Orissa Survey Report (Quarter 4 - April 2012 to June 2012) on

Assessment of

- (i) Implementation and Effectiveness of Telecom Consumers Protection and Complaint Redressal Regulations, 2012 and
- (ii) Customer Perception of Service through Survey

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Preface

Telecom Regulatory Authority of India (TRAI), the regulatory body for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband had commissioned this survey in East zone.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of "Telecom Consumers Protection and Complaint Redressal Regulations, 2012."

For this survey, circles in East zone like Kolkata, West Bengal (including Andaman & Nicobar and Sikkim but excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which included Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura were covered. These circles were surveyed twice in a year.

During the survey, subscribers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service, a structured questionnaire was used to record the feedback of the subscribers. The feedback of the subscribers was captured through face-to-face and telephonic/ email survey.

This report presents the findings of the survey conducted in Orissa from April, 2012 to June, 2012.





1. Executive Summary

In the fouth quarter (April to June) of 2012, the survey was conducted in Orissa circle.

Only one basic wire-line service provider (BSNL) present in Orissa circle. The survey was conducted across 13 cities in Orissa circle and during the survey, 400 postpaid customers were covered.

In case of cellular mobile service, nine service providers (Aircel, Airtel, BSNL, Idea, Reliance Communications, Reliance Telecom, TATA, Uninor and Vodafone) present in Orissa circle were covered. Across 13 cities in Orissa circle, 3499 cellular mobile telephone customers were surveyed, out of which 3487 were prepaid customers and 12 were postpaid customers.

Both the broadband service providers (BSNL and Ortel) present in Orissa circle were covered during the survey. Across 13 cities in Orissa circle, 770 postpaid customers were covered.

The following feedback was obtained from the sample of customers:

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





1.1 Key Findings of the Survey

Performance of the service providers on Quality of Service (QoS) parameters is outlined below:

1.1A Basic Telephone Service:

1.1A.1 Satisfaction with Overall Service Quality

BSNL did not meet the benchmark in urban as well as rural areas.

1.1A.2 Satisfaction with Provision of Service

In urban areas as well as rural areas, BSNL failed to meet the benchmark for this parameter.

1.1A.3 Satisfaction with Billing Performance - Postpaid

BSNL was not able to meet the benchmark in urban as well as rural areas.

1.1A.4 Satisfaction with Help Services including Customer Grievance Redressal

In both urban and rural areas, BSNL did not meet the benchmark.

1.1A.5 Satisfaction with Network Performance, Reliability & Availability

 BSNL was not able to meet the benchmark set by TRAI in urban as well as rural areas.

1.1A.6 Satisfaction with Maintainability

BSNL was not able to meet the benchmark in urban as well as rural areas

1.1A.7 Satisfaction with Supplementary and Value Added Services

 BSNL met the benchmark in urban areas while it failed to meet the same in rural areas.





Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Basic Telephone Service Customers:

1.1A.8 Complaint Centre Number

On an overall basis:

- 53% of the basic telephone service customers were aware of the complaint centre number of their service provider for making complaints/queries.
- 65.6 % of the basic telephone service customers came to know about the toll free customer care number from telephone bills.
- 32.1% of the basic telephone service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.
- 27.1% of the basic telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 55.7% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints.
- 11.4% of the basic telephone service customers, who had complained, said that they received the docket number for their complaints on request.
- 5.7% of the basic telephone service customers, who had complained, said that they did not receive the docket number for their complaints even on request.
- As a whole, only 10% of the basic telephone service customers, who had complained, got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- In total, only 11.4% of the basic telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.
- In total, 51.4% of the basic telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- In all, only 21.4% of the basic telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four (4) weeks after they had lodged their complaint.





1.1A.9 Appellate Authority

- Only 10 basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.
- In all, 30% of the basic telephone service customers came to know about the contact details of the Appellate Authority from the display at complaint centres/ sales outlets.
- On the overall, only two customers of basic telephone service, who were aware of the contact details of the appellate authority, filed an appeal with the Appellate Authority in the last six (6) months. as well as from telephone bills.
- In total, one customer of basic telephone service filed an appeal with the Appellate Authority by sending letter (post/ courier) while other filed it through personal visit.
- None of the basic telephone service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.
- Only in one case, the Appellate Authority took a decision upon the appeal within thirty nine (39) days of filing the appeal.

1.1A.10 Other Service Benchmark

In total, only 40.5% of the basic telephone service customers said that they received the "Manual of Practice".

1.1B Cellular Mobile Telephone Service:

1.1B.1 Satisfaction with Overall Service Quality

On the overall, Rel Com and Vodafone met the benchmark laid down by TRAI.

1.1B.2 Satisfaction with Provision of Service

As a whole, all service providers met the benchmark laid down by TRAI.

1.1B.3 Satisfaction with Billing Performance - Postpaid

In total, all service providers met the benchmark laid down by TRAI.

1.1B.4 Satisfaction with Billing Performance - Prepaid

None of the service providers were able to meet the benchmark laid down by TRAI.





1.1B.5 Experience with Help Service including Customer Grievance Redressal

None of the service providers were able to meet the benchmark laid down by TRAI.

1.1B.6 Satisfaction with Network Performance, Reliability & Availability

None of the service providers were able to meet the benchmark laid down by TRAI.

1.1B.7 Satisfaction with Maintainability

None of the service providers were able to meet the benchmark laid down by TRAI.

1.1B.8 Satisfaction with Supplementary and Value Added Services

- On the overall, none of the service provider met the benchmark laid down by TRAI.
- Only Tata met the benchmark in the rural areas.

Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Cellular Service Customers:

1.1B.9 Awareness about the toll free number of Complaint centre

On an overall basis:

- Only 59.9% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- 49.9 % of the cellular mobile telephone service customers came to know about the toll free customer care number from display at complaint centers/ sales outlets followed by SMS from service provider.
- 50.9% of the cellular mobile telephone service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ helpline telephone number.
- 25.5% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 62.8% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- 5.2% of the cellular mobile telephone service customers, who had complained, said that they received docket numbers for their complaints on request.





- 3.6% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 3% of the cellular mobile telephone service customers, who had complained, said that customer care refused to register their complaints.
- Only 23% of the cellular mobile telephone service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- 39.7% of the cellular mobile telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.
- 50.2% of the cellular mobile telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- Only 19.3% of the cellular mobile telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.

1.1B.10 Appellate Authority

- Out of 3499 cellular mobile customers, only 108 cellular mobile customers were aware of the contact details of the Appellate Authority.
- As a whole, 48.1 % of the cellular mobile telephone service customers came to know about the contact details of the Appellate Authority from the display at complaint centres/ sales out lets followed by website of the service provider.
- On the overall, 36.1% of the cellular mobile telephone service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.
- In total, 82.1% of the cellular mobile telephone service customers filed an appeal with the Appellate Authority.
- In all, 89.7% of the cellular mobile telephone service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.
- On the overall, 84.6% of the cellular mobile telephone service customers said that Appellate Authority took a decision upon their appeal within thirty nine (39) days of filing the appeal.





1.1B.11 Other Service Benchmark

• In total, only 39.8% of the cellular mobile telephone service customers claimed that they had received the Manual of Practice.

1.1C Broadband Service:

1.1C.1 Satisfaction with Overall Service Quality

 Ortel met the benchmark while BSNL was not able to meet the benchmark laid down by TRAI.

1.1C.2 Satisfaction with Provision of Service

Ortel met the benchmark while BSNL failed to meet the benchmark laid down by TRAI.

1.1C.3 Satisfaction with Billing Performance - Postpaid

Ortel met the benchmark while BSNL failed to meet the benchmark on the overall.

1.1C.4 Satisfaction with Help Services

BSNL and Ortel were not able to meet the benchmark laid down by TRAI.

1.1C.5 Satisfaction with Network Performance, Reliability & Availability

Ortel met the benchmark while BSNL failed to meet the benchmark laid down by TRAI.

1.1C.6 Satisfaction with Maintainability:

BSNL and Ortel were not able to meet the benchmark laid down by TRAI.

1.1C.7 Satisfaction with Supplementary and Value Added Services

BSNL and Ortel failed to meet the benchmark laid down by TRAI.





Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Cellular Service Customers:

1.1C.8 Awareness about the toll free number of Complaint centre

On an overall basis:

- 85.8% of the broadband service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- 39.9 % of the broadband service customers came to know about the toll free customer care number from the website of the service provider while 31.9% of the broadband service customers came to know through internet bills.
- 54.8% of the broadband service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.
- 55.8% of the broadband service customers, who had complained, claimed that they received a docket number for their complaints.
- 33.4% of the broadband service customers, who had complained, said that they
 did not receive docket numbers for their complaints. The incidence was higher
 among BSNL customers.
- 7.5% of the broadband service customers, who had complained, said that they received docket numbers on request.
- 2.5% of the broadband service customers, who had complained said that they did not receive docket numbers even on request.
- 0.8% of the broadband service customers, who had complained, said that customer care refused to register their complaints.
- Only 24.5% of the broadband service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- 50.1% of the broadband service customers, who had complained, said that they
 were informed about the action taken on their complaint through SMS or by other
 means.
- 79.1% of the broadband service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.





Only 10.3% of the broadband service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.

1.1C.9 Appellate Authority

- Out of 770 broadband service customers, only 92 broadband service customers were aware of the contact details of the Appellate Authority.
- As a whole, 72.8 % of the broadband service customers came to know about the contact details of the Appellate Authority from the website of the service provider.
- On the overall, 23.9% of the broadband service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.
- In total, 36.4% of the broadband service customers filed an appeal with the Appellate Authority throught e-mail followed by letter (post/courier).
- In all, 59.1% of the broadband service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.
- On the overall, 72.7% of the broadband service customers said that Appellate Authority took a decision upon their appeal within thirty nine (39) days of filing the appeal.

1.1C.10 Other Service Benchmark

 In total, 75.1% of the broadband service customers claimed that they had received the Manual of Practice.





2. Introduction

2.1 Background:

The Telecom Regulatory Authority of India (TRAI) was established under the Telecom Regulatory Authority of India Act, 1997 as a statutory body. TRAI is responsible for regulating telecommunication services and matters connected therewith. Its mission is to nurture the conditions for growth of telecom, broadcasting and cable services in a manner and at a pace that enables India to play a leading role in emerging global information society.

In this regard, TRAI has passed regulations on Quality of Service (QoS) of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service for Broadband Service (2006) and on the Telecom Consumers Protection & Complaint Redressal (2012). These regulations are applicable to all service providers of basic wireline, cellular mobile and broadband service, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

- I. Each telecom operator would be required:
 - 1. To set up a 24x7 toll free complaint centre
 - 2. To appoint one or more appellate authority in each licensed service area.
- II. The information as above and also contact details of appellate authority to be widely publicized in national and local newspapers, sales outlets, web-sites and back side of the invoice/ bills being sent to the consumers.
- III. Each operator will be required to publish an abridged version of the "Manual of Practices" for their customers and also make available the same on their web-sites.
- IV. The complaint centre and appellate authorities would follow the time lines as given in TRAI regulations for complaint redressal.

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

- (i) Assessment of Implementation and Effectiveness of Telecom Consumers
 Protection and Complaint Redressal, 2012
- (ii) Customer Perception of Service through Survey





For this survey, customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the subscribers. The feedback of the subscribers was captured through face-to-face and telephonic/email surveys.

The survey was divided into four zones covering the following Telecom Circles/ Metro Service Areas:

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

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

West Zone: Mumbai, Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhaya Pradesh (including Chhattisgarh).

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

With regard to the aforementioned survey, Marketing and Development Research Associates (MDRA) was selected by Telecom Regulatory Authority of India (TRAI) to conduct the survey in the East zone.



3. Survey Objectives and Methodology:

3.1 Survey Objectives

This survey has the following objectives:

(1) Implementation and Effectiveness of the Telecom Consumers Protection and Complaint Redressal Regulations, 2012

TRAI through its Telecom Consumers Protection and Complaint Redressal Regulations, 2012, has specified a two-stage redressal mechanism viz. Complaint Centre and Appellate Authority. The regulation also insists for the 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. Through this survey among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess the implementation and effectiveness of the regulations.

(2) Customer Perception of Service

The Regulations on standards of quality of service of the basic telephone (wire-line) and cellular mobile telephone service regulations, 2009 (7 of 2009) dated 20th March, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated 6th October, 2006 provide for benchmarks of the parameters on customer perception of service to be achieved by service providers. Through this survey TRAI wants to know the customer's perception on the various Quality of Service parameters laid down by them.

The parameters and benchmarks relating to customer perception of service for basic telephone (wire-line), cellular mobile telephone and broadband service are given below:

(a) Basic Telephone (wire-line) Service and Cellular Mobile Telephone Service:

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



(b) Broadband Services:

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

The parameters of customer perception of service had taken into account the following subparameters:

1. Basic Telephone Service

Provision of Service

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

Billing performance (Postpaid)

- Timely delivery of bills
- Accuracy and completeness of the bills
- Resolution of billing complaints
- Clarity of the bills in terms of transparency & understandability

Billing Performance (Prepaid)

- Charges deducted for every call i.e. amount deducted on every usage
- Resolution of billing complaints
- Ease of recharging process and transparency of recharge offers

Help Services including Customer Grievance Redressal

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





Network Performance, Reliability and Availability

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

Maintainability

Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services/ value added service provided
- Process of activating value added services or the process of unsubscribing it
- Resolution of complaints for deactivating value added service provided

Overall Service Quality

Overall service quality of telephone service

2. Cellular Mobile Telephone Service

Provision of Service

- Process and time taken to activate the mobile connection, after customer applied and completed all formalities
- Ease of understanding of all relevant information related to tariff plans & charges

Billing Performance (Prepaid)

- Accuracy of charges for the services used such as calls, SMS, GPRS etc.
- Resolution of billing complaints
- Ease of recharging process and the transparency of recharge offer

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Resolution of billing complaints

Help Services including Customer Grievance Redressal

- Ease of access to complaint centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive





- Problem solving ability of the customer care executive(s)
- Time taken by complaint centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

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

Overall Service Quality

Overall quality of your mobile service

3. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Resolution of billing complaints

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage
- Resolution of billing complaints





Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

Time taken for restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

Overall quality of broadband service

3.2 Survey Methodology

The survey was carried out among consumers of basic telephone (wire-line), cellular mobile telephone and broadband services.

