

**Last Date of Submission of Bid
By 03.00 PM on 26th April, 2010**

TELECOM REGULATORY AUTHORITY OF INDIA

**Mahanagar Doorsanchar Bhavan,
Jawaharlal Nehru Marg (Old Minto Road),
New Delhi – 110 002**

TENDER DOCUMENT No. – I (SURVEY)

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

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TENDER DOCUMENT – I (SURVEY)

Invitation of Bids for Assessment of:-

- (i) **Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and as amended from time to time.**
- (ii) **Customer Perception of Service through Survey**

Notice Inviting Tender

1. Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhavan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi – 110 002 invites sealed tender from companies, firms, market research organisations and Non-Government Organisations registered under the Societies Registration Act, 1860 or Companies Act, 1956 or any other law for the time being in force (hereinafter referred to as survey agency), who satisfy the following eligibility conditions for conducting a customer satisfaction survey to assess (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) to assess the customer perception of the service, in terms of the benchmarks specified in the “ The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20th March, 2009 and the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated 6th October, 2006 on zonal basis (East zone, West Zone, North Zone and South Zone) namely:-

- (i) the survey agency should have a turnover of not less than rupees one crore during the financial year 2008-09 and should have a minimum cumulative turnover of rupees three crores in the last three consecutive financial years for which audit has been completed;
- (ii) the survey agency should have experience of at least two years in conducting similar surveys and should have sufficient staff and infrastructure to carry out the survey as per the Terms of Reference;
- (iii) the Non-Government Organisations mentioned above are exempted from minimum turnover criteria at (i) above. However these organisations have to submit the required Ernest Money Deposit as per the tender conditions.

2. (i) The Zones shall comprise 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 Uttarakhand). 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 Andaman & Nicobar, Sikkim and excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which includes Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.

(ii) Details of the areas covered under each Telecom Circle/ Metro Service Area are given in the tender document:

3. **The tender documents can be purchased on any working day between 10.00 AM to 3.00 PM in person or by post, from the Section Officer (QoS), TRAI, 5th Floor, Mahanagar Door Sanchar Bhavan, Jawahar Lal Nehru Marg (Old Minto Road), New Delhi- 110002,** on payment of Rs.500/- (rupees five hundred only) by demand draft drawn on any scheduled bank in favour of "TRAI" payable at Delhi, **with effect from 25th March, 2010 to 9th April, 2010.** The survey agencies shall submit technical as well as financial bids in separate sealed covers. The bidder shall submit for both Technical and Financial bid one set of original bid marked as 'Original Bid' along with 4 copies of the same marking as 'Copy No.1, Copy No.2, Copy No.3, Copy No.4'. In the event of any discrepancy between the copies, the Original shall govern. Each page of the tender document is to be signed in token of the firms having read and accepted the terms and conditions given in the tender document. The name and address of the bidder should clearly appear on the envelope. The Tender number and date of Tender opening should also appear on the envelope.

4. A survey agency can submit bids for one or more Zones but not more than three Zones in separate sealed covers. The bids in separate sealed covers for each Zone must be accompanied by earnest money of Rs.1,00,000/- (Rupees one lakh only), as per the details given in clause 3.0 of the section-I of the tender document.

5. The bid, complete in all respects, should be submitted, **not later than 3.00 PM on the 26th April, 2010,** to **Deputy Advisor (QoS),** Telecom Regulatory Authority of India, Room No.521, 5th Floor, Mahanagar Doorsanchar Bhavan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi-110 002. The technical proposals will be opened at **3.30 PM on 26th April, 2010.** The bidders, if they so desire, may be present at the time of opening of the bids. A pre-tender conference will be held with the prospective bidders on **12th April, 2010 at 3.00 PM** in the Conference Hall of TRAI on 3rd Floor, Mahanagar Doorsanchar Bhavan Jawaharlal Nehru Marg (Old Minto Road), New Delhi-110 002.

6. **Unsealed bids or bids without the earnest money deposit shall be summarily rejected.**

7. **Late Bids:** The bids received, either by post or in person, after the due date and time of submission of bids shall be returned unopened.

8. The survey agencies may be required to give a presentation on the technical aspects for which date(s) shall be advised separately.

9. **No single bidder will normally be awarded work for more than two Zones.** Where a single bidder emerges as successful bidder in three Zones, the choice of the two Zones for which work will be awarded to him shall rest with TRAI and shall be binding on such bidder. However, the Authority reserves the right to award the work for more than two Zones to a successful bidder, at its discretion, if circumstances so warrant.

(S. C.Saxena)
Deputy Advisor (QoS)

SECTION-I

TENDER CONDITIONS AND INSTRUCTIONS TO BIDDERS

1. Background

1.1 Telecom Regulatory Authority of India, vide its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) dated 4th May, 2007, published in the Gazette of India Extraordinary Part-III-Section 4 dated 10th May, 2007, has mandated setting up of the institutional mechanism by the service providers for redressal of grievances of telecom consumers. A copy of the said Regulations is available at TRAI's website www.trai.gov.in. These regulations are applicable to (i) all Access Service Providers (including BSNL and MTNL) providing basic, cellular mobile telephone and broadband services; and (ii) all Internet Service Providers (ISPs) providing broadband services, whose turnover in any preceding financial year exceed rupees five crores or whose total number of Broadband subscribers in any preceding financial year exceed ten thousand numbers, as the case may be.

1.2 Telecom Regulatory Authority of India, vide the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009, published in the Gazette of India Extraordinary Part-III-Section 4 dated 23rd March, 2009", has laid down the 'Quality of Service' parameters applicable to the basic telephone service (wireline) and cellular mobile telephone service. The copy of the said Regulations is available at TRAI website www.trai.gov.in. These Regulations are applicable to all the Basic Service Operators/ Unified Access Service Providers and Cellular Mobile Telephone Service providers, including BSNL and MTNL.

1.3 Telecom Regulatory Authority of India vide its Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th Oct. 2006 published in the Gazette of India Extraordinary Part-III-Section 4 dated 10th October, 2006, has laid down the 'Quality of Service' parameters applicable to the broadband services. A copy of the said Regulations is available at TRAI website www.trai.gov.in. These Regulations are applicable to all the Internet Service providers, Basic Service providers, Unified Access Service Providers and Cellular Mobile Telecom Service Providers, including BSNL and MTNL, providing broadband services.

1.4 Regulation No. 7 of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated 20th March, 2009 and Sl. No. (ix) under regulation 3 of Regulations on Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) have laid down the benchmarks for the parameter on customer perception of service to be achieved by service providers. The customer perception of service is to be assessed through customer satisfaction survey.

2. Clarification of Tender Document and Pre-Tender Conference

2.1 A prospective bidder, requiring any clarification on the tender document shall submit in writing the request for any clarification(s) not **later than 4.00 PM of 9th April, 2010 to Deputy Advisor (QoS), Telecom** Regulatory Authority of India, 5th Floor, Mahanagar Doorsanchar Bhavan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi-110 002 (FAX No.011-23213036). Copies of the query (without identifying the source) and clarifications by TRAI shall be sent to all the prospective bidders who have purchased the Tender document.

2.2 Any clarification issued by TRAI in response to query raised by prospective bidders shall form an integral part of tender document and it may amount to an amendment of relevant clauses of the tender document.

2.3 The bidders are required to keep a watch on the TRAI Web Site for any amendment to the tender document or for clarifications in response to the queries raised by the bidders up to a day prior to the last date for submission of bids. TRAI reserves the right to reject any bids if the bids are submitted without taking into account these amendments/clarifications. Further, the prospective bidders shall be fully responsible for downloading of the amendments, if any, made in the tender document and clarifications, if any issued by TRAI and TRAI accepts no responsibility whatsoever in this regard.

2.4 The request for clarification received as per para 2.1 above shall be, to the extent possible, clarified in the pre-tender conference. The pre-tender conference will be held with the prospective survey agencies, for technical discussion/ clarifications on technical and other matters regarding terms and conditions of the tender document. This conference will be held on **12th April, 2010 at 3.00 PM** in the Conference Room of TRAI located on the 3rd Floor, Mahanagar Doorsanchar Bhavan, New Delhi – 110 002. As a result of the discussion in this pre-tender conference, if any modifications to the tender document are considered necessary, suitable corrigenda/addenda to the tender document will be issued. A copy of such corrigenda/addenda will be sent to each of the prospective bidders who were issued the tender documents. The prospective survey agencies should, on their own, attend the said conference without waiting for any further communication.

3. Earnest Money Deposit (EMD)

3.1 The prospective survey agency shall submit along with their bid a bank draft for a sum of **Rs.1,00,000 (Rupees one lakh only)** drawn on any scheduled bank in favour of “TRAI” payable at Delhi as earnest money for each Zone. Any bid not accompanied by earnest money shall be summarily rejected. **The EMD shall be submitted with the**

Technical Bid. The earnest money shall be refunded to the unsuccessful bidders after finalisation of the tender. The EMD will be returned to the successful bidder after signing of the contract.

