="checkbox"/> In-person	
		Signature of Subscriber _____ Date : _____	

**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**

<b>A. SERVICE PROVISION</b>	
1. When did you last apply for mobile phone connection?	<input type="checkbox"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> 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"/> One day <input type="checkbox"/> 2-3 day <input type="checkbox"/> 4-7 day <input type="checkbox"/> 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"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> Within 24 hrs. <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> More than 7 day <input type="checkbox"/> Not Applicable
<b>B. BILLING RELATED – PREPAID CUSTOMER</b>	
5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> charges not as per tariff plan subscribed <input type="checkbox"/> tariff plan changed without information <input type="checkbox"/> charged for value added services not requested <input type="checkbox"/> charged for calls/services not made/used <input type="checkbox"/> Others (please specify)
5(c) Have you made any complaint related to charging /credit /waiver /validity/adjustment in last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5 (d) How satisfied are you with the process of resolution of complaints relating to charging?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
<b>C. BILLING RELATED – POSTPAID CUSTOMER</b>	
6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied



	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q7(a))</b> 7(b). Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b>	<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 → <b>(If no, go to Q 10(a))</b>
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
<b>(Ask this question only if 1 OR 2 is coded in Q10(a))</b> 10(b) Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b>	<input type="checkbox"/> 1 Difficult to read the bill	
	<input type="checkbox"/> 2 Difficult to understand the language	
	<input type="checkbox"/> 3 Calculations not clear	
	<input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	
	<input type="checkbox"/> 5 Others (please specify)	

**D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

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

**E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY)**

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

**F. MAINTAINABILITY**

20. How often your mobile handset faces problem of signal?	<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 Occasionally
	<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 1 Very Frequently



21. How satisfied are you with the availability of network (signal)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 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 AND VALUE ADDED SERVICES**

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

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



<p><b>(Ask only if 3 or 2 or 1 coded in Q36 (a))</b> 36.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>36.(c) If Yes, please indicate the following -</p>	<p><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)</p>

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

<p>37. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>38. Have you made any complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 44)</p>
<p>39. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?</p>	<p><input type="checkbox"/> 4 Docket number received for most the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request</p>
<p>40. 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>41. 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 <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

<p><b>(Ask this question only if 1 OR 2 is coded in Q.41)</b> 42. Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b></p>	<p><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)</p>
<p>43. 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 <input type="checkbox"/> 0 Not applicable</p>
<p>44. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 49)</p>
<p>45. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 49)</p>
<p>46. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

47. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q47)</b> 48. Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b>	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
49. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No    → <b>(if no go to Q 53)</b>
50. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No    → <b>(if no go to Q 53)</b>
51. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
52. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q 53 to Q 54 are for prepaid customers only)</b> 53. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(if no go to Q 56)</b>
54. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(if no go to Q 56)</b>
55. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>If coded 1 and 2 in Q.1.</b> 56. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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

**SURVEY OF BROADBAND SERVICE (WIRELINER) YEAR 2009-2010**

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

**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**

**A. SERVICE PROVISION**

1(a). When did you last apply for broadband connection?	<input type="checkbox"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> more than 12 month → (If more than 12 month, go to Q 3)
1(b). After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> Within 15 working days <input type="checkbox"/> More than 15 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> Within 24 hrs. <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> More than 7 days <input type="checkbox"/> Not Applicable

**B. BILLING RELATED - POSTPAID CUSTOMER**

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> Charges not as per tariff plan subscribed <input type="checkbox"/> Tariff plan changed without information <input type="checkbox"/> Charged for value added services not requested <input type="checkbox"/> Charged for calls/services not made/used <input type="checkbox"/> Others (please specify)





6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 8(a))
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q8(a))</b> 8(b) Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b>	<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)

**C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY**

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

**D. HELP SERVICE**

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

**E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

**F. MAINTAINABILITY**



17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
<b>(Ask if response to Q17 is Frequently/Very Frequently)</b> 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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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    —————> <b>(If no, go to Q 22(a))</b>	
21. How satisfied are you with the quality of such supplementary services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

**H. OVERALL CUSTOMER SATISFACTION**

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

**I. GENERAL**

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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**QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007**

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



<p>28. 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 <input type="checkbox"/> 2 Dissatisfied                          <input type="checkbox"/> 1 Very Dissatisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q.37)</b></p> <p>29. Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b></p>	<p><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)</p>
<p>30. Was your billing/charging 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 <input type="checkbox"/> 0 Not applicable</p>
<p>31. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No                      —————&gt;                      <b>(if no go to Q36)</b></p>
<p>32. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No                      —————&gt;                      <b>(if no go to Q 36)</b></p>
<p>33. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes                      <input type="checkbox"/> 2 No</p>
<p>34. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied                      <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied                          <input type="checkbox"/> 1 Very Dissatisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q34)</b></p> <p>35. Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)</p>
<p>36. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No                      —————&gt;                      <b>(if no go to Q 40)</b></p>

appeals?	
37. Have you filed any appeal in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 40)
38. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q40 to Q42 are for prepaid customers only)</b>	
40. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      (if no go to Q 43)
42. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>If coded 1 and 2 in Q.1.</b>	
43. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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