Following survey methodology was used:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service 50% of the sample was covered by face-to-face personal interviews, while the remaining 50% was covered through e-mail/ telephonic interviews or by developing web based application.
- In case of face-to-face personal interviews, both urban and rural areas were covered.
- A set of residential and commercial areas were pre-identified before the start of the survey.





- The respondents were selected randomly for face-to-face personal and telephonic interviews.
- It was ensured that the sample size was geographically spread, covering respondents of different age groups, income levels, gender, religions, areas, users, etc.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through face-to-face personal interviews were taken on the survey questionnaires.
- Structured questionnaires were used to record the feedback of the respondents.
 These questionnaires were prepared in consultation with TRAI.
- The questionnaires were filled up using blue ballpoint pen only.
- In case of the basic telephone and broadband survey in the commercial segment, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager or whoever used to take care of the basic telephone or broadband service related issues was interviewed. In case of unavailability of such persons, the CEO/MD/ owner of the firm were interviewed.
- Only those respondents, who had attained the age of 18 years or above, were interviewed.
- Actual users of basic telephone (wire-line) service, cellular mobile telephone service and broadband service were interviewed.
- During the survey both prepaid and postpaid customers were covered. The sample size was spread as per the approximate overall actual ratio of the prepaid and postpaid customers.
- Users of both GSM technology as well as CDMA technology were covered in the survey.
- Database of subscribers was obtained from the service providers for telephonic survey.

3.3 Target Users/ Segment

Following segments were covered in the survey:

- 1. Residential Users
 - Individual Residential Homes
 - Apartments/ Societies
- 2. Commercial Users
 - Corporate Clients
 - IT/ Software Companies
 - Call Centers



- BPO's/ KPO's
- SMEs (Small and medium Enterprises)
- Government offices
- Industrial Units
- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCOs
- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes- Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGOs
- Small Scale Shop-owners
- Private Practitioners -Doctors/ Architects
- Etc

3.4 Sample Design

3.4.1 Basic Telephone (wire-line) Service:

The sample size was evenly spread over 5% (five percent) of the exchanges of each Basic Service Operators (BSOs) in the circle. The above stated 5% (five percent) exchanges were spread over 10% (ten per cent) of the Short Distance Charging Areas (SDCAs). The selection of SDCAs and exchanges was done in consultation with the TRAI officials. The sample size was evenly spread through the selected exchanges.

3.4.2 Cellular Mobile Telephone Service:

The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten percent) of the district headquarters of a service area where the services were commissioned. The 10% of the district headquarters/ cities for survey were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected district headquarters/ cities.

3.4.3 Broadband Service:

The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten percent) of the Points of Presence (POPs)/ exchanges of each service provider in each service area. The selection of BSNL's SDCAs & exchanges and POPs (private operators) was done in consultation with the TRAI officials.



3.5 Sample Coverage and Size

3.5.1 Basic Telephone (Wire-line) Service:

BSNL: In Orissa circle, there are 1189 exchanges and 122 SDCAs. During the survey, 60 exchanges and 13 SDCAs were covered. Out of 60 exchanges, 29 were urban exchanges while 31 were rural exchanges.

Note: During the survey, Reliance and TATA were not covered as they did not have retail subscriber base in Orissa circle.

Comice Breviden	State	State SDCAs covered		e Size					
Service Provider	State	SDCAS covered	Proposed	Achieved					
		Balasore							
		Bhadrak							
		Jajpur							
		Kendrapara							
		Paradeep							
		Dhenkanal							
BSNL	Orissa	Titlagarh	384	400					
		Athgarh		l					
			Phulbani						
								Talcher	
		Jharsuguda							
		Jagatsinghpur							
		Rajgangpur							

3.5.2 Cellular Mobile Telephone Service (including FWP):

- In all, there are 30 district headquarters in Orissa. We have selected 13 district headquarters/ cities on the basis of their geographical spread. Rural areas falling within 20 kilometers radius (from the outer boundry of district headquarters/ cities) were covered.
- The sample size for cellular mobile telephone service was evenly spread across 13 selected district headquarters/ cities, where the cellular mobile services were commissioned. During the survey, 9 service providers were covered in the circle.

Geographical Coverage	District Headquarters/ Cities Covered
<u> </u>	Balasore
	Bhadrak
Orissa	Jajpur
Offssa	Kendrapara
	Paradeep
	Dhenkanal





Geographical Coverage	District Headquarters/ Cities Covered
	Titlagarh
	Athgarh
	Phulbani
	Talcher
	Jharsuguda
	Jagatsinghpur
	Rajgangpur

Note: S Tel and Videocon were not covered in the survey because its subscriber base was very low and it was very difficult to track their subscribers through face-to-face and telephonic interviews.

Service Providers	Sample Size		
Service Providers	Proposed	Achieved	
Aircel	384	391	
Airtel	384	392	
BSNL	384	390	
Idea	384	385	
Reliance Communications	384	385	
Reliance Telecom	384	393	
TATA	384	388	
Uninor	384	387	
Vodafone	384	388	
Total	3456	3499	

3.5.3 Broadband Service:

■ BSNL: In Orissa circle, there are 1189 exchanges and 122 SDCAs. During the survey, 119 exchanges and 13 SDCAs were covered. Out of 119 exchanges, 35 were urban exchanges while 84 were rural exchanges.

Comica Drevider	Ctata	State SDCAe Covered	Samp	le Size
Service Provider	State	SDCAs Covered	Proposed	Achieved
		Balasore		
		Bhadrak		
		Jajpur		
	Orissa	Kendrapara		
		Paradeep		
		Dhenkanal		
BSNL		Titlagarh	384	386
		Athgarh	-	
		Phulbani		
		Talcher		
		Jharsuguda		
		Jagatsinghpur		
		Rajgangpur		





 Ortel: In Orissa circle, 7 cities were covered out of 11 cities, where the subscriber base was high.

Service Provider	State	State Cities Covered	Sample Size	
Service Provider	State	Cities Covered	Proposed	Achieved
	Orissa	Angul	384	384
		Berhampur		
		Bhubaneswar		
Ortel		Cuttack		
		Puri		
		Rourkela		
		Sambalpur		

Note: During the survey, Reliance was not covered as it did not have retail subscriber base in this circle.

3.6 Service Providers Covered

During the survey in Orissa circle, the following service providers were covered:

3.6.1 Basic Telephone (Wire-line) Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

Note: During the survey, Reliance and TATA were not covered as they did not have retail subscriber base in Orissa circle.

3.6.2 Cellular Mobile Telephone Service (including FWP)

- 1. Aircel Limited (Referred as Aircel in the report)
- 2. Bharti Airtel Limited (Referred as Airtel in the report)
- 3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
- 4. Idea Cellular Limited (Referred as Idea in the report)
- 5. Reliance Communications (Referred as Rel Com in the report)
- 6. Reliance Telecom Limited (Referred as Rel Tel in the report)
- 7. Tata Teleservices Limited (Referred as Tata in the report)
- 8. Uninor Limited (Referred as Uninor in the report)
- 9. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)

Note: S Tel and Videocon were not covered in the survey because its subscriber base was very low and it was very difficult to track their subscribers through face-to-face and telephonic interviews.





3.6.3 Broadband Service

- 1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
- 2. Ortel Communications Limited (Referred as Ortel in the report)

Note: During the survey, Reliance was not covered as it did not have retail subscriber base in Orissa circle.



3.7 Mode of Interview & Sample Size Covered

3.7.1 Basic Telephone Service (Wire-line)

• For the survey of basic telephone service subscribers, 68.2% of the sample was covered with the help of face-to-face interviews while the balance interviews were done telephonically. For rural subscribers, only face-to-face interviews were done.

Service Provider	Face-to-face	Telephonic	Sample Size Achieved
BSNL (Orissa)	273	127	400
Overall	273	127	400

3.7.2 Cellular Mobile Telephone Service (including FWP)

For the survey of cellular mobile telephone service subscribers, 60.2% of the sample was covered with the help of face-to-face interviews while the balance interviews were done telephonically. For rural subscribers, only face-to-face interviews were done.

Service Providers	Face-to-face	Telephonic	Sample Size Achieved
Aircel	261	130	391
Airtel	260	132	392
BSNL	259	131	390
Idea	240	145	385
Rel Com	161	224	385
Rel Tel	234	159	393
Tata	252	136	388
Uninor	182	205	387
Vodafone	258	130	388
Overall	2107	1392	3499

3.7.3 Broadband Service

For the survey of broadband service customer, 55.3% of the sample was covered through face-to-face interviews and up to 44.7% through an email/ telephonic survey. After sending emails, follow up telephone calls were made to drive respondents to the survey.

Service Providers	Face-to-face	Web based/ Telephonic	Sample Size Achieved
BSNL	237	149	386
Ortel	189	195	384
Overall	426	344	770



3.8 Customer Profile by Payment Mode Used

3.8.1 Basic Telephone Service (Wire-line)

In Orissa circle, only BSNL was covered. Across 13 SDCAs in Orissa circle, 400 postpaid subscribers of basic telephone service (wire-line) were covered.

Service Provider	Prepaid	Postpaid	Sample Size Achieved
BSNL (Orissa)	0	400	400
Overall	0	400	400

3.8.2 Cellular Mobile Telephone Service (including FWP)

Nine cellular mobile service providers present in Orissa circle were covered. Across 13 district headquarters/ cities in Orissa circle, 3499 cellular mobile service subscribers were covered. Of this sample, 3487 were prepaid subscribers and 12 were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	391	0	391
Airtel	392	0	392
BSNL	387	3	390
Idea	384	1	385
Reliance communication	382	3	385
Reliance Telecom	390	3	393
Tata	387	1	388
Uninor	387	0	387
Vodafone	387	1	388
Overall	3487	12	3499

3.8.3 Broadband Service

Two broadband service providers present in Orissa circle were covered. Across various exchanges /Points of Presence (PoPs) in Orissa circle, 770 broadband service subscribers were covered. All the respondents were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	386	386
Ortel	0	384	384
Overall	0	770	770





3.9 Methodology for Calculating Percentage of Customer Satisfied

To measure the percentage of customers satisfied on various QoS parameters, a simple addition method were 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" consumers were taken out from the total number of valid responses in the all questions of each of the broad parameter.

Consumers satisfied were ascertained by using the following formula(s):

CS = (A / N) *100

Where:

CS = % of satisfied consumers

Where:

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 subscribers are either "Very Satisfied" or "Satisfied" the operator can get a rating of 100%. On the other hand, if all the subscribers are "Dissatisfied" or "Very Dissatisfied", the operator gets a score of 0%.

3.10 Questionnaires Development Process

Three types of questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and on Implementation and Effectiveness of Telecom Consumers Protection and Compliant Redressal Regulations, 2012.

The questionnaires developed were for:

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





3.11 Definition of Key Terms Used

Appellate Authority: It means one or more persons appointed as appellate authority under regulation 10, by a service provider.

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

Broadband Service: It means data connection

- (1) Which is always on and is able to support interactive services including Internet access.
- (2) Which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide Broadband service where a multiple of such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.
- (3) In which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.
- (4) Which shall include such service or download speed or features, as may be specified from time to time, by the licensor.

Complaint Centre: means a facility established under regulation 3 by the service provider.





Cellular Mobile Telephone Service: Means

- (1) Telecommunication service provided by mean of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication systems which is designed or adapted to be capable of being used while in motion.
- (2) Refers to transmission of voice or non-voice message over Licensee's Network in the real time but service does not cover broadcasting of any message, voice or non-voice, however, Cell Broadcast is permitted only to the subscribers of the service.
- (3) In respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.

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

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

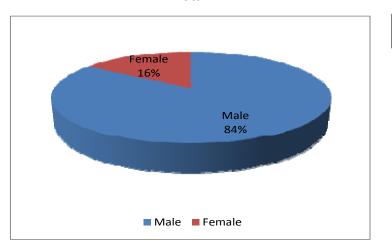


4. Demographic Profile

4.1 Basic Telephone Service (Wire-line)

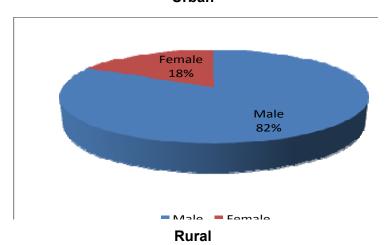
4.1.1 Gender Profile



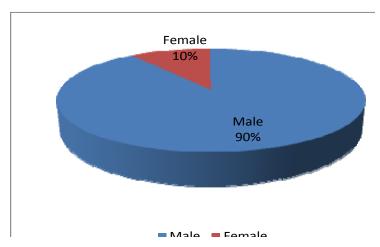


Base=400

Urban



Base=281



Base=119

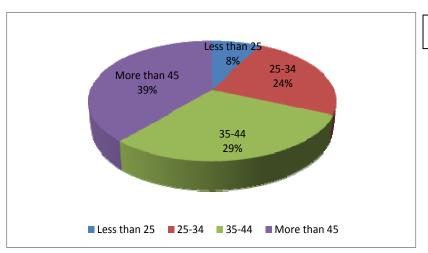
On an overall basis, 84% of the respondents were male.