3.2 The EMD may be forfeited in any of the following circumstances:-

- (a) If the bidder withdraws his bid during the period of validity of bids.
- (b) In the case of successful bidder, if the bidder fails:-
 - (i) to sign the Contract;
 - (ii) to furnish Performance Bank Guarantee in accordance with Clause 9 of this Section.

4. Eligibility

4.1 The bidders may be companies, firms, market research organisations and Non-Government Organisations registered under the Societies Registration Act, 1860 or Companies Act, 1956 or any other law for the time being in force (hereinafter referred to as survey agency).

4.2 The survey agency should have a turnover of not less than rupees one crore during the financial year 2008-09 and should have a minimum cumulative turnover of rupees three crores in the last three consecutive financial years for which audit has been completed.

4.3 The survey agency should have experience of at least two years in conducting similar surveys and it should have sufficient staff and infrastructure to carry out the survey as per the Terms of Reference.

4.4 The Non-Government Organisations, registered under the Societies Registration Act, 1860 or Companies Act, 1956 or any other law for the time being in force are exempted from minimum turnover condition mentioned at 4.2 above. However these agencies have to submit the Earnest Money Deposit (EMD) as per clause 3.

4.5 The survey agency should submit documentary evidence regarding fulfillment of the above eligibility conditions including the income tax clearance/ IT Certificate and PAN No.

5. Terms of Reference

The Terms of Reference for the Customer Satisfaction Survey for assessing the customer perception of service provided by service providers, is given in Section-II.

6. Schedule for Financial Bids

Schedule for Financial Bids is available at **Section-III**. The quotation shall include all levies, duties and taxes including service tax.

7. Technical Proposal

Standard formats for technical proposal are given in **Section-IV**. All the necessary details are required to be filled by the bidders and submitted before the last date and time of submission.

8. Last date (due date) for submission of bids

The bid should be submitted not later than **03.00 PM** on **26th April, 2010**. Any bid received after this specified date shall be rejected and returned unopened to the bidder.

9. Performance Bank Guarantee Bond

9.1 The selected survey agency shall furnish a Performance Bank Guarantee in the proforma given at **Annexure-1** from any scheduled Bank in India within 15 (fifteen) days from the date of receipt of the letter of acceptance by the survey agency for an amount equivalent to 10% (ten per cent) of the value of the contract before signing of the contract. In case the furnishing of an acceptable Performance Bank Guarantee bond is delayed by the survey agency beyond the afore-mentioned period, TRAI may cancel the said letter of acceptance and forfeit the Earnest Money Deposit. Initially, the bank guarantee(s) shall be valid for a period of one year. The survey agency on its own shall extend the validity period of the bank guarantee(s) on similar terms at least one month prior to the day of its expiry without any demand or notice from the TRAI. The bank guarantees shall be kept valid for an extended period of six months beyond the period of agreement. Any failure to do so, shall amount to violation of the terms of the agreement and entitle TRAI to encash the bank guarantee(s) and to convert it into a cash security without any reference to the Survey Agency at its risk and cost. No interest or compensation whatsoever shall be payable by TRAI on such encashment. On satisfactory completion of the contract in all respects, the Performance Bank Guarantee bond shall be returned to the survey agency.

9.2 In case the contract period is extended by one year to cover survey for one more year, the survey agency shall submit, within 15 (fifteen) days of intimation about such extension by TRAI, a fresh (second) Performance Bank Guarantee for amount equivalent to 10% (ten per cent) of the value of the contract for the extended period in similar manner and shall also extend the validity of such second bank guarantee one month before its expiry in the same manner as indicated in clause 9.1 above.

9.3 Without prejudice to its rights to terminate the contract and to pursue any other remedy available to it under the law, TRAI may forfeit full or part of the Performance Bank Guarantee in case –

- (i) the survey agency fails to carry out the assigned task as per the terms and conditions specified in the tender document and contract agreement; or
- (ii) the report is not as per the format approved by TRAI; or
- (iii) the report contains information, which is found to be factually incorrect or materially wrong by TRAI.

10. TRAI's right to accept or reject a bid without assigning any reason

TRAI reserves the right to accept or reject any bid without assigning any reason.

11. Evaluation of the Bid

11.1 The bids shall be evaluated based on both techno-commercial and financial considerations. The survey agency is required to provide the following information/ document along with the technical bid, namely:-

- (i) a brief note indicating how the survey agency is equipped to perform the task, particularly their manpower and infrastructure capability;
- (ii) past experience of the survey agency in undertaking works of similar nature as given in the Terms of Reference in Section-II;
- (iii) profile of key personnel to be engaged in the TRAI's assignment; and
- (iv) financial capability.

11.2 The technical bids will be technically evaluated giving due consideration to the survey agency's conformity with the tender conditions, its capability to perform the assignment, past experience in carrying out works of similar nature, profile of personnel to be engaged for this assignment and financial capability. The survey agencies may be called to make presentation to the tender evaluation committee constituted for this purpose. They shall furnish the clarifications/ detailed explanations, if sought, on the technical proposals by TRAI or by the tender evaluation committee.

11.3 The financial bids, of only those bidders who qualify in the evaluation of the technical bids, will be opened and evaluated giving due consideration to the total quoted price on Zonal basis i.e. as a package covering all three services viz Basic Telephone Service (Wireline), Cellular Mobile Telephone Service and Broadband service in all service areas/circles in respective Zone. Total quoted price for a zone only will be taken for ranking of bids from lowest quoted to highest quoted. Arithmetical errors shall be rectified on the following basis:-

“If there is a discrepancy between words and figures, the amount in words shall prevail. If there is discrepancy in the total arrived at and the rates quoted for each service area of a zone, the total shall be corrected taking into account the rates quoted for the service Areas within the zone. If the bidder does not accept the correction of the errors, his bid shall be rejected”.

11.4 In situations where lowest quoted rates (L1) of two or more bidders for a Zone are same, in such cases fresh round of financial bidding from such bidders shall be called. The lowest valid offer shall be declared successful for signing the contract.

11.5 TRAI reserves the right to award the survey work for any service area/ circle in the tendered Zone to any other outside agency or organization at its discretion and the successful bidder for the Zone shall have no objection to the awarding of such survey work in respect of such service area/ circle to such outside agency or organization on the ground that such outside agency or organization has not participated in the tender process and to the corresponding reduction in the total bid amount quoted by the successful bidder for the Zone.

Provided that the payment to such outside agency or organization, in respect of survey work undertaken in such service area/circle shall not exceed the amount quoted by the successful bidder for that particular service area/circle.

12. Validity of Contract

The contract, for undertaking survey to assess (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007, and (ii) the customer perception of the service, in terms of “The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009 and Quality of service of Broadband Service Regulations, 2006 dated 6th Oct 2006 on zonal basis (East zone, West Zone, North Zone and South Zone), shall be valid for a period of 18 (eighteen) months from the date of signing of the agreement covering survey for one year in four quarterly , as may be specified in the contract. The quarterly periods for the purpose of survey shall be a period of three months ending 31st March, 30th June, 30th September and 31st December and two such consecutive quarterly periods shall be one half yearly period. The contract period may be extended, at the sole discretion of TRAI, for one more year covering survey for four quarters at the same rate and terms & conditions as per the contract, to cover survey in the next year.

13. Force Majeure

13.1 If at any time, during the continuance of the contract, the performance in whole or in part, by the audit agency, of any obligation specified in the contract, is prevented, restricted, delayed or interfered, by reason of war or hostility, act of the public enemy, civic commotion, sabotage, act of State or direction from statutory authority, explosion, epidemic, quarantine restriction, fire, floods, natural calamities or any act of GOD, (hereinafter referred to as event), provided notice of happenings of any such event is given by the audit agency to TRAI within seven calendar days from the date of occurrence thereof, the audit agency may be excused from performance of its obligation, provided further that the obligations under the contract shall be resumed by the audit agency, as soon as practicable, after such event comes to an end or ceases to exist. The decision of TRAI as to whether the obligations may be so resumed (and the time frame within the obligations may be resumed) or not, shall be final and conclusive.

13.2 However, the Force Majeure events mentioned above will not in any way cause extension of the period of the contract.

14. Termination:

14.1 TRAI reserves the right to terminate the contract (i) if the survey agency fails to carry out the work as per the terms and conditions in the tender documents/contract or (ii) if the reports are delayed or (iii) if the reports are found by TRAI to be materially incorrect. The decision of TRAI, as regards such material incorrectness of the report, shall be final and binding on the survey agency.