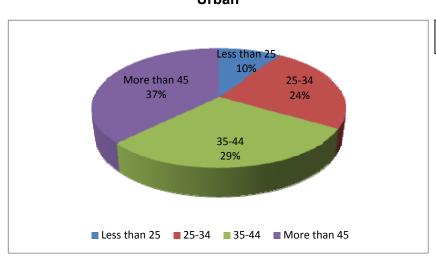
4.1.2 Age Profile - Basic Wire-line

Total



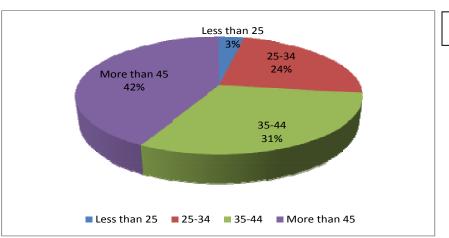
Base=400

Urban



Base=281

Rural



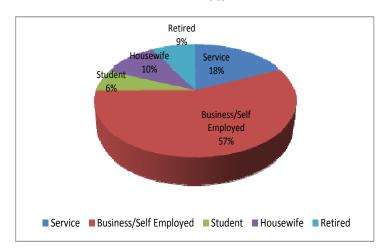
Base=119

On the overall, 68% of the respondents were more than 34 years old.



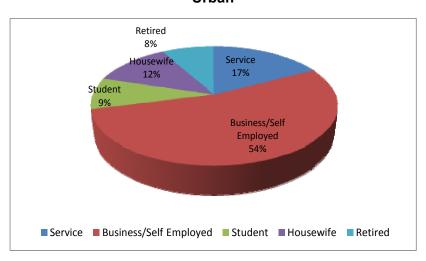
4.1.3 Occupation Profile





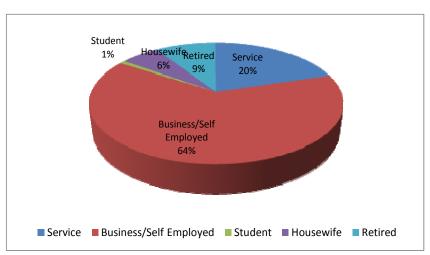
Base=400

Urban



Total=281

Rural



Total=119

• As a whole, 57% of the respondents were self-employed/ businessmen.

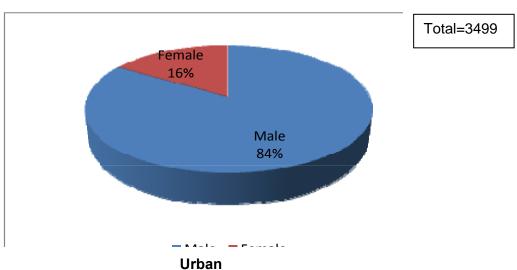


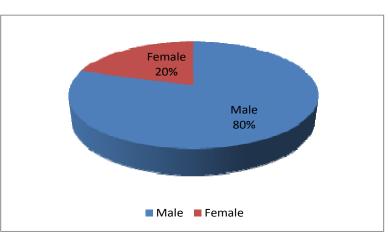


4.2 Cellular Mobile Telephone Service

4.2.1 Gender Profile

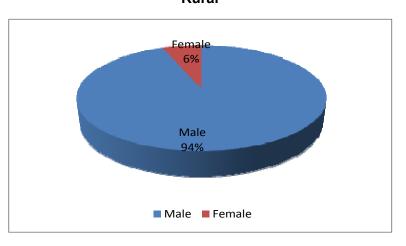












Total=961

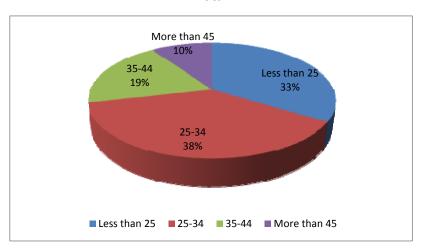
In all, 84% of the respondents were male. In urban areas, there was higher proportion of female respondents.





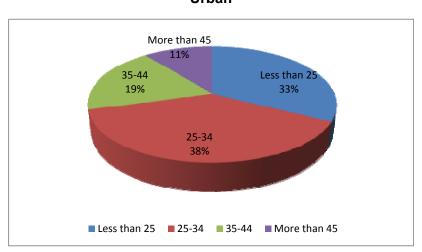
4.2.2 Age Profile





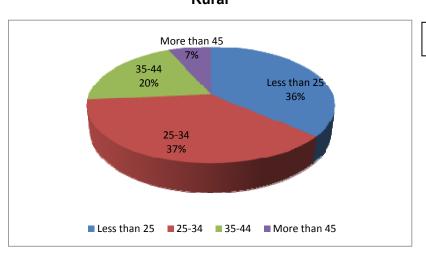
Total=3499

Urban



Total=2538

Rural



Total=961

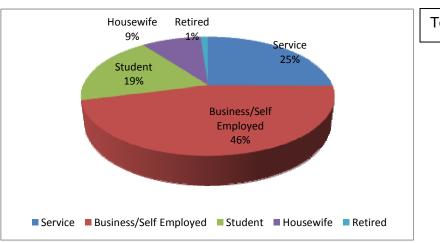
• As a whole, 71% of the respondents were below 35 years.





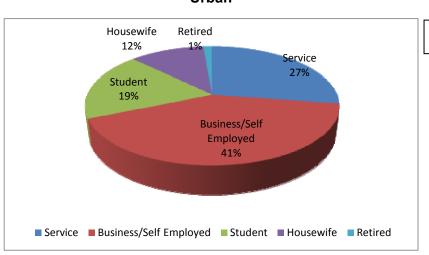
4.2.3 Occupation Profile

Total



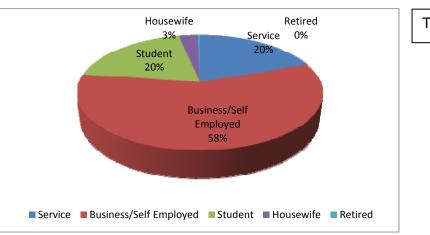
Total=3499

Urban



Total=2538

Rural



Total=961

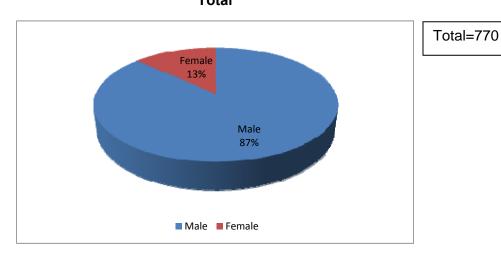
• In total, 71% of the respondents were either in service or self employed/ businessmen.



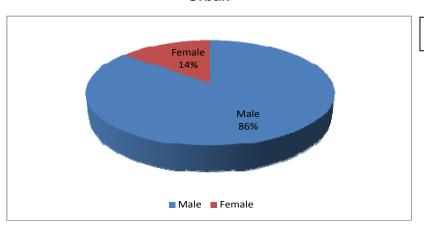
4.3 Broadband Service

4.3.1 Gender Profile



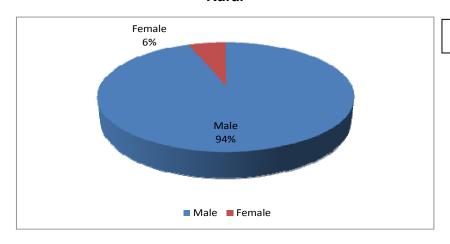


Urban



Total=668

Rural



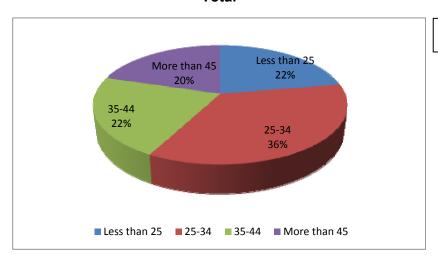
Total=102

On an overall basis, 87% of the respondents were male



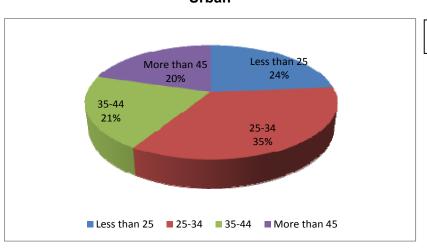
4.3.2 Age Profile

Total



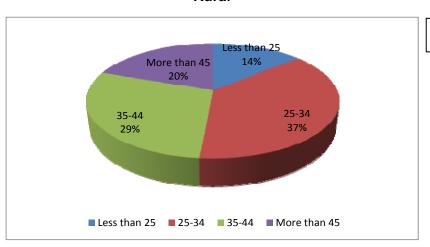
Total=770

Urban



Total=668

Rural



Total=102

In all, 58% of the respondents were less than 35 years.

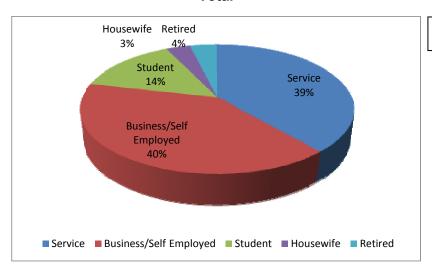




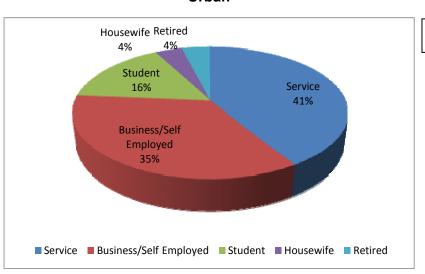
Total=770

4.3.3 Occupation Profile

Total

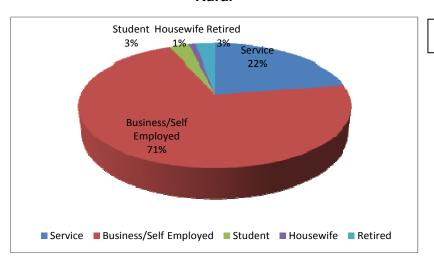


Urban



Total=668

Rural



Total=102

 On an overall basis, 79% of the respondents were either in service or self employed/ businessmen.



5. Compliance Report on the Customer Perception of Service:

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

The percentage of customer satisfied on various QoS parameters was derived by using the methodology explained in section 3.9. According to this methodology, the total percentage of satisfied customers, i.e. very satisfied and satisfied customers on various QoS parameters have been taken into account. This methodology has been used to derive the percentage of customer satisfied with QoS parameters for all the three services i.e. basic telephone, cellular mobile and broadband.

5.1 Basic Telephone Service

5.1.1 The following table shows the percentage of customers satisfied with QoS parameters.

Service Provider	Base	with provision of service	% satisfied	with billing performance	I with the help uding customer ce redressal	ding redr th th relia		satisfied with the lementary and value added services	with the overall ce quality
	ш	% satisfied with services	Postpaid	Prepaid	%satisfied services incli grievanc	rvices inc grievan satisfied rformanc	% satisfied with t maintainability	% satisfied v supplementary added ser	% satisfied wi service
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 90%
				Orissa	circle				
BSNL (Total)	400	79	91	NA	56	75	71	86	79
BSNL (Urban)	281	80	89	NA	58	78	74	100	82
BSNL (Rural)	119	78	94	NA	52	68	63	75	73

Note: Figures in green color represent those service providers, who have met the benchmarks.

- On an overall, BSNL did not meet the any of the benchmarks.
- In urban areas, BSNL met the benchmark related to supplementary/ value added service.
- Performance of BSNL was lowest with regard to help services.



5.1.2 The following table shows the percentage of customers, who reported that their telephone fault was repaired within 3 days.

Service Provider	Base	% customers					
	Dase	Benchmark: 3 days					
Orissa circle							
BSNL (Total)	253	70.7					
BSNL (Urban)	182	73.1					
BSNL (Rural)	71	64.8					

 In all, 70.7% of the basic telephone service customers, who had experienced any kind of fault in their connection, reported that the fault was repaired within 3 days.

5.1.3 The following table shows the percentage of customers, who reported that their telephone service was terminated within 7 days on request.

Service Provider	Base	% customers					
Service Provider	Dase	Benchmark: 7 days					
Orissa circle							
BSNL (Total)	3	66.6					
BSNL (Urban)	1	100					
BSNL (Rural)	2	50.0					

 On the overall, 66.6% of the basic telephone service customers, who had requested for termination of their telephone service, reported that their telephone service was terminated within 7 days on request.

5.1.4 The following table shows the percentage of customers, who reported that their billing complaints were resolved by the complaint centre within four weeks.

Service Provider	Base	% customers					
	Dase	Benchmark: 4 Weeks					
Orissa circle							
BSNL (Total)	70	21.4					
BSNL (Urban)	60	18.3					
BSNL (Rural)	10	40.0					

In total, only 21.4% of the basic telephone service customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four weeks.





5.2 Cellular Mobile Telephone Service

5.2.1 The following table shows the percentage of customers satisfied with QoS parameters.

parameters.										
Service Provider	Sase	Base	% satisfied with provision of service	% satisfied	performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
	-	% satisfied v	Prepaid	Postpaid	%satisfiec services incl grievan	% satisfied v performanc ava	% satisf maint	% satisf supplemer addec	% satisfied servid	
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 90%	
				Orissa	circle					
Aircel (Total)	391	96	88	-	70	85	84	67	88	
Aircel (Urban)	273	97	88	-	68	86	87	63	90	
Aircel (Rural)	118	94	87	-	74	84	78	75	84	
Airtel (Total)	392	95	85	-	72	87	86	72	88	
Airtel (Urban)	268	96	86	-	70	88	86	72	90	
Airtel (Rural)	124	94	83	-	75	85	84	72	82	
BSNL (Total)	390	94	84	100	65	77	74	77	86	
BSNL (Urban)	274	97	85	100	67	77	76	77	91	
BSNL (Rural)	116	88	83	100	61	75	72	76	77	
Idea (Total)	385	96	87	100	69	78	74	68	81	
Idea (Urban)	270	97	89	100	70	81	78	67	86	
Idea (Rural)	115	96	84	-	64	72	64	71	70	
Rel Com (Total)	385	97	91	100	71	78	81	68	91	
Rel Com (Urban)	321	97	93	100	74	79	83	68	93	
Rel Com (Rural	64	96	81	100	58	75	71	67	83	
Rel Tel (Total)	393	95	88	100	67	78	76	70	81	
Rel Tel (Urban)	275	95	89	100	67	81	80	72	85	
Rel Tel (Rural)	118	94	86	100	66	71	66	67	72	
Tata (Total)	388	95	91	100	72	82	79	84	89	
Tata (Urban)	271	96	90	-	74	79	76	82	91	
Tata(Rural)	117	94	93	100	69	88	84	90	86	
Uninor (Total)	387	97	92	-	72	79	78	64	86	
Uninor (Urban)	319	97	93	-	74	81	81	57	90	
Uninor (Rural)	68	96	90	-	69	66	64	78	68	
Vodafone (Total)	388	97	90	100	77	90	89	68	91	
Vodafone (Urban)	267	97	91	100	77	91	89	64	94	
Vodafone (Rural)	121	97	89	-	78	89	87	76	84	
Overall (Total)	3499	96	88	100	70	82	80	71	87	
Overall (Urban)	2538	96	89	100	71	82	82	70	90	
Overall (Rural)	961	94	86	100	69	79	75	74	79	

Note: Figures in green color represent those service providers, who have met the benchmarks.