14.2 Delivery of the performance of the survey work shall be made by the survey agency in accordance with the time schedule specified by TRAI. In case the survey is not completed in the stipulated delivery period, as indicated in the contract, TRAI reserves the right either to foreclose/cancel this contract and/or impose the penalty as per clause 17.4. The cancellation/foreclosing of the contract shall be at the risk and responsibility of the survey agency and TRAI reserves the right to get the survey completed for remaining part at the risk and cost of the defaulting survey agency.

15. Indemnity

In no event shall TRAI be liable to the survey agency for special, direct, indirect or any other damages in connection with or arising out of the performance or use of services provided by the survey agency under this contract. The survey agency shall indemnify the TRAI in respect of any damages, claim, loss or action against TRAI for any act of commission or omission on the part of the survey agency, its agents or servants.

16. Coordination

16.1 The survey agency shall appoint one of its employees as coordinator who shall represent the survey agency in all dealings with TRAI.

16.2 All correspondence relating to the tender shall be addressed to **Deputy Advisor (QoS), Telecom Regulatory Authority of India, 5th Floor Mahanagar Doorsanchar Bhavan, New Delhi-110 002.**

17. Payment terms:

17.1 Payment shall be made after completion of survey and submission of the reports as per the following schedule and after TRAI is satisfied that the report submitted by the survey agency complies with the formats, norms and quality specified in the contract:-

Sl. No.	Schedule	% payment in terms of total payment for one year
1.	Submission of final design, questionnaire for the survey and reporting formats by the survey agency incorporating modifications/ corrections suggested by TRAI and its acceptance by TRAI.	Ten percent (10%) of the total contract price.
2.	Submission of reports of survey conducted during the first quarterly period for the specified service areas in respective zone covering (i) assessment of implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) assessment of customer perception of service for basic telephone service (wireline) and cellular mobile telephone service; and Broadband service and acceptance of the report by TRAI	Forty five percent (45%) of the contract price for each of the service areas covered in that quarter
3.	Submission of reports of survey conducted during the second quarterly period for the specified service areas in respective zone covering (i) assessment of implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) assessment of customer perception of service for basic telephone service (wireline) and cellular mobile telephone service; and Broadband services and acceptance of the report by TRAI	Forty five percent (45%) of the contract price for each of the service areas covered in that quarter
4	Submission of reports of survey conducted during the third quarterly period for the	Forty five percent (45%) of the contract

	specified service areas in respective zone covering (i) assessment of implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) assessment of customer perception of service for basic telephone service (wireline) and cellular mobile telephone service; and Broadband services and acceptance of the report by TRAI	price for each of the service areas covered in that quarter
5.	Submission of reports of survey conducted during the fourth quarterly period for the specified service areas in respective zone covering (i) assessment of implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) assessment of customer perception of service for basic telephone service (wireline) and cellular mobile telephone service; and Broadband services and acceptance of the report by TRAI	Forty five (45%) of the contract price for each of the service areas covered in that quarter

17.2 In case the validity of the contract is extended for one more year, in accordance with clause 12 hereinbefore, the payment for the extended period will be made as follows:

Sl. No.	Schedule	% payment in terms of total payment for one year (extended)
1.	Submission of reports of survey conducted during the first quarterly period for the specified service areas in respective zone covering (i) assessment of implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) assessment of customer perception of service for basic telephone service (wireline) and cellular mobile telephone service; and Broadband services and acceptance of the report by TRAI	Fifty percent (50%) of the contract price for each of the service areas covered in that quarter
2.	Submission of reports of survey conducted during the second quarterly period for the specified service areas in respective zone covering (i) assessment of implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) assessment of customer perception of service for basic telephone service (wireline) and	Fifty percent (50%) of the contract price for each of the service areas covered in that quarter

	cellular mobile telephone service; and Broadband services and acceptance of the report by TRAI	
3	Submission of reports of survey conducted during the third quarterly period for the specified service areas in respective zone covering (i) assessment of implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) assessment of customer perception of service for basic telephone service (wireline) and cellular mobile telephone service; and Broadband services and acceptance of the report by TRAI	Fifty percent (50%) of the contract price for each of the service areas covered in that quarter
4	Submission of reports of survey conducted during the fourth quarterly period for the specified service areas in respective zone covering (i) assessment of implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) assessment of customer perception of service for basic service (wireline and cellular mobile telephone service; and Broadband services and acceptance of the report by TRAI	Fifty percent (50%) of the contract price for each of the service areas covered in that quarter

17.3 The survey work shall be completed and all the reports shall be submitted within the respective time limits as may be specified in the contract. **All the services areas/circles in each contracted Zone shall be covered within a period of six months i.e. a service area/circle will be surveyed two times in a year.** No extension of the time for completion of the survey work and for submission of the report thereof shall be given, except for exceptional circumstances which, in the opinion of TRAI, necessitate such extension.

17.4 In case the quarterly survey or the report thereof is delayed a penalty at the rate of 1% (one per cent) of the contract price, for the service areas to be covered in the quarter, for each week of delay, shall be levied by TRAI subject to the maximum penalty of 10% (ten per cent) of the contract price for the service areas to be covered in that quarter. This amount shall be deducted from the amount payable to the survey agency by TRAI.

17.5 In case the survey report is found by TRAI to be materially or factually incorrect or is not as per the format of report approved by TRAI, the report is liable to be rejected and no payment will be made for such

contracted work, if rejected by TRAI and TRAI shall also forfeit and encash the Performance Bank Guarantee. The decision of TRAI as regards such material or factual incorrectness of the report, shall be final and binding on the survey agency.

17.6 Without prejudice to the provisions contained in Clause 17.5, in any specific case, where the report submitted by the survey Agency, for any quarterly period, is found by TRAI to be incomplete in respect of any of the parameters specified in the format of the report approved by TRAI or the extent of work as carried out by the survey agency falls short of the prescribed quantum and the parameters or the quantum of work so left incomplete does not exceed ten per cent of the total parameters or quantum of work, as the case may be, laid down for all Service Areas in the Zone which are covered in the quarterly period and the non-completion of such parameters/quantum of work does not impact the report in general and it is possible to make comparison of performance of all the service providers in the respective Service Area for various parameters of quality of service covered under the assignment, or where such comparison of performance of all the service providers is impacted by such incompleteness of the work/report in only one service area, TRAI may, at its discretion, accept such a report:

Provided that the payment for such incomplete report shall be reduced by-

- (a) ten percent of the total payment for the Service Areas which are covered in that quarterly period to which such report pertains, if the report does not impact the comparison of performance of the service providers in all service areas covered in the half-yearly period:
- (b) a sum equivalent to the proportionate value of the quarterly payment attributable to the particular Service Area, if the deficiency or incompleteness of any parameters or quantum of work in such report impacts the report itself and it is not possible to make a comparison of the performance of all the service providers in that Service Area.

Provided further that in case such deficiency as referred to in clause (b) of the first proviso is noticed in the report for more than one Service Area or the uncompleted portion of the survey work is more than ten percent in the service areas covered in the quarterly period in a Zone, such report shall not be accepted by TRAI and no payment whatsoever will be made for the entire quarterly report and such non-payment for the quarterly report shall be without prejudice to the rights of TRAI to foreclose or cancel the contract and that such foreclosure or cancellation of the contract shall be at the risk and responsibility of the survey agency and that TRAI shall be free to get the survey completed for the remaining part of the contract at the risk and cost of the survey agency. The Performance Bank Guarantee of the survey agency shall also be forfeited in such cases.

Provided also that the decision of TRAI as regards the acceptability of such quarterly reports and the quantum of payment for such quarterly report shall be final and binding on the survey agency.

18. Confidentiality

All information gathered during the customer satisfaction survey, survey questionnaire and reports submitted to TRAI will be the sole property of TRAI. Survey Agency will not transfer / pass on the information of one service provider to another service provider or to any third party under any circumstances.

19. Laws governing contract

The laws of India in force for the time being shall govern the Contract.

20. Jurisdiction of courts

The courts located at New Delhi/Delhi shall alone have the jurisdiction to decide any dispute arising out of or in respect of the contract pursuant to this tender.

21. Arbitration

In the event of any dispute arising between the TRAI and the survey agency, the matter shall be referred to the Secretary, TRAI who may himself act as sole arbitrator or may name as sole arbitrator an officer of the TRAI notwithstanding the fact that such officer has been directly or indirectly associated with the tender process or the contract signed between the parties. The Survey Agency shall not be entitled to raise any objection to the appointment of such officer of TRAI as the sole arbitrator. The award of the arbitrator shall be final and binding on both the parties, subject to the provisions of the Arbitration and Conciliation Act, 1996 and rules made thereunder for the time being in force. The parties expressly agree that the arbitration proceedings shall be held at New Delhi. The language of arbitration shall be English.