- On the overall, 87% of the customers were satisfied with the overall quality of their service providers.
- All the service providers met the benmarks related to provision of service and billing performance (postpaid).
- On the whole, none of the service providers met the benchmarks set for billing performance (prepaid), help services, network performance, reliability & availability, maintainability and supplementary & value added services.
- Customers were less satisfied on account of help services and value added services.

5.2.2 The following table shows the percentage of customers who reported that their billing complaints were resolved by complaint centre within four weeks.

Service Providers		Base	% customer Benchmark: four weeks
		Orissa circle	Deficilitative. Tour weeks
	Total	117	22.2
Aircel	Urban	90	14.4
	Rural	27	48.1
	Total	127	30.7
Airtel	Urban	83	21.7
	Rural	44	47.7
	Total	123	13.8
BSNL	Urban	104	9.6
	Rural	19	36.8
	Total	141	21.3
Idea	Urban	109	11
	Rural	32	56.3
	Total	108	8.3
Rel Com	Urban	99	7.1
	Rural	9	22.2
	Total	110	19.1
Rel Tel.	Urban	85	12.9
	Rural	25	40
	Total	138	18.8
Tata	Urban	114	11.4
	Rural	24	54.2
	Total	94	14.9
Uninor	Urban	76	9.2
	Rural	18	38.9
	Total	108	22.2
Vodafone	Urban	83	15.7
	Rural	25	44
	Total	1066	19.3
Overall	Urban	843	12.3
	Rural	223	45.7

• In total, only 19.3% of the customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four weeks



5.3 Broadband Service

5.3.1 The following table shows the percentage of customers satisfied with QoS parameters.

parameters.									
Service Providers	Base	% satisfied with provision of service	% satisfied	with billing performance	%satisfied with the help services	% satisfied with the network performance, liability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
		% sati provisio	Postpaid	Prepaid	%satisfiec se	% satist network reliability a	% satis! main	% satist supplemer addec	% satist overall so
Benchmark		<u>></u> 90%	<u>></u> 90%	<u>></u> 90%	≥90%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%
			Or	issa circ	le				
BSNL (Total)	386	89	88	NA	69	50	15	79	75
BSNL (Urban)	284	89	86	NA	70	49	16	83	80
BSNL (Rural)	102	87	91	NA	65	53	14	75	63
Ortel (Total)	384	91	96	NA	85	85	42	79	92
Ortel (Urban)	386	91	96	NA	85	85	42	79	92
Ortel (Rural)	-	-	-	-	-	-	-	-	-
Overall(Total)	770	90	92	NA	78	68	25	79	83
Overall (Urban)	668	90	92	NA	79	70	29	82	87
Overall (Rural)	102	87	91	NA	65	53	14	75	63

Note: Figures in green color represent those service providers, who have met the benchmarks.

- On the overall, BSNL did not meet any of the benchmarks laid down by TRAI.
- In total, Ortel met the benchmarks laid down by TRAI related to provision of service, billing performance (postpaid) and overall service quality.
- With respect to maintainability, performance of both the service providers was low.

5.3.2 The following table shows the percentage of customers, who reported that their billing complaints were resolved by complaint centre within four (4) weeks.

Service Pro	ovidere	Page	% customer
Service Pro	oviders	Base	Benchmark: within 4 Weeks
		Orissa circle	
	Total	138	18.8
BSNL	Urban	111	14.4
	Rural	27	37.0
	Total	221	5.0
Ortel	Urban	221	5.0
· '	Rural	-	i
	Total	359	10.3
Overall	Urban	332	8.1
	Rural	27	37.0

In total, only 10.3% of the customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four (4) weeks.

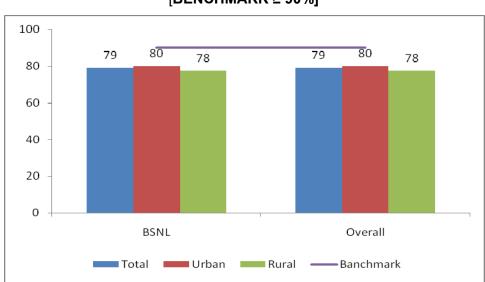


6 **Detailed Report:**

Basic Telephone Service (Wire-line) 6A.1

6A.1.1 Customer Satisfaction with Provision of Service

6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.

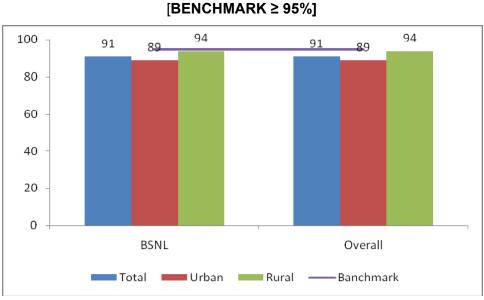


[BENCHMARK ≥ 90%]

BSNL failed to meet the benchmark in urban areas as well as rural areas.

6A.1.2 Customer Satisfaction with Billing Performance - Postpaid

6A.1.2.1 The following graph shows the percentage of satisfied customers with billing performance.



BSNL did not meet the benchmark set by the TRAI in both urban and rural areas.





6A.1.2.2 The following table shows the percentage of satisfied customers with the subparameters of the billing performance.

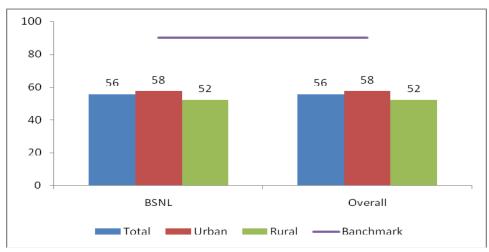
		% postpaid customers					
Service providers		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base	
	Total	91.0	91.3	38.8	95.8	400	
BSNL	Urban	90.1	88.3	33.3	95.4	281	
	Rural	93.3	98.3	50.1	96.6	119	

 Both, urban and rural of basic telephone service customers were less satisfied with the process of resolution of the billing complaints.

6A.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6A.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.





BSNL failed to meet the benchmark laid down by TRAI.





6A.1.3.2 The following table shows the percentage of customers satisfied with the subparameters of help services including customer grievance redressal.

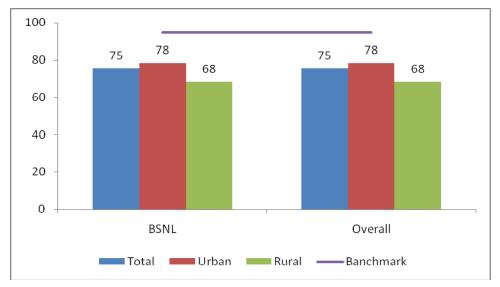
		% customers							
Service	providers	Ease of access to complaint centre/ customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by complaint centre/ customer care or helpline to resolve your complaints	Base		
	Total	61.5	50.4	56.7	59.1	50.4	127		
	1 Stai						121		
BSNL	Urban	66.7	49.4	60.5	59.2	51.9	81		
	Rural	52.2	52.2	50.0	58.6	47.9	46		

 BSNL customers of basic telephone service were less satisfied with all the sub-parameters of help services including customer grievance redressal.

6A.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6A.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.

[BENCHMARK ≥95%]



BSNL was not able to meet the benchmark set by TRAI.





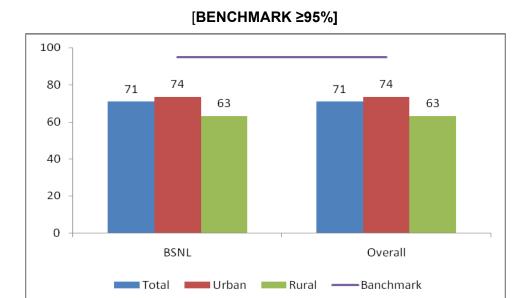
6A.1.4.2 The following table shows the percentage of customers satisfied with the subparameters of network performance, reliability & availability.

Service providers		Availability of working telephone (Dial tone)	Ability to make/receive calls easily	Voice quality	Base	
	Total	76.8	73.8	75.6	400	
BSNL	Urban	79.8	78.3	76.9	281	
	Rural	69.7	63.0	72.2	119	

 BSNL customers were less satisfied with the sub- parameters of network performance, reliability & availability.

6A.1.5 Customer Satisfaction with Maintainability

6A.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



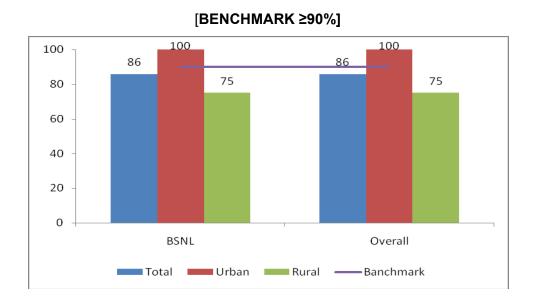
 BSNL did not meet the benchmark laid down by TRAI. On an overall basis, only 71% of the customers were satisfied with the maintainability. Rural customers were less satisfied with this parameter.





6A.1.6 Customer Satisfaction with Supplementary and Value Added Services

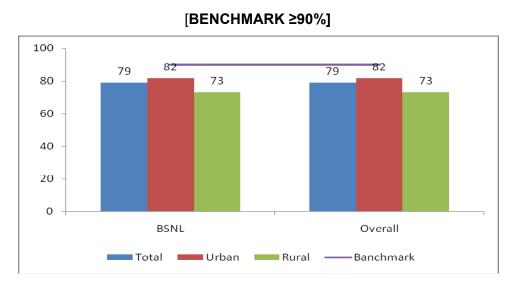
6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



 On an overall basis, BSNL did not meet the benchmark laid down by TRAI but it met the benchmark in urban areas.

6A.1.7 Customer Satisfaction with Overall Service Quality

6A.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



In urban as well as in rural areas, BSNL failed to meet the benchmark laid down by TRAI.



6A.2 Awareness of Complaint Redressal Mechanism & Experience among Basic Telephone Service subscribers

6A.2.1 Awareness and Experience - Complaint Centre

6A.2.1.1 The following table shows the percentage of customers who were aware of the complaint centre number of their service provider to make complaints/ queries.

Service F	Service Provider % customers		Base
	Total	53.0	400
BSNL	Urban	59.1	281
	Rural	38.7	119

• On the whole, 53% of the basic telephone service customers were aware of the complaint centre number of their service provider to make complaints/ queries.

6A.2.1.2 The following table shows the percentage of customers who got information about toll free customer care number from different sources.

		% customers						
Service Provider		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	Base
	Total	7.1	9.4	5.2	16.0	65.6	14.2	212
BSNL	Urban	7.8	7.8	3.0	17.5	67.5	13.3	166
	Rural	4.3	15.2	13.0	10.9	58.7	17.4	46

 In total, 65.6 % of the basic telephone service customers came to know about the toll free customer care number from Telephone bills.

6A.2.1.3 The following table shows the percentage of customers who had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

Service Provider		% customers	Base
	Total	32.1	218
BSNL	Urban	35.1	171
	Rural	21.3	47

• In all, 32.1% of the basic telephone service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.





6A.2.1.4 The following table shows the percentage of customer who received or did not receive docket number for their complaints.

		% customers					
Service Provider		Complaint was was registered and docket number not Received Complaint was registered and docket number not Received		Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Base
	Total	27.1	55.7	11.4	5.7	0.0	70
BSNL	Urban	25.0	56.7	11.7	6.7	0.0	60
	Rural	40.0	50.0	10.0	0.0	0.0	10

On an overall basis:

- 27.1% of the basic telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 55.7% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints.
- 11.4% of the basic telephone service customers, who had complained, said that they received the docket number for their complaints on request.
- 5.7% of the basic telephone service customers, who had complained, said that they did not receive the docket number for their complaints even on request.

6A.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.

Service Provider		% customers	Base
	Total	10.0	70
BSNL	Urban	8.3	60
	Rural	20.0	10

As a whole, only 10% of the basic telephone service customers, who had complained, got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.

6A.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.

Service Provider		% customers	Base
	Total	11.4	70
BSNL	Urban	6.7	60
	Rural	40.0	10

In total, only 11.4% of the basic telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.



6A.2.1.7 The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.

Service Providers		% customers	Base
	Total	51.4	70
BSNL	Urban	51.7	60
	Rural	50.0	10

• In total, 51.4% of the basic telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

6A.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four (4) weeks.

Service Provider		% customers	Base
	Total	21.4	70
BSNL	Urban	18.3	60
	Rural	40.0	10

• In all, only 21.4% of the basic telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four (4) weeks after they had lodged their complaint.

6A.2.3 Awareness and Experience - Appellate Authority

6.2.3.1 The following table shows the percentage of customers who were aware of the contact details of the Appellate Authority for filing an appeal.

Service providers		% customers	Base
	Total	2.5	400
BSNL	Urban	2.1	281
	Rural	3.4	119

• On the overall, only 2.5% of the basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.

6B.2.3.2 The following table shows the percentage of customers who got information about the contact details of the Appellate Authority from different sources.

		% customers						
Service Providers		Newspaper	Newspaper Website of the service provider		Telephone bills Othe		Base	
	Total	20.0	10.0	30.0	30.0	10.0	10	
BSNL	Urban	33.3	16.7	33.3	16.7	0.0	6	
	Rural	0.0	0.0	25.0	50.0	25.0	4	

 As a whole, 30% of the basic telephone service customers came to know about the contact details of the Appellate Authority from the display at complaint centres/ sales as well as from telephone bills.



6A.2.3.3 Incidence of filing an appeal with the Appellate Authority in the last six (6) months.

Service P	rovider	% customers	Base
	Total	20.0	10
BSNL	Urban	16.7	6
	Rural	25.0	4

• In all, only 2 customers of basic telephone service, who were aware of the contact details of the appellate authority, filed an appeal with the Appellate Authority in the last six (6) months.

6A.2.3.4 The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.

Service Provider		% customers					
		E-mail	E-mail Fax Letter (post/ courier)		In person (self) Other		Base
	Total	0.0	0.0	50.0	50.0	0.0	2
BSNL	Urban	0.0	0.0	100	0.0	0.0	1
	Rural	0.0	0.0	0.0	100	0.0	1

• In total, 1 customer of basic telephone service filed an appeal with the Appellate Authority by sending letter (post/ courier) while other filed it through personal visit.

6A.2.3.5 The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filling an appeal with it.

Service Provider		% customers	Base
	Total	0.0	2
BSNL	Urban	0.0	1
	Rural	0.0	1

 None of the basic telephone service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.

6A.2.3.6 The following table shows percentage of customers who said that appellate authority took a decision upon their appeal within thirty nine (39) days of filing the appeal.

_				
Service Provider		% customers	Base	
	Total	50.0	2	
BSNL	Urban	100.0	1	
	Rural	0.0	1	

Only in one case the Appellate Authority took a decision upon the appeal within thirty nine
 (39) days of filing the appeal.





6A.2.4 General Information

6A.2.4.1 The following table shows the percentage of customers who claimed to have got the "Manual of Practice" containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new telephone connection.

Servic	e providers	% customers	Base	
	Total	40.5	400	
BSNL	Urban	44.8	281	
	Rural	30.3	119	

• In total, only 40.5% of the basic telephone service customers said that they received the "Manual of Practice".

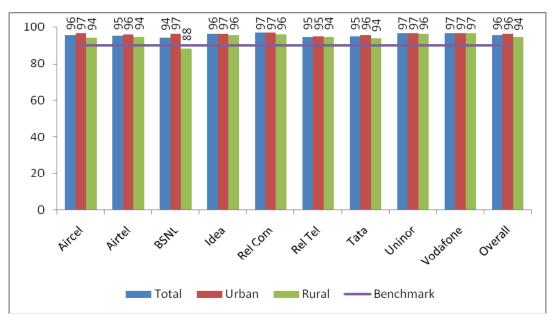


6B.1 Cellular Mobile Telephone Service

6B.1.1 Customer Satisfaction with Provision of Service

6B.1.1.1 The following graph shows the percentage of customers satisfied with provision of service.

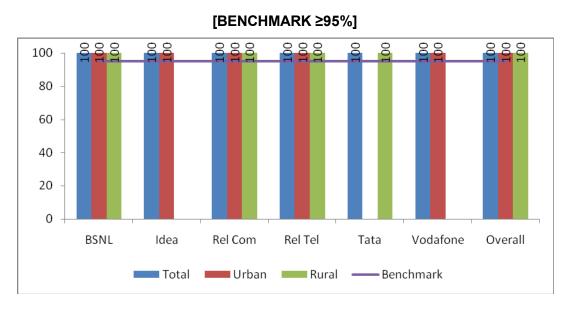




On an overall basis, all the service providers met the benchmark laid down by TRAI.

6B.1.2a Customer Satisfaction with Billing Performance - Postpaid

6B.1.2a.1 The following graph shows the percentage of satisfied customers with billing performance.



As a whole, all service providers met the benchmark laid down by TRAI.





6B.1.2a.2 The following table shows the percentage of postpaid customers satisfied with the sub-parameter of billing performance.

Service Providers		% postpaid customers					
		Timely delivery of bills	Clarity of bills in terms of transparency and understandability	Processing of resolution of the billing complaints	Accuracy of the bills	Base	
	Total	100	100	100	-	3	
BSNL	Urban	100	100	100	-	2	
	Rural	100	100	100	-	1	
Idea	Total	100	100	100	100	1	
	Urban	100	100	100	100	1	
	Rural	-	-	-	-	-	
	Total	100	100	100	-	3	
Rel Com	Urban	100	100	100	-	1	
	Rural	100	100	100	-	2	
	Total	100	100	100	-	3	
Rel Tel	Urban	100	100	100	-	2	
	Rural	100	100	100	-	1	
	Total	100	100	100	-	1	
Tata	Urban	-	-	-	-	-	
	Rural	100	100	100	-	1	
	Total	100	100	100	-	1	
Vodafone	Urban	100	100	100	-	1	
	Rural	-	-	-	-	-	
	Total	100	100	100	100	12	
Overall	Urba	100	100	100	100	7	
	Rural	100	100	100	-	5	

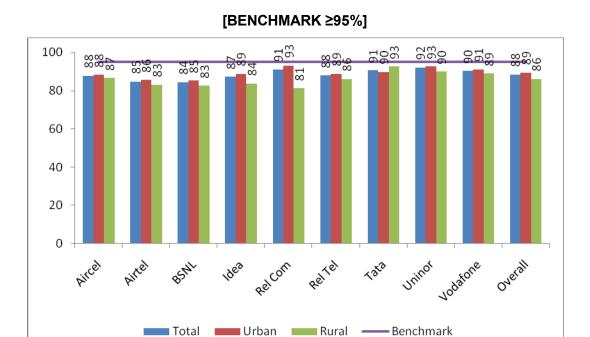
 Cellular mobile telephone customers of all service providers were satisfied with all the sub-parameter of billing performance.





6B.1.2b Customer Satisfaction with Billing Performance - Prepaid

6B.1.2b.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.



None of the service providers were able to meet the benchmark laid down by TRAI





6B.1.2b.2 The following table shows the percentage of prepaid customers satisfied with the sub- parameters of billing performance.

Service Providers		Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	Base
	Total	89.0	51.0	96.9	391
Aircel	Urban	90.8	44.9	96.7	273
	Rural	84.7	60.9	97.4	118
	Total	85.5	56.2	92.9	392
BSNL	Urban	86.9	52.1	92.9	268
	Rural	82.3	61.5	92.8	124
	Total	86.4	54.9	87.9	387
BSNL	Urban	88.6	47.7	87.9	272
	Rural	80.9	66.7	87.9	115
	Total	88.1	50.6	93.4	384
Idea Pal Com	Urban	89.6	45.3	94.8	269
	Rural	84.4	57.6	90.4	115
	Total	91.7	58.8	93.5	382
Rel Com	Urban	93.4	60.0	95.3	320
Rel Com	Rural	82.3	55.6	83.9	62
	Total	91.3	51.5	90.8	390
Rel Tel	Urban	91.6	46.2	91.9	273
	Rural	90.6	58.6	88.1	117
	Total	93.3	74.7	90.9	387
Tata	Urban	94.1	69.8	89.3	271
	Rural	91.4	86.4	94.9	116
	Total	93.0	54.0	96.1	387
Uninor	Urban	92.5	50.0	96.5	319
	Rural	95.6	59.0	94.2	68
	Total	88.8	66.7	96.1	387
Vodafone	Urban	89.5	59.1	97.8	266
	Rural	87.6	78.5	92.6	121
	Total	89.6	57.2	93.2	3487
Overall	Urban	90.9	52.6	93.7	2531
	Rural	86.4	64.7	91.6	956

 Process of resolution of billing complaints was the major reason for dissatisfaction among cellular mobile telephone service customers of all the service providers.

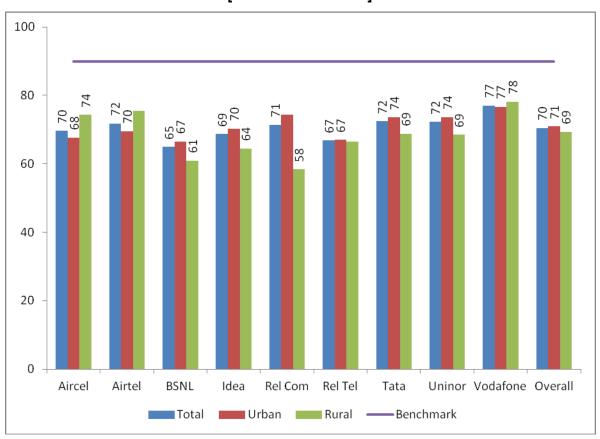




6B.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6B.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.

[BENCHMARK ≥90%]



On an overall basis, only Vodafone met the benchmark in urban areas.





6B.1.3.2 The following table shows the percentage of customers satisfied with the sub- parameters of help services including customer grievance redressal.

Service Providers				% customers			
		Ease of access of complaint centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by complaint centre/custom er care or helpline to resolve your complaints	Base
	Total	70.3	71.4	73.6	69.8	63.2	182
Aircel	Urban	67.5	71.5	70.7	65.9	62.7	126
	Rural	76.7	71.4	80.4	78.6	64.3	56
	Total	69.6	74.0	72.9	73.0	69.6	181
Airtel	Urban	68.5	71.2	68.5	73.0	66.7	111
	Rural	71.5	78.6	80.0	72.8	74.3	70
	Total	59.0	58.4	68.9	80.1	58.3	161
BSNL	Urban	59.0	57.3	68.4	85.5	62.4	117
	Rural	59.1	61.4	70.4	65.9	47.8	44
	Total	64.5	59.5	70.5	80.8	68.3	183
Idea	Urban	66.4	57.4	71.6	85.8	70.1	134
	Rural	59.2	65.3	67.3	67.3	63.2	49
	Total	69.0	70.5	68.2	71.2	78.0	132
Rel Com	Urban	69.2	71.0	69.2	76.6	86.0	107
	Rural	68.0	68.0	64.0	48.0	44.0	25
	Total	66.0	62.8	69.9	73.1	62.2	156
Rel Tel	Urban	63.3	61.5	69.7	77.1	63.3	109
	Rural	72.4	66.0	70.2	63.9	59.6	47
	Total	73.9	68.3	70.5	79.4	70.0	180
Tata	Urban	74.4	67.9	70.0	84.0	71.5	137
	Rural	72.1	69.8	72.1	65.1	65.1	43
	Total	71.7	64.6	74.0	81.9	69.3	127
Uninor	Urban	73.4	63.9	75.5	85.2	70.2	94
	Rural	66.7	66.7	69.7	72.8	66.7	33
	Total	74.5	77.2	73.2	87.9	72.5	149
Vodafone	Urban	74.8	76.6	71.9	88.8	71.0	107
	Rural	73.8	78.6	76.2	85.8	76.2	42
	Total	68.6	67.4	71.3	77.4	67.7	1451
Overall	Urban	68.4	66.3	70.6	80.1	69.2	1042
	Rural	69.2	70.2	73.3	70.1	63.8	409

 On an overall basis, cellular mobile service customers of all the service providers were less satisfied with respect to all the sub-parameters of help services.

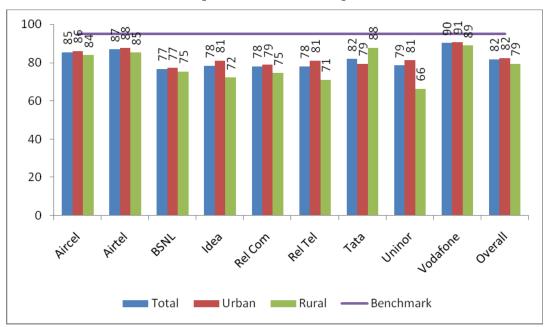




6B.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6B.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.

[BENCHMARK ≥95%]



None of the service providers were able to meet the benchmark laid down by TRAI.