22. Language of the bid:

The bid shall be submitted in the English language.

23. Currency for the financial bid:

The financial bid shall be quoted in Indian Rupees (INR). The bid shall be inclusive of all taxes, levies and duties including service tax.

24. Bid validity period:

The bid shall remain valid for 120 (one hundred twenty) days from the date of submission of the bid.

SECTION-II

TERMS OF REFERENCE FOR CUSTOMER SATISFACTION SURVEY

1. Objective:

1.1 Telecom Regulatory Authority of India through its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007, has specified a three-stage redressal mechanism viz. Call Centre, Nodal Officer and appellate authority. The regulations also provide for publication of a Manual of Practice for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. TRAI intends to assess Implementation and Effectiveness of these Regulations through a customer survey and also through Inspections and Auditing.

1.2 The Regulations - The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th Oct. 2006 provide for benchmarks for the parameters on customer perception of service to be achieved by service providers. The objective of the Terms of Reference is to engage an independent agency to assess (i) the implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007 and (ii) the customer perception of service for benchmark for the parameters to be achieved by the service providers, through surveys. The parameters and benchmarks relating to customer perception of service for basic telephone service (wireline), cellular mobile telephone services and broadband service provided in the above Regulations are given below:-

(a) Basic Telephone Service (wireline) and Cellular Mobile Telephone Service.

S.No	Name of Parameter	Benchmark
(a)	customers satisfied with the provision of service	≥ 90 %
(b)	customers satisfied with the billing performance	≥ 95 %
(c)	customers satisfied with network performance, reliability and availability	≥ 95 %
(d)	customers satisfied with maintainability	≥ 95 %
(e)	customers satisfied with supplementary and value added services	≥ 90 %
(f)	customers satisfied with help services including customer grievance redressal	≥ 90 %

(g)	customers satisfied with overall service quality	≥ 90 %
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(b) Broadband Service:

S.No.	Customer perception of service	Benchmark
(i)	% satisfied with the provision of service	>90 %
(ii)	% satisfied with the billing performance	>90 %
(iii)	% satisfied with help services	>90 %
(iv)	% satisfied with network performance, reliability and availability	>85 %
(v)	% satisfied with maintainability	>85 %
(vi)	% satisfied Overall customer satisfaction	>85 %
(vii)	% satisfied with Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.	>85 %

1.3 The Authority may modify the above parameters and benchmarks and may also add new parameters during currency of contract. Contracted agency shall be required to conduct on the same terms and conditions the survey as per new revised parameters / benchmarks without any additional payment/remunerations.

2. Scope of work:

2.1 The agency shall undertake assessment of (i) the implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007 and (ii) the customer perception of service provided by basic telephone service (wireline), cellular mobile telephone service and broadband service providers through surveys in each of the telecom circles/ service areas under the respective Zone, twice in a year on half yearly basis i.e once in each half year. The scope of the survey also include assessment of implementation/ effectiveness of various Orders/ Directions/Regulations issued by TRAI to protect the interest of consumers, particularly issues relating to tariff, billing including information to be included in the telephone bills, termination of service, redressal of grievances and provision of value added seervices and premium rate services. The Zones comprise of the following Telecom Circle/ Service Areas:

North Zone: Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Rajasthan, Uttar Pradesh-East and Uttar Pradesh-West (including Uttarakhand). For the cellular mobile telephone service the service area of Delhi includes Gaziabad, 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 Andaman & Nicobar, Sikkim and excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which includes Arunachal Pradesh, Meghalaya, Mizorum, Nagaland, Manipur and Tripura.

2.2 The details of the areas covered under each Telecom Circle/ Metro Service Area, details of service providers (licensees) operating in each Telecom Circle/ Metro Service Area and details of subscriber base in respect of Basic Telephone Service (wireline) Operators (BSOs) & Cellular Mobile Service Providers (CMSPs) and Broadband Service Providers are given in **Annexure-2A and 2B**, respectively.

2.3 The survey shall be conducted for cellular mobile telephone service, basic telephone service (wireline) and Broadband service provided by BSNL, MTNL, private basic service providers, unified access service providers, cellular mobile service providers and Internet Service Providers (ISPs) in various service areas in the contracted Zones. In the case of ISPs, only those ISPs providing broadband service whose turnover, in any preceding financial year exceeds rupees five crores or whose total number of Broadband subscribers, in any preceding financial year, exceeds ten thousand numbers, as the case may be, shall be covered. The updated data in respect of licensees (service providers) who have commissioned service and their subscriber base shall be intimated by TRAI from time to time and the survey agency shall carry out the survey accordingly thereafter.

2.4 The survey shall be conducted in such a manner that approximately half the number of service areas/circle in the contracted Zone are covered during each quarter and each service area/circle gets covered only once in a particular half year. The service areas/circles to be covered in each quarter shall be decided by TRAI, in consultation with the survey agency. The survey for each service area in the contracted Zone shall be conducted once in a half yearly period i.e. two times in a year. The survey for all the service providers - BSOs, CMSPs and ISPs (as applicable)-for basic telephone service (wireline), cellular mobile telephone service and Broadband service, as the case may be in a Telecom Circle/ Service Area shall be completed in the same quarterly period.

Sample size:

2.5 The sample for basic telephone service (wireline) subscribers shall be evenly spread over in 5% (five per cent) of the exchanges of each BSOs in the circle. The above stated 5% (five per cent) exchanges shall be

evenly spread over 10% (ten per cent) of SDCAs with each BSO. About 50% (fifty per cent) of the number of the circles / service areas in a Zone for all BSOs (licensees) are required to be covered in each quarter. The 5% (five per cent) exchanges should be covered both in urban and rural category.

2.6 The sample for cellular mobile telephone service subscribers shall be evenly spread over in 10% (ten per cent) of district headquarters of a service area where the services are commissioned. About 50% (fifty per cent) of the number of the circles/ service areas in a Zone for all CMSPs (Licensees) are required to be covered in each quarter.

2.7 The sample for broadband service subscribers shall be evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POPs) of each service provider in each service area. About 50% (fifty per cent) of the number of circles/service areas in a Zone for all service providers (licensees) are required to be covered in each quarter.

2.8 The schedule for conducting the survey shall be finalised by survey agency, in consultation with TRAI, before the start of the survey in each half year.

2.9 The details of sample size for each service provider, service area-wise, in respect of Basic Telephone Service (wireline) & Cellular Mobile Telephone Service and Broadband Service are given in **Annexure-2A and 2B**, respectively. The sample size of the number of subscribers for BSNL, MTNL, Unified Access Service Providers, Cellular Mobile Service Providers (CMSPs) and service providers providing Broadband as specified in Annexure-2A and 2B shall be fully covered in a survey of the service area/circle. Sample size has been determined for confidence level of 95% (ninety five per cent) and with a confidence interval of 3% (three per cent) for Metro & Category A Circles, 4% (four per cent) for Category B Circles, 5% (five per cent) for Category C Circles in each of the service area and for each of the service provider (licensee).

2.10 The sample design for customer survey will include different income groups, varied professions and different strata of society to achieve the objective of wider coverage. Survey agency shall also take in a sample design the appropriate segment of customers such as customers who have subscribed services in recent past (in last 6 months), customers who have made complaints, prepaid and post paid category etc.

Mode of conducting survey:

2.11 The mode of conducting survey should be normally on personal interview basis. The identity of respondents will also be required to be indicated while filling up the questionnaire. The questionnaire shall be filled in using ink or ball point pen. For rural subscriber, observations shall be entirely based on personal interview. For urban subscribers, at

least 50% of the observations shall be based on personal interview basis and 50% should be surveyed through telephones. However, for Broadband service at least 50% of the observations shall be based on personal interview basis and upto 50% through e-mail or by developing web based applications. Charges towards development of e-mail or web based application and telephone calls made for the purpose of customer survey will be borne by the survey agency.

2.12 The signature of the subscribers who will be surveyed on personal interview basis shall be taken on the survey questionnaire. The survey agency shall also produce these questionnaires or records to TRAI, as and when called for by TRAI. The survey agency shall preserve all the questionnaires containing the observations made by the surveyed subscribers for a period of six months after the expiry of the contract and shall produce the same to TRAI as and when required to do so.

Survey Questionnaire and reporting formats:

2.13 The survey agency will design the sample design and questionnaire for the survey and reporting formats including web-based survey application system.

2.14 The survey agency is required to develop questionnaire for survey to assess (i) the implementation and effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007 covering all the provisions particularly in respect of awareness about whom to contact, Call Centres, Nodal Officers, appellate authority, Manual of Practice including providing of usage details to Pre-paid mobile connections; and (ii) the customer perception of service provided by basic telephone service (wireline), cellular mobile telephone service and broadband service providers as per the benchmarks for the parameters relating to customer perception of service in quality of service Regulations mentioned at clause 1.2 above.