6B.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

			% customers		
Service Prov	/iders	Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base
	Total	80.1	86.2	90.0	391
Aircel	Urban	80.9	85.7	91.5	273
	Rural	77.9	87.3	tity to relive calls sily Voice quality Base 5.7 91.5 273 7.3 86.4 118 6.2 88.8 392 6.2 91.8 268 6.2 91.8 268 6.3 82.3 124 7.5 82.6 390 7.0 83.2 274 8.5 81.0 116 9.4 81.3 385 1.4 83.3 270 4.7 76.5 115 7.1 81.3 385 7.1 81.3 385 7.1 81.1 393 8.6 321 74.6 118 9.3 84.0 275 7.1 81.1 393 8.5 86.6 388 1.2 85.6 271 3.3 80.9 387 3.3 80.9 387 3.1 83.1 319	118
	Total	85.7	86.2	88.8	392
Airtel	Urban	85.1	86.2	91.8	268
	Rural	87.1	Availability of signal of our service provider in your locality	124	
	Total	69.8	77.5	82.6	390
BSNL	Urban	71.2	77.0	83.2	274
	Rural	66.4	78.5	90.0 91.5 21 86.4 1 88.8 31 91.8 21 82.3 11 82.6 31 83.2 21 81.0 1 81.3 31 83.3 21 76.5 1 81.3 31 82.6 31 84.0 21 74.6 1 86.6 38.9 1 80.9 38.1 30 83.1 30 83.1 31 70.6 90.9 91.4 20 90.0 11 84.9 34 36.2 25	116
	Total	74.6	bylder in ity make/receive calls easily Voice quality Ba 86.2 90.0 38 85.7 91.5 27 87.3 86.4 17 86.2 88.8 38 86.2 91.8 26 86.3 82.3 12 77.5 82.6 38 77.0 83.2 27 78.5 81.0 11 79.4 81.3 38 81.4 83.3 27 77.1 81.3 36 77.1 81.3 36 77.1 81.1 39 79.3 84.0 27 72.1 74.6 12 83.5 86.6 36 81.2 85.6 27 88.9 88.9 12 78.3 80.9 36 81.1 83.1 3 64.7 70.6 6 91.2 90.9 36	385	
Idea	Urban	78.5	81.4	83.3	270
	Rural	65.3	85.7 91.5 273 87.3 86.4 118 86.2 88.8 392 86.2 91.8 268 86.3 82.3 124 77.5 82.6 390 77.0 83.2 274 78.5 81.0 116 79.4 81.3 385 81.4 83.3 270 74.7 76.5 115 77.1 81.3 385 77.3 82.6 321 76.6 75.0 64 77.1 81.1 393 79.3 84.0 275 72.1 74.6 118 83.5 86.6 388 81.2 85.6 271 88.9 88.9 117 78.3 80.9 387 81.1 83.1 319 64.7 70.6 68 91.2 90.9 388	115	
Rel Com	Total	75.8	77.1	81.3	385
	Urban	76.7	77.3	82.6	321
	Rural	71.9	76.6	75.0	64
	Total	75.6	77.1	81.1	393
Rel Com	Urban	79.6	79.3	84.0	275
	Rural	66.1	72.1	74.6	118
	Total	75.5	83.5	86.6	388
Tata	Total Urban Rural Rural Total Urban Rural Rural Total	71.2	81.2	85.6	271
	Rural	85.4	88.9	90.0 391 91.5 273 86.4 118 88.8 392 91.8 268 82.3 122 82.6 390 83.2 272 81.0 116 81.3 385 83.3 270 76.5 115 81.3 385 82.6 321 75.0 64 81.1 393 84.0 275 74.6 118 86.6 388 85.6 271 88.9 117 80.9 387 83.1 319 70.6 68 90.9 388 91.4 267 90.0 121 84.9 349	117
	Total	76.5	78.3	80.9	387
Uninor	Urban	79.3	81.1	83.1	319
	Rural	63.3	64.7	70.6	68
	Total	88.7	91.2	90.9	388
Vodafone	Urban	89.8	91.3	91.4	267
	Rural	85.9	90.9	90.0	121
	Total	78.0	81.9	84.9	3499
Overall	Urban	79.1	82.1	86.2	2538
	Rural	75.3	81.1	81.5	961

- On an overall basis, cellular mobile service customers were less satisfied with all the subparameters of the network performance, reliability and availability.
- Satisfaction among cellular mobile service customers was low with regards to the availability of signal of respective service providers in their localites.

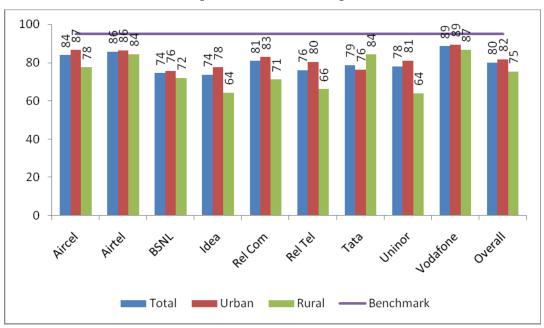




6B.1.5 Customer Satisfaction with Maintainability

6B.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.

[BENCHMARK ≥95%]



None of the service providers were able to meet the benchmark laid down by TRAI.





6B.1.5.2 The following table shows the percentage of customers satisfied with the sub-parameters of maintainability.

		% customers				
Service prov	viders	Availability of network (signal)	Restoration of network (signal) problem	Base		
	Total	84.7	83.1	391		
Aircel	Urban	86.4	86.8	273		
	Rural	80.5	74.6	118		
	Total	86.0	85.5	392		
Airtel	Urban	86.6	86.1	268		
	Rural	84.7	83.9	124		
	Total	73.0	75.9	390		
BSNL	Urban	73.8	77.4	274		
	Rural	71.6	72.4	116		
	Total	73.5	73.8	385		
Idea	Urban	77.0	78.1	270		
Idea Rel Com	Rural	65.2	63.5	115		
	Total	82.0	79.7	385		
Rel Com	Urban	84.1	81.6	321		
	Rural	71.9	70.4	64		
	Total	76.5	75.6	393		
Rel Tel	Urban	80.7	80.0	275		
	Rural	67.0	65.2	118		
	Total	78.9	78.6	388		
Tata	Urban	76.8	76.0	271		
	Rural	83.7	84.6	117		
	Total	78.1	78.1	387		
Uninor	Urban	80.9	81.2	319		
	Rural	64.7	63.2	68		
	Total	89.7	87.4	388		
Vodafone	Urban	89.9	88.8	267		
	Rural	89.3	84.3	121		
	Total	80.3	79.8	3499		
Overall	Urban	81.8	81.8	2538		
	Rural	76.3	74.4	961		

 On an overall basis, cellular mobile service customers were less satisfied with all the sub-parameters of of maintainability.

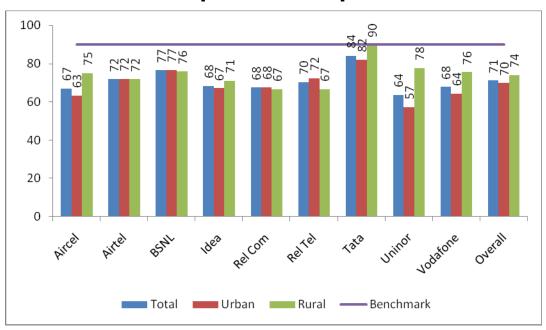




6B.1.6 Customer Satisfaction with Supplementary and Value Added Services

6B.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.

[BENCHMARK ≥90%]



None of the service providers met the benchmark set by TRAI. However, Tata met the benchmark in rural areas.





6B.1.6.2 The following table shows the satisfaction level of the customers with the subparameters of the supplementary and value added services.

			% customers				
Service	Providers	Quality of supplementary services	Process of activating VAS or unsubscribing	Resolution of complaints	Base		
	Total	81.0	79.4	39.0	63		
Aircel	Urban	85.0	77.5	31.1	40		
	Rural	73.9	82.6	64.2	23		
	Total	83.3	85.4	53.1	48		
Airtel	Urban	91.7	95.8	46.3	24		
	Rural	75.0	75.0	65.2	24		
	Total	84.4	71.1	72.0	45		
BSNL	Urban	85.3	70.6	72.3	34		
	Rural	81.8	72.7	Resolution of complaints 39.0 31.1 64.2 53.1 46.3 65.2 72.0 72.3 71.4 46.1 45.2 48.0 47.5 50.0 25.0 58.2 60.5 54.1 71.5 67.7 81.8 43.3 39.1 57.1 56.5 56.3 57.1 53.0 4 50.6	11		
	Total	86.3	84.3	46.1	51		
Idea	Urban	83.4	83.3	45.2	36		
	Rural	93.3	86.7	48.0	15		
	Total	85.0	70.0	47.5	40		
Rel Com	Urban	90.0	66.7	50.0	30		
	Rural	70.0	80.0	25.0	10		
	Total	80.4	78.2	58.2	46		
Rel Tel	Urban	83.9	77.4	60.5	31		
	Rural	73.3	80.0	54.1	15		
	Total	95.3	80.9	71.5	63		
Tata	Urban	93.8	79.6	67.7	49		
	Rural	100	85.7	81.8	14		
	Total	72.4	75.9	43.3	29		
Uninor	Urban	68.4	68.4	39.1	19		
	Rural	80.0	90.0	57.1	10		
	Total	81.1	75.7	56.5	37		
Vodafone	Urban	76.0	68.0	56.3	25		
	Rural	91.7	91.7	57.1	12		
	Total	84.1	78.5	53.0	422		
Overall	Urban	85.4	76.7	50.6	288		
	Rural	81.3	82.1	58.8	134		

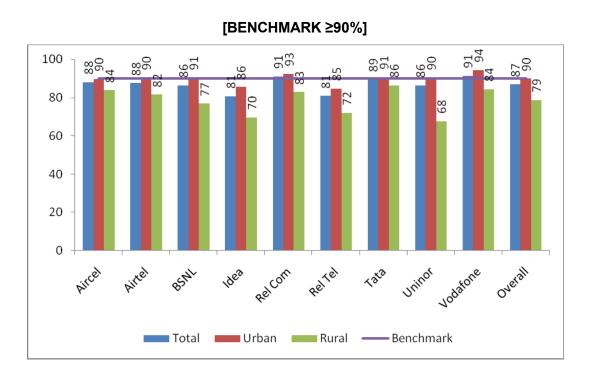
 On an overall basis, cellular mobile service customers were less satisfied with all the subparameters of the supplementary and value added services, especially with resolution of complaints.





6B.1.7 Customer satisfied with Overall Service Quality

6B.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



On an overall basis, Rel Com and Vodafone met the benchmark laid down by TRAI.





6B.2 Awareness of Complaint Redressal Mechanism & Experience among Cellular Mobile Service Subscribers

6B.2.1 Awareness and Experience - Complaint Centre

Table 6B.2.1.1 The following table shows the percentage of customers who were aware of the complaint centre number of their service provider to make complaints/ queries.

Service Provide	rs	% customers	Base
	Total	60.4	391
Aircel	Urban	64.1	273
	Rural	51.7	118
	Total	63.8	392
Airtel	Urban	60.8	268
	Rural	70.2	124
	Total	60.0	390
BSNL	Urban	65.0	274
	Rural	48.3	116
	Total	67.3	385
Idea	Urban	69.3	270
	Rural	62.6	115
	Total	53.2	385
Rel Com	Urban	55.8	321
	Rural	40.6	64
	Total	59.0	393
Rel Tel	Urban	60.0	275
	Rural	56.8	118
	Total	67.8	388
Tata	Urban	70.1	271
	Rural	62.4	117
	Total	49.1	387
Uninor	Urban	47.0	319
	Rural	58.8	68
	Total	58.2	388
Vodafone	Urban	58.4	267
	Rural	57.9	121
	Total	59.9	3499
Overall	Urban	60.8	2538
	Rural	57.4	961

 On the overall, only 59.9% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ queries.





6B.2.1.2 The following table shows the percentage of customers who got information about toll free customer care number from different sources.

		% customers						
Service Pro	Service Providers		Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Base
	Total	4.2	10.2	33.5	44.9	23.3	0.0	236
Aircel	Urban	3.4	12.6	27.4	46.9	25.7	0.0	175
	Rural	6.6	3.3	50.8	39.3	16.4	0.0	61
	Total	2.8	7.6	35.6	51.2	19.2	0.8	250
Airtel	Urban	1.8	6.1	31.9	49.7	22.1	0.6	163
	Rural	4.6	10.3	42.5	54.0	13.8	1.1	87
	Total	3.4	4.3	31.2	52.6	25.6	2.1	234
BSNL	Urban	1.1	4.5	27.5	55.6	29.8	1.7	178
	Rural	10.7	3.6	42.9	42.9	12.5	3.6	56
	Total	4.6	4.2	24.7	53.7	29.0	0.8	259
Idea	Urban	5.3	5.3	17.1	49.2	38.0	1.1	187
	Rural	2.8	1.4	44.4	65.3	5.6	0.0	72
	Total	5.4	1.0	22.0	50.2	30.7	0.0	205
Rel Com	Urban	5.0	1.1	20.7	47.5	34.6	0.0	179
	Rural	7.7	0.0	30.8	69.2	3.8	0.0	26
	Total	6.5	3.9	34.1	48.7	28.9	0.0	232
Rel Tel	Urban	6.1	4.8	24.2	46.1	37.0	0.0	165
	Rural	7.5	1.5	58.2	55.2	9.0	0.0	67
	Total	0.8	4.2	29.7	51.0	28.9	0.4	263
TATA	Urban	1.1	3.7	22.1	50.5	32.1	0.0	190
	Rural	0.0	5.5	49.3	52.1	20.5	1.4	73
	Total	3.7	5.3	28.4	46.3	25.8	1.6	190
Uninor	Urban	3.3	6.7	24.0	40.0	31.3	1.3	150
	Rural	5.0	0.0	45.0	70.0	5.0	2.5	40
	Total	4.0	4.4	32.3	49.6	30.5	0.0	226
Vodafone	Urban	3.2	4.5	26.3	46.8	39.1	0.0	156
	Rural	5.7	4.3	45.7	55.7	11.4	0.0	70
	Total	3.9	5.1	30.3	49.9	0.6	26.8	2095
Overall	Urban	3.4	5.4	24.4	48.2	0.5	32.2	1543
	Rural	5.3	4.0	46.6	54.7	0.9	11.8	552

• In total, 49.9 % of the cellular mobile telephone service customers came to know about the toll free customer care number from display at complaint centers/ sales outlets followed by SMS from service provider.





6B.2.1.3 The following table shows the percentage of customers who had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

Service P	roviders	% customers	Base
	Total	49.6	236
Aircel	Urban	51.4	175
	Rural	44.3	61
	Total	50.8	250
Airtel	Urban	50.9	163
	Rural	50.6	87
	Total	52.6	234
BSNL	Urban	58.4	178
	Rural	33.9	56
	Total	54.4	259
Idea	Urban	58.3	187
	Rural	44.4	72
	Total	52.7	205
Rel Com	Urban	55.3	179
	Rural	34.6	26
	Total	47.4	232
Rel Tel	Urban	51.5	165
	Rural	37.3	67
	Total	52.5	263
Tata	Urban	60.0	190
	Rural	32.9	73
	Total	49.5	190
Uninor	Urban	50.7	150
	Rural	45.0	40
	Total	47.8	226
Vodafone	Urban	53.2	156
	Rural	35.7	70
	Total	50.9	2095
Overall	Urban	54.6	1543
	Rural	40.4	552

• In all, 50.9% of the cellular mobile telephone service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.





6B.2.1.4 The following table shows the percentage of customer who received or did not receive docket number for their complaints.