2.15 Before the start of the survey, TRAI shall provide to the survey agency additional issues relating to tariff, billing including information to be included in the telephone bills, termination of service, redressal of grievances, provision of value added and premium rate services etc. on which the survey agency has to undertake survey to assess the implementation/ effectiveness of TRAI's Orders/Directions/Regulations on the above issues. The survey agency shall frame Questionnaire, relating to these issues and submit to TRAI for approval.

2.16 The survey agency is required to develop data formats including executive summary, critical findings and detailed data analysis thereof for reporting the results of such survey. The agency may utilize software for reporting, preferably MS Word & MS Excel in Window environment.

2.17 The survey agency shall submit to TRAI sample design and questionnaire for the survey and sample reporting formats within three weeks of awarding the contract. The format shall include separate reporting for rural and urban basic service (wireline) customers. TRAI may suggest modifications to the sample design and questionnaire and sample reporting formats and the survey agency shall modify the sample design and questionnaire and sample reporting formats, as suggested by TRAI, and final approval shall be taken before taking up the job in hand. The final approved design and questionnaire, and reporting format shall be submitted by the survey agency within six weeks of award of the contract after incorporating modifications/corrections suggested by TRAI. TRAI's decision in this matter will be final.

2.18 TRAI at any point of time can ask for responses received from any individual customer against the questionnaire. TRAI has the right to verify authenticity of each of the response. This may also involve contacting any of the customers who have been surveyed for this purpose.

2.19 If representative(s) of TRAI is/are deputed for verification, the survey agency shall extend all cooperation with such representative/s of TRAI in the verification process and he/they shall be supplied with all the information needed for such verification.

2.20 TRAI may also suggest changes to the reporting format at any point of time, in case it feels that such a change is necessary and the survey agency shall carry out such changes in the reporting format.

2.21 The report shall also contain a comparative analysis of performance of all the service providers in a licensed service area. A separate report is also required to be submitted for each company/group of companies covering each circle at the end of the year. The report shall also contain an Executive Summary and critical finding along with detailed analysis.

3. Deliverables

3.1 **Progress Report:** The Survey agency shall, at its own cost, compile, prepare and submit, monthly and quarterly progress reports and at such periodic intervals as may be specified by the TRAI on the physical progress of Survey work.

3.2 **Quarterly Reports:** The Survey agency shall submit quarterly reports in the formats approved by TRAI for the purpose. Five copies of such report covering all service areas/ circles which were surveyed during the quarter shall be submitted to TRAI within the time period given in the delivery schedule under clause 5 below. The soft copies of each report shall also be submitted by the survey agency along with the hard copies. The report shall contain the survey results of basic service (wireline), cellular mobile telephone service and Broadband service of all BSOs, CMSPs and ISPs (as applicable) in each of the service area surveyed

during the quarter, including executive summary, critical findings and comparison of performance of the service providers on various quality of service parameters / survey items for which Survey work was undertaken during the quarter in a half yearly period.

4. TRAI's Inputs

4.1 TRAI will make available the relevant Regulations on Redressal of Grievances Regulations, 2007, The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) and the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006). TRAI will also make available details of contact persons of service providers and such other information requested by the survey agency which is available in TRAI and which is necessary for carrying out the survey work.

4.2 TRAI will make available to the survey agency the licensees in operation and subscriber base of basic telephone service (wireline), cellular mobile telephone service and Broadband service to be taken for sampling purpose for each half yearly period and also changes if any made to the Regulations mentioned in clause 4.1.

4.3 In case the survey agency, after making all efforts, fails to get the details of the subscribers, for conducting the survey, from the service provider, they may make a reference to TRAI and TRAI will intervene in the matter. However, normally a minimum 21 (twenty one) days notice will be given to licensees by survey agency for supplying large subscriber data from which sample will be taken to cover different items/issues of survey.

5. Delivery Schedule

S.No.	Deliverable	Period
1.	Date of award of work as per the contract	D
2.	Submission of sample design and sample reporting formats	D + 3 weeks
3.	Submission of final design and reporting formats by the survey agency incorporating modifications and corrections suggested by TRAI	D + 6weeks
4.	Commencement of Survey	Beginning of - the quarter following date of award of work (D) or any subsequent quarter, as decided by TRAI
5.	Submission of first quarterly report	One month from

		the end of the first quarter
6.	Submission of second quarterly report	One month from the end of the second quarter
7.	Submission of third quarterly report	One month from the end of the third quarter
8.	Submission of fourth quarterly report	One month from the end of the fourth quarter
9	Commencement of survey for the first quarter for the extended period	From the end of the fourth quarter or any later period as decided by TRAI
10.	Submission of first quarterly report for the extended period , if any	One month from the end of the first quarter of extended period
11.	Submission of second quarterly report for the extended period , if any	One month from the end of the second quarter of extended period
12.	Submission of third quarterly report for the extended period , if any	One month from the end of the third quarter of extended period
13.	Submission of fourth quarterly report for the extended period , if any	One month from the end of the fourth quarter of extended period

Note: “D” means date of award of work.

SECTION-III

A. Schedule for Financial Bid to asses (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) to assess the customer perception the service for North Zone

The survey agency shall submit the Financial Bid in the format given below:

1. Cellular Mobile Telephone Services

(Note: Please note that a service area/circle will be surveyed only once in a half yearly period i.e. two times in a year. Sample size for survey in each half yearly period for each service area and for each service provider refer Annexure-2A and Annexure-2B)

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Delhi (for the cellular mobile telephone service the service area of Delhi includes Gaziabad, Faridabad, Noida and Gurgaon)		
(ii)	Jammu & Kashmir		
(iii)	Himachal Pradesh		
(iv)	Punjab		
(v)	Haryana		
(vi)	Rajasthan		
(vii)	Uttar Pradesh-East		
(viii)	Uttar Pradesh-West(including Uttarakhand)		
	Total (1)		

2. Basic Telephone Service (Wireline)

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Delhi (for the cellular mobile telephone service the service area of Delhi includes Gaziabad, Faridabad, Noida and Gurgaon)		
(ii)	Jammu & Kashmir		
(iii)	Himachal Pradesh		
(iv)	Punjab		
(v)	Haryana		
(vi)	Rajasthan		
(vii)	Uttar Pradesh-East		
(viii)	Uttar Pradesh-West(including Uttarakhand)		
	Total (2)		

3. Broadband Service

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Delhi (for the cellular mobile telephone service the service area of Delhi includes Gaziabad, Faridabad, Noida and Gurgaon)		
(ii)	Jammu & Kashmir		
(iii)	Himachal Pradesh		
(iv)	Punjab		
(v)	Haryana		

(vi)	Rajasthan		
(vii)	Uttar Pradesh-East		
(viii)	Uttar Pradesh-West(including Uttarakhand)		
	Total (3)		

Grand Total of all the three services:-

	Grand Total (1+2+3)		
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Note1: For each Zone separate EMD of Rs.1,00,000/- is to be furnished.

Note2: The Financial Bid shall be inclusive of all taxes, levies and duties including service tax.

B. A. Schedule for Financial Bid to asses (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) to assess the customer perception the service for South Zone

The survey agency shall submit the Financial Bid in the format given below:

1. Cellular Mobile Telephone Services

(Note: Please note that a service area/circle will be surveyed only once in a half yearly period i.e. two times in a year. Sample size for survey in each half yearly period for each service area and for each service provider refer Annexure-2A and Annexure-2B)

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Chennai		
(ii)	Andhra Pradesh,		
(iii)	Tamilnadu (excluding Chennai)		
(iv)	Kerala		
(v)	Karnataka		
	Total (1)		

2. Basic Telephone Service (Wireline)

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Chennai		
(ii)	Andhra Pradesh,		
(iii)	Tamilnadu (excluding Chennai)		
(iv)	Kerala		

(v)	Karnataka		
	Total (2)		

3. Broadband Service

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Chennai		
(ii)	Andhra Pradesh,		
(iii)	Tamilnadu (excluding Chennai)		
(iv)	Kerala		
(v)	Karnataka		
	Total (3)		

Grand Total of all the three services:-

	Grand Total (1+2+3)		
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Note1: For each Zone separate EMD of Rs.1,00,000/- is to be furnished.

Note2: The Financial Bid shall be inclusive of all taxes, levies and duties including service tax.

C. A. Schedule for Financial Bid to asses (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) to assess the customer perception the service for West Zone

The survey agency shall submit the Financial Bid in the format given below:

1. Cellular Mobile Telephone Services

(Note: Please note that a service area/circle will be surveyed only once in a half yearly period i.e. two times in a year. Sample size for survey in each half yearly period for each service area and for each service provider refer Annexure-2A and Annexure-2B)

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Mumbai		
(ii)	Maharashtra (including Goa and excluding Mumbai)		
(iii)	Gujarat		
(iv)	Madhya Pradesh (including Chattisgarh)		
	Total (1)		

2. Basic Telephone Service (Wireline)

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Mumbai		
(ii)	Maharashtra (including Goa and excluding Mumbai)		
(iii)	Gujarat		
(iv)	Madhya Pradesh (including Chattisgarh)		
	Total (2)		

3. Broadband Service

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Mumbai		
(ii)	Maharashtra (including Goa and excluding Mumbai)		
(iii)	Gujarat		
(iv)	Madhya Pradesh (including Chattisgarh)		
	Total (3)		

Grand Total of all the three services:-

Grand Total (1+2+3)		
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Note1: For each Zone separate EMD of Rs.1,00,000/- is to be furnished.

Note2: The Financial Bid shall be inclusive of all taxes, levies and duties including service tax.

D. A. Schedule for Financial Bid to asses (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) to assess the customer perception the service for East Zone

The survey agency shall submit the Financial Bid in the format given below:

1. Cellular Mobile Telephone Services

(Note: Please note that a service area/circle will be surveyed only once in a half yearly period i.e. two times in a year. Sample size for survey in each half yearly period for each service area and for each service provider refer Annexure-2A and Annexure-2B)

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Kolkata		
(ii)	West Bengal (including Andaman & Nicobar, Sikkim and excluding Kolkata)		
(iii)	Bihar (including Jharkhand),		
(iv)	Orissa		
(v)	Assam		
(vi)	North East which includes Arunachal Pradesh, Meghalaya, Mizorum, Nagaland, Manipur and Tripura.		
	Total (1)		

2. Basic Telephone Service (Wireline)

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Kolkata		
(ii)	West Bengal (including Andaman & Nicobar, Sikkim and excluding Kolkata)		

(iii)	Bihar (including Jharkhand),		
(iv)	Orissa		
(v)	Assam		
(vi)	North East which includes Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.		
	Total (2)		

3. Broadband Service

Sl.	Name of the Service Area	Quotation for the year (Rupees in figures)	Quotation for the year (Rupees in words)
(i)	Kolkata		
(ii)	West Bengal (including Andaman & Nicobar, Sikkim and excluding Kolkata)		
(iii)	Bihar (including Jharkhand),		
(iv)	Orissa		
(v)	Assam		
(vi)	North East which includes Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.		
	Total (3)		

Grand Total of all the three services:-

Grand Total (1+2+3)		
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Note1: For each Zone separate EMD of Rs.1,00,000/- is to be furnished.

Note2: The Financial Bid shall be inclusive of all taxes, levies and duties including service tax.

SECTION-IV
TECHNICAL PROPOSAL –FORMATS

The formats for the following are given in Form - 1 to 5 below.

- Form-1 Proposal submission form.
- Form-2 Survey agency's (Firm's) references.
- Form-3 Approach paper on methodology including sample survey design and work plan for performing the assignment.
- Form-4 Composition of the proposed key team and tasks of each team member including supervisor.
- Form-5 Curriculum Vitae of proposed professional staff.

Form-1

PROPOSAL SUBMISSION FORM
(To be submitted on Survey agency's letter head)

From
(Name and address of the survey agency)

To:
Deputy Advisor (QOS)
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhawan
Jawahar Lal Nehru Marg,
New Delhi-110002

Subject: Invitation of bids for undertaking Assessment of Customer Perception of Service through customer satisfaction survey for basic telephone service (wireline);and cellular mobile telephone service; and Broadband service on zonal basis
(specify the Zone-----)

Sir,

We, the undersigned offer to provide the survey work services for the above subject in accordance with your tender document. We are hereby submitting our proposal which includes both technical & financial proposals, sealed under separate envelope for the Zone (specify the Name of Zone.....) along with EMD as per the clause 3.0 of section- I of the tender document.

Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We understand that you are not bound to accept any bid you receive.

Dated, the.....day of2010

Yours faithfully,

Witness:
Signature.....
Address.....

Authorised signatory:
Name and Title of Signatory
Tel. No.
Fax No.
E-mail address

Form-2

SURVEY AGENCY REFERENCES

Work of similar nature carried out in the last five years that best illustrate experience for eligibility to bid

Using the format below, provide information on each reference assignment for which your organisation was legally contracted. **(please attach a copy of the documentary evidence supporting the assignment/experience)**

Assignment	Country	
Location within Country	Professional Staff Provided by Your Firm/entity(Profiles):	
Name of Client:	No. of Staff:	
Address:	No. of Staff-Months; duration of assignment	
Start Date (Month/Year):	Completion Date(Month/Yr.):	Approx. Value of Services contracted Rs.
Name of Associated Firm, if any	No. of Months of Professional Staff, provided by Associated Firms	
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed:		
Narrative Description of Project		
Description of Actual Services Provided by Your Staff:		

Authorised signatory:
Name and Title of Signatory

Form-3

**DESCRIPTION OF THE METHODOLOGY INCLUDING SAMPLE
SURVEY DESIGN AND WORK PLAN
FOR PERFORMING THE ASSIGNMENT**

Authorised signatory:
Name and Title of Signatory

Form-4

**COMPOSITION OF THE TEAM PERSONNEL AND
TASK(S) OF EACH TEAM MEMBER**

1. Technical/Managerial Staff

Sl.No	Name	Position	Task
.			
1.			
2.			
3.			
4.			
..			
..			

2. Support Staff

Sl.No	Name	Position	Task
.			
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
..			
..			
..			

Authorised signatory:
Name and Title of Signatory

Form-5

**FORMAT OF CURRICULUM VITAE (CV) FOR
EACH PROPOSED PROFESSIONAL STAFF**

Proposed Position: _____
Name of Firm: _____
Name of Staff: _____
Profession: _____
Date of Birth: _____
Years with Firm/Entity: _____ Nationality: _____
Membership in Professional Societies: _____
Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignment and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of page]

Employment Record:

[Starting with present position, list reverse order every employment held. List all positions held by staff member in last 10 years, giving dates, names of employing organizations, titles of positions held, and locations of assignment. Also give types of activities performed and client references, where appropriate. Use about three-quarters of a page].

Languages:

[For each language indicate proficiency: excellent, good fair, or poor; in speaking, reading and writing]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____ Date: _____

[Signature of staff member]

Authorised signatory:
Name and Title of Signatory

PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with the Stamp Act of Issuing Bank)

To

The Secretary,
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhawan,
Jawahar Lal Nehru Marg
New Delhi – 110002.

WHEREAS ----- (Name and address of the firm) (hereinafter called “the Survey Agency”) has undertaken, in pursuance of Contract No.----- dated ----- to conduct Assessment of Customer Perception of Service through customer satisfaction survey for monitoring quality of service provided by service providers (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Survey agency shall furnish you with a Bank Guarantee from a scheduled Bank in India for the sum specified herein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we (Insert name and address of Bank) have agreed to give the Survey Agency such a Bank Guarantee:

NOW THEREFORE we (Insert name of Bank) hereby affirm that we are the Guarantors and responsible to you, on behalf of the Survey Agency up to a total of -----(amount of Guarantee)----- (in words and figures), and we hereby unconditionally, irrevocably and without demur undertake to immediately pay you, upon your first written demand and without cavil or argument any sum or sums within the limits of ----- (amounts of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We (Insert name of Bank) hereby waive the necessity of your demanding the said debt from the Survey Agency before presenting us with the demand.

We (Insert name of Bank) further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed thereunder or of any of the contract documents which may be made between you and the Survey Agency shall in

any way release us from any liability under the guarantee and we hereby waive notice of any such change, addition or modification.

We (Insert name of Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract and that it shall continue to be enforceable till all the dues of TRAI, by virtue of the said contract have been fully paid and its claims satisfied or discharged and till TRAI accordingly discharges this guarantee.

We (Insert name of Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the TRAI in writing.

This guarantee shall be valid upto and including the day of
The pendency of any dispute or arbitration or other proceedings shall not affect this guarantee in any manner.

Dated, the.....day of2010

SIGNATURE AND SEAL OF THE
AUTHORISED OFFICER OF THE BANK

Name & Designation of the Officer-----

NAME OF BANK -----

ADDRESS -----

DATE -----

Note: The stamp papers of appropriate value shall be purchased in the name of the Bank, who issues the 'Bank Guarantee'.