Service Providers		% customers						
		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Base	
	Total	23.9	64.1	5.1	4.3	2.6	117	
Aircel	Urban	16.7	74.4	3.3	2.2	3.3	90	
	Rural	48.1	29.6	11.1	11.1	0.0	27	
	Total	31.5	59.1	4.7	3.1	1.6	127	
Airtel	Urban	21.7	72.3	4.8	0.0	1.2	83	
	Rural	50.0	34.1	4.5	9.1	2.3	44	
	Total	22.8	66.7	4.9	3.3	2.4	123	
BSNL	Urban	18.3	73.1	4.8	1.9	1.9	104	
	Rural	47.4	31.6	5.3	10.5	5.3	19	
	Total	26.2	63.8	2.8	3.5	3.5	141	
Idea	Urban	22.0	72.5	0.9	0.9	3.7	109	
	Rural	40.6	34.4	9.4	12.5	3.1	32	
	Total	20.4	63.9	9.3	3.7	2.8	108	
Rel Com	Urban	18.2	65.7	9.1	4.0	3.0	99	
	Rural	44.4	44.4	11.1	0.0	0.0	9	
	Total	23.6	60.0	7.3	1.8	7.3	110	
Rel Tel	Urban	17.6	68.2	7.1	0.0	7.1	85	
	Rural	44.0	32.0	8.0	8.0	8.0	25	
	Total	24.6	58.7	8.0	5.1	3.6	138	
Tata	Urban	20.2	65.8	7.9	3.5	2.6	114	
	Rural	45.8	25.0	8.3	12.5	8.3	24	
	Total	23.4	71.3	3.2	2.1	0.0	94	
Uninor	Urban	19.7	75.0	2.6	2.6	0.0	76	
	Rural	38.9	55.6	5.6	0.0	0.0	18	
	Total	32.4	59.3	0.9	4.6	2.8	108	
Vodafone	Urban	19.3	71.1	1.2	6.0	2.4	83	
	Rural	76.0	20.0	0.0	0.0	4.0	25	
	Total	25.5	62.8	5.2	3.6	3.0	1066	
Overall	Urban	19.3	70.7	4.7	2.4	2.8	843	
	Rural	48.9	32.7	6.7	8.1	3.6	223	

On an overall basis:

- 25.5% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 62.8% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.





- 5.2% of the cellular mobile telephone service customers, who had complained, said that they
 received docket numbers for their complaints on request.
- 3.6% of the cellular mobile telephone service customers, who had complained, said that they
 did not receive docket numbers for their complaints even on request.
- 3% of the cellular mobile telephone service customers, who had complained, said that customer care refused to register their complaints.

6B.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.

Service Providers		% customers	Base
Aircel	Total	33.3	114
	Urban	23.0	87
	Rural	66.7	27
Airtel	Total	32.8	125
	Urban	26.8	82
	Rural	44.2	43
BSNL	Total	17.5	120
	Urban	12.7	102
	Rural	44.4	18
Idea	Total	24.3	136
	Urban	10.5	105
	Rural	71.0	31
Rel Com	Total	13.3	105
	Urban	11.5	96
	Rural	33.3	9
Rel Tel	Total	19.6	102
	Urban	11.4	79
	Rural	47.8	23
Tata	Total	26.3	133
	Urban	18.9	111
	Rural	63.6	22
Uninor	Total	16.0	94
	Urban	14.5	76
	Rural	22.2	18
Vodafone	Total	20.0	105
	Urban	9.9	81
	Rural	54.2	24
Overall	Total	23.0	1034
	Urban	15.4	819
	Rural	52.1	215

As a whole, only 23% of the cellular mobile telephone service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.





6B.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.

Service	Providers	% customers	Base
	Total	38.5	117
Aircel	Urban	32.2	90
	Rural	59.3	27
	Total	40.2	127
Airtel	Urban	39.8	83
	Rural	40.9	44
	Total	37.4	123
BSNL	Urban	35.6	104
	Rural	47.4	19
	Total	45.4	141
Idea	Urban	43.1	109
	Rural	53.1	32
	Total	42.6	108
Rel Com	Urban	43.4	99
	Rural	33.3	9
	Total	40.0	110
Rel Tel	Urban	35.3	85
BSNL Idea Rel Com Rel Tel Tata Uninor Vodafone	Rural	56.0	25
	Total	43.5	138
Tata	Urban	38.6	114
Tala	Rural	66.7	24
	Total	26.6	94
Uninor	Urban	25.0	76
	Rural	33.3	18
	Total	38.9	108
Vodafone	Urban	30.1	83
	Rural	68.0	25
	Total	39.7	1066
Overall	Urban	36.4	843
	Rural	52.0	223

In total, 39.7% of the cellular mobile telephone service customers, who had complained, said that they were informed about the action taken on their complaint by the complaint centre.





6B.2.1.7 The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.

Service	Providers	% customers	Base
	Total	59.8	117
Aircel	Urban	54.4	90
	Rural	77.8	27
	Total	51.2	127
Airtel	Urban	45.8	83
	Rural	61.4	44
	Total	42.3	123
BSNL	Urban	43.3	104
	Rural	36.8	19
	Total	58.9	141
Idea	Urban	52.3	109
	Rural	81.3	32
	Total	47.2	108
Rel Com	Urban	46.5	99
	Rural	55.6	9
	Total	53.6	110
Rel Tel	Urban	52.9	85
	Rural	State	25
	Total	45.7	138
Tata	Urban	41.2	114
	Rural	66.7	24
	Total	40.4	94
Uninor	Urban	38.2	76
	Rural	50.0	18
	Total	50.0	108
Vodafone	Urban	42.2	83
	Rural	76.0	25
	Total	50.2	1066
Overall	Urban	46.4	843
	Rural	64.6	223

• In total, 50.2% of the cellular mobile telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.





6B.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four weeks.

Service _I	oroviders	% customers	Base
	Total	22.2	117
Aircel	Urban	14.4	90
	Rural	48.1	27
	Total	30.7	127
Airtel	Urban	21.7	83
	Rural	47.7	44
	Total	13.8	123
BSNL	Urban	9.6	104
	Rural	36.8	19
	Total	21.3	141
Idea	Urban	11.0	109
	Rural	56.3	32
	Total	8.3	108
Rel Com	Urban	7.1	99
	Rural	22.2	9
	Total	19.1	110
Rel Tel	Urban	12.9	85
	Rural	40.0	25
	Total	18.8	138
Tata	Urban	11.4	114
	Rural	54.2	24
	Total	14.9	94
Uninor	Urban	9.2	76
	Rural	38.9	18
	Total	22.2	108
Vodafone	Urban	15.7	83
	Rural	44.0	25
	Total	19.3	1066
Overall	Urban	12.3	843
	Rural	45.7	223

• In all, only 19.3% of the cellular mobile telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.





6B.2.3 Awareness and Experience - Appellate Authority

6B.2.3.1 The following table shows the percentage of customers who were aware of the contact details of the Appellate Authority.

Service p	oroviders	% customers	Base
	Total	1.3	391
Aircel	Urban	1.1	273
	Rural	1.7	118
	Total	1.5	392
Airtel	Urban	1.5	268
	Rural	1.6	124
	Total	5.4	390
BSNL	Urban	2.9	274
	Rural	11.2	116
	Total	3.9	385
Idea	Urban	3.0	270
	Rural	6.1	115
	Total	2.3	385
Rel Com	Urban	2.8	321
	Rural	0.0	64
	Total	2.5	393
Rel Tel	Urban	1.8	275
	Rural	4.2	118
	Total	4.4	388
Tata	Urban	3.0	271
	Rural	7.7	1.1 273 1.7 118 1.5 392 1.5 268 1.6 124 5.4 390 2.9 274 11.2 116 3.9 385 3.0 270 6.1 115 2.3 385 2.8 321 0.0 64 2.5 393 1.8 275 4.2 118 4.4 388 3.0 271
	Total	2.8	387
Uninor	Urban	2.8	319
	Rural	2.9	68
	Total	3.6	388
Vodafone	Urban	1.9	267
	Rural	7.4	121
	Total	3.1	3499
Overall	Urban	2.3	2538
	Rural	5.1	961

 On the overall, only 3.1% of the cellular mobile telephone service customers were aware of the contact details of the Appellate Authority.





6B.2.3.2 The following table shows the percentage of customers, who got the information about the contact details of the Appellate Authority from different sources.

Service Providers		% customers					
		Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	Base
	Total	40.0	40.0	20.0	20.0	0.0	5
Aircel	Urban	33.3	0.0	33.3	33.3	0.0	3
	Rural	50.0	100.0	0.0	0.0	0.0	2
	Total	16.7	50.0	0.0	16.7	33.3	6
Airtel	Urban	0.0	75.0	0.0	25.0	25.0	4
	Rural	50.0	0.0	0.0	0.0	50.0	2
	Total	0.0	61.9	23.8	0.0	19.0	21
BSNL	Urban	0.0	62.5	12.5	0.0	37.5	8
	Rural	0.0	61.5	30.8	0.0	7.7	13
	Total	13.3	40.0	13.3	13.3	66.7	15
Idea	Urban	25.0	37.5	25.0	12.5	87.5	8
	Rural	0.0	42.9	0.0	14.3	42.9	7
	Total	22.2	22.2	11.1	0.0	66.7	9
Rel Com	Urban	22.2	22.2	11.1	0.0	66.7	9
	Rural	0.0	0.0	0.0	0.0	0.0	0
	Total	0.0	80.0	20.0	0.0	0.0	10
Rel Tel	Urban	0.0	100.0	0.0	0.0	0.0	5
Idea Rel Com	Rural	0.0	60.0	40.0	0.0	0.0	5
	Total	5.9	47.1	52.9	0.0	0.0	17
Tata	Urban	12.5	62.5	37.5	0.0	0.0	8
	Rural	0.0	33.3	66.7	0.0	0.0	9
	Total	27.3	36.4	27.3	0.0	9.1	11
Uninor	Urban	33.3	44.4	11.1	0.0	11.1	9
	Rural	0.0	0.0	100.0	0.0	0.0	2
	Total	7.1	7.1	85.7	0.0	7.1	14
Vodafone	Urban	0.0	0.0	100.0	0.0	0.0	5
	Rural	11.1	11.1	77.8	0.0	11.1	9
	Total	11.1	39.8	48.1	8.3	5.6	108
Overall	Urban	15.3	52.5	37.3	8.5	6.8	59
	Rural	6.1	24.5	61.2	8.2	4.1	49

As a whole, 48.1 % of the cellular mobile telephone service customers came to know about the contact details of the Appellate Authority from the display at complaint centres/ sales outlets followed by website of the service provider.





6B.2.3.3 Incidence of filing an appeal with the Appellate Authority in the last 6 months.

Servic	e Providers	% customers	Base
	Total	40.0	5
Aircel	Urban	33.3	3
	Rural	50.0	2
	Total	33.3	6
Airtel	Urban	25.0	4
	Rural	50.0	2
	Total	4.8	21
BSNL	Urban	0.0	8
	Rural	7.7	13
	Total	40.0	15
Idea	Urban	37.5	8
	Rural	42.9	7
	Total	88.9	9
Rel Com	Urban	88.9	9
	Rural	0.0	0
	Total	70.0	10
Rel Tel	Urban	100.0	5
	Rural	40.0	5
	Total	47.1	17
Tata	Urban	75.0	8
	Rural	22.2	9
	Total	36.4	11
Uninor	Urban	44.4	9
	Rural	0.0	2
	Total	7.1	14
Vodafone	Urban	0.0	5
	Rural	11.1	9
	Total	36.1	108
Overall	Urban	47.5	59
	Rural	22.4	49

On the overall, 36.1% of the cellular mobile telephone service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.





6B.2.3.4 The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.

		% customers					
Service Providers		E-mail	Fax	Letter (post/ courier)	In person (self)	Other	Base
	Total	50.0	0.0	0.0	50.0	0.0	2
Aircel	Urban	0.0	0.0	0.0	100.0	0.0	1
	Rural	100.0	0.0	0.0	0.0	0.0	1
	Total	50.0	0.0	0.0	0.0	50.0	2
Airtel	Urban	0.0	0.0	0.0	0.0	100.0	1
Aircel U R Airtel U R Airtel U R Airtel U R R A	Rural	100.0	0.0	0.0	0.0	0.0	1
	Total	0.0	0.0	0.0	0.0	100.0	1
BSNL	Urban	0.0	0.0	0.0	0.0	0.0	0
Idea	Rural	0.0	0.0	0.0	0.0	100.0	1
	Total	83.3	0.0	0.0	16.7	0.0	6
Idea	Urban	66.7	0.0	0.0	33.3	0.0	3
	Rural	100.0	0.0	0.0	0.0	0.0	3
	Total	87.5	0.0	0.0	12.5	0.0	8
Rel Com	Urban	87.5	0.0	0.0	12.5	0.0	8
	Rural	0.0	0.0	0.0	0.0	0.0	0
	Total	100.0	0.0	0.0	0.0	0.0	7
Rel Tel	Urban	100.0	0.0	0.0	0.0	0.0	5
	Rural	100.0	0.0	0.0	0.0	0.0	2
	Total	100.0	0.0	0.0	0.0	0.0	8
Tata	Urban	100.0	0.0	0.0	0.0	0.0	6
	Rural	100.0	0.0	0.0	0.0	Other 0.0 2 0.0 1 0.0 1 50.0 2 100.0 1 100.0 1 100.0 1 100.0 0 0 1 100.0 1 0.0 6 0.0 3 0.0 3 0.0 3 0.0 8 0.0 8 0.0 0 0.0 7 0.0 5 0.0 2 0.0 8	2
	Total	50.0	0.0	0.0	25.0	25.0	4
Uninor	Urban	50.0	0.0	0.0	25.0	25.0	4
	Rural	0.0	0.0	0.0	0.0	0.0	0
	Total	100.0	0.0	0.0	0.0	0.0	1
Vodafone	Urban	0.0	0.0	0.0	0.0	0.0	0
	Rural	100.0	0.0	0.0	0.0	0.0	1
	Total	82.1	0.0	0.0	10.3	7.7	39
Overall	Urban	78.6	0.0	0.0	14.3	7.1	28
	Rural	90.9	0.0	0.0	0.0	9.1	11

In total, 82.1% of the cellular mobile telephone service customers filed an appeal with the Appellate Authority.