DETAILS OF ZONE WISE SERVICE AREA**NORTH ZONE**

Sl	Licensed Service Area and category		Areas covered	Name of licensees (Service Provider)	Subscriber base as on 31st Jan. 2010		Consumers sample size for Survey in each half yearly period	
					Mobile	Basic Wireline	Mobile	Basic Wireline
01.	Jammu & Kashmir	C	Entire area falling within the State of Jammu & Kashmir including the autonomous council of Ladakh.	BSNL (GSM)	898433	231142	384	384
				BSNL (CDMA)	96401		384	
				Bharti Airtel	1804047	-	384	-
				Dishnet	1586041	-	384	-
				Tata Teleservices	125196	49	384	*
				Reliance Comm.	448171	8	384	*
				Vodafone Essar	157333	-	384	-
				Idea	26523	-	384	-
02.	Himachal Pradesh	C	Entire area falling within the State of Himachal Pradesh	Bharti Airtel	1273922	-	384	-
				IDEA Cellular	246510	-	384	-
				Reliance Telecom	819596	-	384	-
				BSNL (GSM)	1156410	353104	384	384
				BSNL (CDMA)	85853			
				Dishnet Wireless	367054	-	384	-
				Tata Teleservices	139273	1130	384	384
				Reliance Comm.	31978	3375	384	384
Vodafone	159765	-	384	-				
S.Tel	94390	-	384	-				

03.	Rajasthan	B	Entire area falling within the State of Rajasthan.	Vodafone Essar	7146313	-	600	-
				BSNL (GSM)	3593805	1423031	600	600
				BSNLCDMA)	348071			
				Idea Cellular	2179942	-	600	-
				Bharti Airtel	9925141	35879	600	600
				Reliance Comm.	4453063	21639	600	600
				Tata Teleservices	2721428	3600	600	600
03.	Punjab	B	Entire area falling within the State of Punjab and Union territory of Chandigarh.	Sistema Shyam	1159471	52258	600	600
				Spice Comm.	3081186	-	600	-
				HFCL	324092	170122	600	600
				Bharti Airtel	4581187	95293	600	600
				Vodafone Essar	2923706	-	600	-
				BSNL (GSM)	3411009	1290290	600	600
				BSNL (CDMA)	88313			
04.	Haryana	B	Entire area falling within the State of Haryana except the local areas served by Faridabad and Gurgaon telephone exchanges.	Reliance Comm	2435176	40767	600	600
				Tata Teleservices	2043852	11455	600	600
				IDEA Cellular	1979687	-	600	-
				Vodafone Essar	2747370	-	600	-
				BSNL (GSM)	2286362	779709	600	600
				BSNL (CDMA)	104801			
				Bharti Airtel	1519754	22127	600	600
05.	Delhi	Metro	Local Areas served by Delhi, Ghaziabad, Faridabad, Noida, and Gurgaon Telephone Exchanges	Reliance Comm	2318848	3541	600	600
				Tata Teleservices	2232459	9551	600	600
				Sistema Shyam	2718	-	*	-
				Bharti Airtel	5822208	934339	1067	1067
				Vodafone Essar	4818472	-	1067	-
				MTNL (GSM)	2189841	1301528	1067	1067
				MTNL (CDMA)	141655			
				IDEA Cellular	2478120	-	1067	-
				Tata Teleservices	5227997	41843	1067	1067
				Aircel	874437	-	1067	-

				Reliance Comm	5557403	171754	1067	1067
				Systema Shyam	196233	-	1067	-
06.	Uttar Pradesh - East	B	Entire area covered by Eastern Uttar Pradesh with the following as its boundary districts towards Western Uttar Pradesh: Shahjahanpur, Farrukhabad, Kanpur and Jalaun.	Bharti Airtel	8462726	44906	600	600
				Vodafone Essar	9157975	-	600	-
				Idea Cellular	3539998	-	600	-
				BSNL (GSM)	7180690	1406363	600	600
				BSNL (CDMA)	437538			
				Dishnet	758529	-	600	-
				Reliance Comm.	7784294	-	600	-
				Tata Teleservices	2421224	8192	600	600
				Unitech	319259	-	600	-
07.	Uttar Pradesh-West	B	Entire area covered by Western Uttar Pradesh with the following as its boundary districts towards Eastern Uttar Pradesh : Pilibhit, Bareilly,	Vodafone Essar	6054407	-	600	-
				IDEA Cellular	5434597	-	600	-
				BSNL (GSM)	2975972	1002068	600	600
				BSNL (CDMA)	267849			
				Bharti Airtel	3653016	23111	600	600
				Dishnet	672262	-	600	-
				Reliance Comm	5834738	7718	600	600
Tata Teleservices	2976196	4429	600	600				

			Badaun, Etah, Mainpuri and Etawah. It will exclude the local telephone area of Ghaziabad and Noida. However, it will also include the newly created State of Uttaranchal pursuant to the Uttar Pradesh Re-organisation Act, 2000 (No.29 of 2000) dated 25 th August, 2000.	Unitech	292903	-	600	-
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SOUTH ZONE

Sl	Licensed Service Area and category		Areas covered	Name of licensees (Service Provider)	Subscriber base as on 31 st Jan. 2010		Consumers sample size for Survey in each half yearly period	
					Mobile	Basic Wireline	Mobile	Basic Wireline
01.	Andhra Pradesh	A	Entire area falling within the State of Andhra Pradesh.	IDEA Cellular	6001231	-	1067	-
				Bharti Airtel	12425791	116611	1067	1067
				BSNL (GSM)	4078007	2089172	1067	1067
				BSNL (CDMA)	262456			
				Vodafone Essar	5464272	-	1067	-
				Reliance Comm	6588698	83645	1067	1067
				Aircel	713305	-	1067	-
				Tata Teleservices	6931222	155774	1067	1067
			Unitech	440011	-	1067	-	
02.	Karnataka	A	Entire area falling within the State of Karnataka	Bharti Airtel	12153094	461704	1067	1067
				Spice Comm.	2400611	-	1067	
				BSNL (GSM)	3143061	2083535	1067	1067
				BSNL (CDMA)	430121			
				Vodafone Essar	4840810	-	1067	-
				Reliance Comm	5253969	100094	1067	1067
				Systema Shyam	151155	-	1067	-
				Aircel	668731	-	1067	-
				Unitech	510250	-	1067	-
			Tata Teleservices	4891732	105702	1067	1067	
03.	Kerala	B	Entire area falling within the State of Kerala and Union Territory of	Idea Cellular	5082126	-	600	-
				Vodafone Essar	4045074	-	600	-
				BSNL (GSM)	3438993	3385569	600	600
				BSNL (CDMA)	570666			

			Lakshadeep and Minicoy.	Bharti Airtel	3076728	51628	600	600
				Tata Teleservices	2192805	9383	600	600
				Dishnet	792936	-	600	-
				Unitech	151970	-	600	-
				Reliance Comm.	3253619	53705	600	600
				Sistema shyam	161981	-	600	-
04.	Tamilnadu	A	Entire area falling within the State of Tamilnadu and Union Territory of Pondichery excluding the areas covered by Chennai Metro Service Area. Local Areas served by	Vodafone Essar	8594902	-	1067	-
				Aircel	14087431	-	1067	-
				IDEA Cellular	671266	-	1067	-
				Unitech	391708	-	1067	-
				BSNL (GSM)	5209960	1950010	1067	1067
				BSNL (CDMA)	450676			
				Bharti Airtel	10626776	141579	1067	1067
				Reliance Comm	6716469	36314	1067	1067
				Sistema Shyam	483006	-	1067	
				Tata Teleservices	3979493	50061	1067	1067
05.	Chennai	Metro	Chennai Telephones, Maraimalai Nagar Export Promotion Zone (MPEZ), Minzur and Mahabalipuram Exchanges	Aircel Cellular Ltd	2926191	-	1067	
				Bharti Airtel	2563834	304057	1067	1067
				Vodafone Essar	1744951	-	1067	1067
				BSNL (GSM)	1162321	1004115	1067	-
				BSNL (CDMA)	38058			
				Tata Teleservices	Included in TN		1067	-
				Sistema Shyam	51494	-		-
				Reliance Comm	1432416	98785	1067	1067

WEST ZONE

Sl	Licensed Service Area and category		Areas covered	Name of licensees (Service Provider)	Subscriber base as on 31 st Jan 2010		Consumers sample size for Survey in each half yearly period	
					Mobile	Basic Wireline	Mobile	Basic Wireline
01.	Maha-rashtra	A	Entire area falling within the State of Maharashtra and Union Territory of Goa, excluding areas covered by Mumbai Metro Service Area.	Vodafone Essar	6683781	-	1067	-
				IDEA Cellular	9001337	-	1067	-
				BSNL (GSM)	4213244	2720126	1067	1067
				BSNL (CDMA)	524315			
				Bharti Airtel	6518134	59962	1067	1067
				Reliance Comm	6640679	79299	1067	1067
				Tata Teleservices	4928774	159630	1067	1067
				Sistema Shyam	817	-	*	-
				Aircel	247480	-	1067	-
02.	Mumbai	Metro	Local Areas served by Mumbai, New Mumbai and Kalyan Telephone Exchanges	Loop Mobile India	2701583	-	1067	-
				Vodafone Essar	4986437	-	1067	-
				MTNL (GSM)	2420486	1950408	1067	1067
				MTNL (CDMA)	168947			
				Bharti Airtel	3003201	299512	1067	1067
				Idea	1332274	-	1067	-
				Reliance Comm	5552753	184315	1067	1067
				Tata Teleservices	4135913	471682	1067	1067
				Aircel	763209	-	1067	-
Sistema Shyam	23828	-	1067	-				
03.	Gujarat	A	Entire area falling	Vodafone Essar	10028022	-	1067	-

			within the State of Gujarat and Union Territory of Daman and Diu, Silvassa (Dadra & Nagar Haveli).	IDEA Cellular	5252379	-	1067	-
				BSNL(GSM)	2777067	1862077	1067	1067
				BSNL(CDMA)	265162			
				Bharti Airtel	5112601	46268	1067	1067
				Reliance Comm	5130311	114500	1067	1067
				Tata Teleservices	1575921	50744	1067	1067
04.	Madhya Pradesh	B	Entire area falling within the re-organised State of Madhya Pradesh as well as the newly created State of Chattisgarh pursuant to the Madhya Pradesh Reorganisation Act, 2000 (No:28 of 2000) dated 25 th August, 2000.	IDEA Cellular	6918726	-	600	-
				Reliance Telecom	4046062	-	600	-
				BSNL(GSM)	2979746	1027975	600	600
				BSNL(CDMA)	827058			
				Bharti Airtel	6212992	304730	600	600
				Reliance Comm	3971320	32347	600	600
				Vodafone	1478444	-	600	-
				Tata Teleservices	3169616	3243	600	*

EAST ZONE

Sl	Licensed Service Area and category		Areas covered	Name of licensees (Service Provider)	Subscriber base as on 31 st Jan 2010		Consumers sample size for Survey in each half yearly period	
					Mobile	Basic Wireline	Mobile	Basic Wireline
01.	Assam	C	Entire area falling within the State of Assam.	Bharti Airtel	2194310	-	384	-
				Vodafone Essar	676722	-	384	-
				BSNL(GSM)	1009899	327588	384	384
				BSNL(CDMA)	107154			
				Dishnet	2366416	-	384	-
				Idea	56574	-	384	-
				Tata Teleservices	75228	252	384	*
02.	North East	C	Entire area falling within the States of Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.	BSNL (NE-I)	858179	198990	384	384
				BSNL (NE-II)		126435	384	384
				Bharti Airtel	1357383	-	384	-
				Reliance Telecom	498235	-	384	-
				Dishnet	1591334	-	384	-
				Vodafone Essar	417406	-	384	-
				Idea	7136	-	384	-
Tata Teleservices	57903	74	384	*				
03.	West Bengal and Andaman & Nicobar	B	Entire area falling within the Union Territory of Andaman & Nicobar Islands	Bharti Airtel	5070213	-	600	-
				Reliance Telecom	2453950	-	600	-
				BSNL – (GSM)	2160727	905700	600	600
				BSNL –(CDMA)	138320			
				BSNL – A&N		17952	600	600

			and area falling within the State of West Bengal and the State of Sikkim excluding the areas covered by Kolkata Metro Service Area.	Tata Teleservices	1297200	1826	600	600
				Reliance Comm.	1843149	2742	600	*
				Vodafone Essar	6681702	-	600	-
				Sistema Shyam	480399	-	600	-
				Dishnet	2034483	-	600	-
				Idea	502631	-	600	600
04.	Bihar & Jharkhand	C	Entire area falling within the re-organised State of Bihar and newly created State of Jharkhand pursuant to the Bihar Reorganisation Act, 2000 (No.30 of 2000) dated 25 th August, 2000.	Reliance Telecom	3632185	-	384	-
				IDEA Cellular	2768804	-	384	-
				BSNL – (GSM)	4165628	959469	384	384
				BSNL –(CDMA)	367759			
				Reliance Comm	3368345	2961	384	384
				Bharti Airtel	10338828	-	384	
				Tata Teleservices	2870794	6160	384	384
				Vodafone	2851186	-	384	-
				Dishnet Wireless	2841955	-	384	-
				S.Tel	257840	-	384	-
				Unitech	307379	-	384	-
				Sistema Shyam	238700	-	384	-
05.	Orissa	C	Entire area falling within the State of Orissa.	Reliance Telecom	1806501	-	384	-
				BSNL – (GSM)	2083541	604973	384	384
				BSNL –(CDMA)	204162			
				IDEA Cellular	480561	-	384	-
				Bharti Airtel	3836091	-	384	-
				Reliance Comm.	794117	3334	384	384
				Tata Teleservices	1706492	4664	384	384
				Vodafone Essar	893340	-	384	-
				Dishnet Wireless	1535259	-	384	-
				S.Tel	153949	-	384	-
				Unitech	124926	-	384	-

06.	Kolkata	Metro	Local Areas served by Calcutta Telephones.	Bharti Airtel	2736884	73912	1067	1067
				Vodafone Essar	3372057	-	1067	-
				BSNL – (GSM)	1720657	1324314	1067	1067
				BSNL –(CDMA)	41897			
				Dishnet	1086809	-	1067	-
				Reliance Telecom	1368432	-	1067	
				Tata Teleservices	2110970	21254	1067	1067
				Sistema Shyam	274611	-	1067	-
				Idea		-	1067	-
Reliance Comm	2105980	93893	1067	1067				

Note (1) : The subscriber base may vary. Agency shall have to verify these data at the time of survey.

Note (2) * : Sample size to be decided later on.

Broadband Subscriber Base

S. No.	ISPs	Service Area	Subscribers Base (Dec '09)	Consumers sample size for Survey in each half yearly period
1	BSNL	Andhra Pradesh, Assam, Bihar, Chhattisgarh, Chennai, Gujarat, Haryana, Himachal Pradesh Jammu & Kashmir, Jharkhand, Karnataka, Kerala, Kolkata, Maharashtra, Madhya Pradesh, NEI NEII, Orissa Punjab, Rajasthan, Tamilnadu, UP East, UP West, Uttaranchal, WB, A&N	4732676	Nx1067(Metro &A) + Nx600 (B) +Nx384(C)
2	MTNL	Delhi, Mumbai	787722	2X1067
3	Airtel	Andhra Pradesh, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, Punjab, Rajasthan, Tamilnadu, UP East, UP West	970334	Nx1067(Metro &A) + Nx600 (B) +Nx384(C)
4	Tata Communication	Central Region, East, North, South 1, South 2, South 3, South 4, West 1, West 2	186074	Nx1067(Metro &A) + Nx600 (B) +Nx384(C)
5	Hathway	Andhra Pradesh, Chennai, Delhi, Gujarat, Haryana, Karnataka, Maharashtra, Punjab, Tamilnadu, Uttar-	302496	Nx1067(Metro &A) + Nx600 (B) +Nx384(C)

		Pradesh		
6	You Telecom	All India, Andhra Pradesh, Gujarat, Haryana, Karnataka, Maharashtra, Tamilnadu	204307	Nx1067(Metro &A) + Nx600 (B) +Nx384(C)
7	Sify	All India	68813	Nx1067(Metro &A) + Nx600 (B) +Nx384(C)
8	Reliance	All India	123141	Nx1067(Metro &A) + Nx600 (B) +Nx384(C)
9	Asia Net	Kerala	66420	1x600 (B)
10	HFCL	Punjab	73769	1x600
11	Ortel	Orissa	34375	1x384
12	Tata Teleservices	Maharashtra & Goa	49924	1x1067
13	Alliance	Kolkata	20346	1x1067
14	Spectra Net	All India (Delhi, Bangalore & Mumbai)	22503	Nx1067(Metro &A)
15	Syscon Infoway Pvt. Ltd	Maharashtra	16663	1x1067
16	Ankhnet Infomations	Mumbai	31808	1x1067
17	Beam Cables	Hyderabad	19466	1x1067
18	Tikona Digital Networks Pvt Ltd	All India	17121	Nx1067(Metro &A) + Nx600 (B) +Nx384(C)

Note: ‘N’ denotes number of telecom circles in Metro, Category A, B and C where the Broadband Service Provider is providing services. Survey agency shall first obtain from Broadband Service Provider’s Central ISP Node total number of subscribers in each circle and work out the samples as per the criteria laid down in clause 2.9 of the Section-II.