6B.2.3.5 The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.

Servic	e Providers	% customers	Base
	Total	50.0	2
Aircel	Urban	100.0	1
	Rural	0.0	1
	Total	100.0	2
Airtel	Urban	100.0	1
	Rural	100.0	1
	Total	100.0	1
BSNL	Urban	0.0	0
	Rural	100.0	1
	Total	100.0	6
Idea	Urban	100.0	3
	Rural	100.0	3
	Total	75.0	8
Rel Com	Urban	75.0	8
	Rural	0.0	0
	Total	100.0	7
Rel Tel	Urban	100.0	5
	Rural	100.0	2
	Total	87.5	8
Tata	Urban	83.3	6
Idea Rel Com Rel Tel Tata Uninor	Rural	100.0	2
	Total	100.0	4
Uninor	Urban	100.0	4
	Rural	0.0	0
	Total	100.0	1
Vodafone	Urban	0.0	0
	Rural	100.0	1
	Total	89.7	39
Overall	Urban	89.3	28
	Rural	90.9	11

• In all, 89.7% of the cellular mobile telephone service customers received the unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.





6B.2.3.6 The following table shows the percentage of customers who said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

Servic	e Providers	% customers	Base
	Total	50.0	2
Aircel	Urban	100.0	1
	Rural	0.0	1
	Total	100.0	2
Airtel	Urban	100.0	1
	Rural	100.0	1
	Total	100.0	1
BSNL	Urban	0.0	0
	Rural	100.0	1
	Total	100.0	6
Idea	Urban	100.0	3
	Rural	100.0	3
	Total	50.0	8
Rel Com	Urban	50.0	8
	Rural	0.0	0
	Total	100.0	7
Rel Tel	Urban	100.0	5
	Rural	100.0	2
	Total	100.0	8
Tata	Urban	100.0	6
	Rural	100.0	2
	Total	75.0	4
Uninor	Urban	75.0	4
	Rural	0.0	0
	Total	100.0	1
Vodafone	Urban	0.0	0
	Rural	100.0	1
	Total	84.6	39
Overall	Urban	82.1	28
	Rural	90.9	11

• On the overall, 84.6% of the cellular mobile telephone service customers said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.





6B.2.3.7 The following table shows the percentage of customers who claimed to have got the "Manual of Practice" containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new mobile telephone connection.

Se	ervice Providers	% customers	Base
	Total	37.1	391
Aircel	Urban	34.4	273
	Rural	43.2	118
	Total	38.3	392
Airtel	Urban	29.5	268
	Rural	57.3	124
	Total	41.9	387
BSNL	Urban	37.9	272
	Rural	51.3	115
	Total	44.3	384
Idea	Urban	42.8	269
	Rural	47.8	115
	Total	26.7	382
Rel Com	Urban	27.5	320
	Rural	22.6	62
	Total	42.8	390
Rel Tel	Urban	39.2	273
	Rural	51.3	117
	Total	43.9	387
TATA	Urban	43.2	271
Airtel BSNL Idea Rel Com Rel Tel	Rural	45.7	116
	Total	40.1	387
Uninor	Urban	37.0	319
	Rural	54.4	68
	Total	43.4	387
Vodafone	Urban	41.4	266
	Rural	47.9	121
	Total	39.8	3487
Overall	Urban	36.8	2531
	Rural	47.9	956

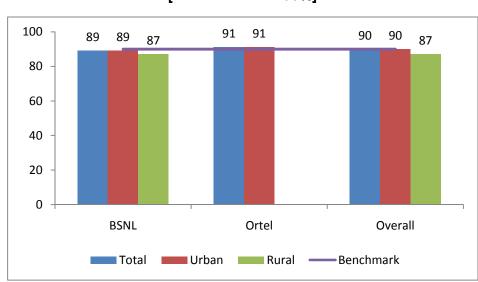
• In total, only 39.8% of the cellular mobile telephone service customers claimed that they had received the Manual of Practice.



6C.1 Broadband Service

6C.1.1 Customer Satisfaction with Provision of Service

6C.1.1.1The following graph shows the percentage of satisfied customers with provision of service.

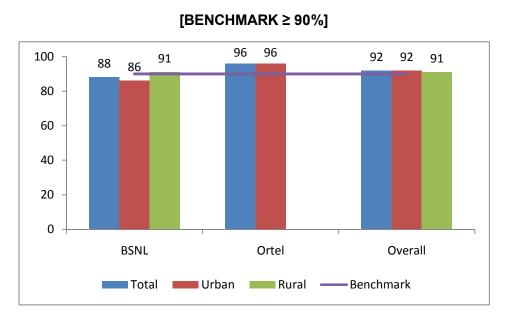


[BENCHMARK ≥ 90%]

Only Ortel was able to meet the benchmark laid down by TRAI.

6C.1.2 Customer Satisfaction with Billing Performance - Postpaid

6C.1.2.1The following graph shows the percentage of postpaid customers satisfied with billing performance.



Ortel met the benchmark in urban areas while BSNL met the benchmark in rural areas.





6C.1.2.2 The following table shows the percentage of postpaid customers satisfied with the sub- parameters of billing performance.

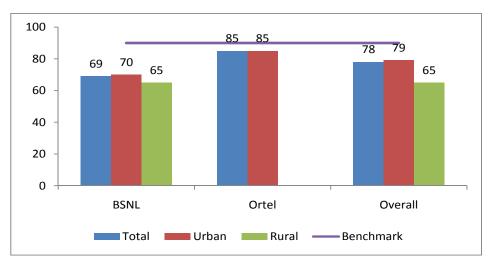
Service Providers		% postpaid customers				
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base
	Total	82.9	94.0	90.9	51.0	386
BSNL	Urban	80.7	93.4	90.2	45.7	284
	Rural	89.2	96.1	93.2	62.5	102
	Total	92.1	99.3	97.1	66.7	384
Ortel	Urban	92.1	99.3	97.1	66.7	384
	Rural	-	-	-	-	-
	Total	87.5	96.6	94.0	53.3	770
Overall	Urban	87.3	96.7	94.2	50.0	668
	Rural	89.2	96.1	93.2	62.5	102

 Broadband service customers of BSNL and Ortel were less satisfied with the clarity of bills in terms of transparency and understandability.

6C.1.3 Customer Satisfaction with Help Services

6C.1.3.1The following graph shows the percentage of satisfied customers with help services.

[BENCHMARK ≥ 90%]



Both service providers failed to meet the benchmark laid down by TRAI.





6C.1.3.2 The following table shows the percentage of customers satisfied with the subparameters of help services.

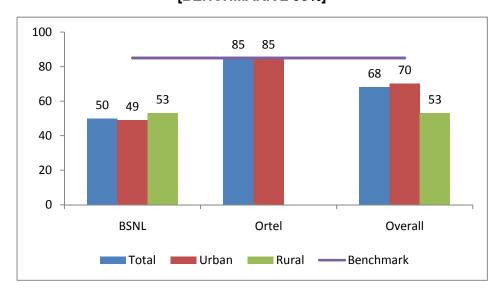
				% customers			
Service Providers		Ease of access of complaint centre/ customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by complaint centre/ customer care or helpline to resolve your complaints	Base
	Total	68.1	70.3	76.2	66.0	63.2	185
BSNL	Urban	66.4	70.0	77.8	69.3	65.7	140
	Rural	73.3	71.1	71.1	55.5	55.5	45
	Total	82.8	83.3	89.9	89.5	79.3	227
Ortel	Urban	82.7	84.0	89.8	89.8	79.1	227
	Rural	-	-	-	-	-	-
	Total	76.2	77.4	83.7	78.9	72.1	412
Overall	Urban	76.4	78.7	85.2	81.9	74.0	367
	Rural	74.5	68.1	72.4	55.4	57.4	45

 On an overall basis, broadband service customers were less satisfied with all the subparameters of help services.

6C.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6C.1.4.1 The following graph shows the percentage of customers satisfied with network performance, reliability & availability.

[BENCHMARK ≥ 85%]



- Ortel was able to meet the benchmark laid down by TRAI.
- BSNL customers were least satisfied on this parameter.





6C.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

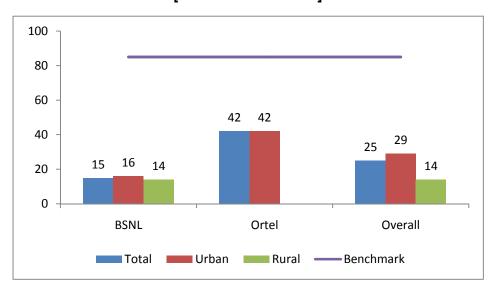
		% cu	stomers		
Service Providers		Speed of broadband connection	Amount of time for which the service is up and working	Base	
	Total	52.4	48.2	386	
BSNL	Urban	53.5	45.4	284	
	Rural	49.1	55.9	102	
	Total	79.7	91.1	384	
Ortel	Urban	79.7	91.1	384	
	Rural	-	-	-	
	Total	65.9	69.6	770	
Overall	Urban	68.5	71.7	668	
	Rural	49.1	55.9	102	

 Broadband service customers of BSNL were less satisfied with the speed of broadband connection as well as with the amount of time for which the service is up and working.

6C.1.5 Customer Satisfaction with Maintainability

6C.1.5.1The following graph shows the percentage of customers satisfied with maintainability.

[BENCHMARK ≥ 85%]



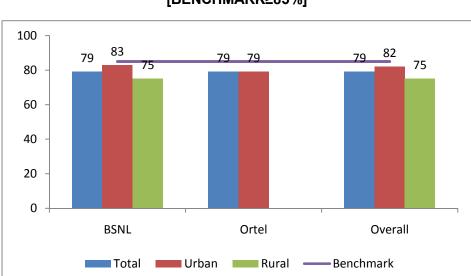
- Both BSNL and Ortel were not able to meet the benchmark laid down by TRAI.
- Broadband customes of BSNL and Ortel were less satisfied with this parameter.





6C.1.6 Customer Satisfaction with Supplementary Services

6C.1.6.1The following graph shows the percentage of customers satisfied with supplementary services.

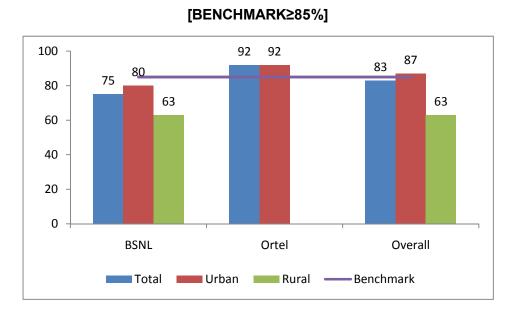


[BENCHMARK≥85%]

Both the service providers were not able to meet the benchmark laid down by TRAI.

6C.1.7 Customer Satisfaction with Overall Service Quality

6C.1.7.1The following graph shows the percentage of customers satisfied with overall service quality.



Ortel was able to meet the benchmark laid down by TRAI.



6C.2 Awareness of Complaint Redressal Mechanism and Experience among Broadband Service Subscribers

6C.2.1 Awareness and Experience - Call Centre

6C.2.1.1 The following table shows the percentage of customers who were aware of the complaint centre number of their service provider to make complaints/ queries.

Service	providers	% customers	Base
	Total	77.7	386
BSNL	Urban	84.5	284
	Rural	58.8	102
	Total	94.0	384
Ortel	Urban	94.0	384
	Rural	-	-
	Total	85.8	770
Overall	Urban	90.0	668
	Rural	58.8	102

• In total, 85.8% of the broadband service customers said that they were aware of the complaint centre number of their service provider to make complaints/ queries.

6C.2.1.2 The following table shows the percentage of customers who got the information about toll free customer care number from different sources.

				% custon	ners			
Serv Provi		Newspaper	Website of the service provider	SMS from service provider	Display at complaint at complaint centres/ sales outlets	Internet bills	Other	Base
	Total	2.7	41	15.3	19.3	40	5.0	300
BSNL	Urban	1.7	36.3	11.3	21.3	43.3	4.2	240
	Rural	6.7	60	31.7	11.7	26.7	8.3	60
	Total	4.2	39.1	11.1	22.2	25.2	20.2	361
Ortel	Urban	4.2	39.1	11.1	22.2	25.2	20.2	361
	Rural	-	-	-	-	-	-	-
	Total	3.5	39.9	13.0	20.9	31.9	13.3	661
Overall	Urban	3.2	37.9	11.1	21.8	32.4	13.8	601
	Rural	6.7	60.0	31.7	11.7	26.7	8.3	60

• In total, 39.9 % of the broadband service customers came to know about the toll free customer care number from the website of the service provider while 31.9% of the broadband service customers came to know through internet bills.





6C.2.1.3 The following table shows the percentage of customers who had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

Service	Providers	% customers	Base
	Total	47.0	300
BSNL	Urban	47.5	240
	Rural	45.0	60
	Total	61.2	361
Ortel	Urban	61.2	361
	Rural	-	-
	Total	54.8	661
Overall	Urban	55.7	601
	Rural	45.0	60

• In all, 54.8% of the broadband service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

6C.2.1.4 The following table shows the percentage of customer who received or did not receive docket number for their complaints.

				% customers			
Serv Provi		Who received the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	Base
	Total	26.2	57.4	9.9	4.3	2.1	141
BSNL	Urban	19.3	64.9	9.6	3.5	2.6	114
	Rural	55.6	25.9	11.1	7.4	0.0	27
	Total	74.7	18.1	5.9	1.4	0.0	221
Ortel	Urban	74.7	18.1	5.9	1.4	0.0	221
	Rural	-	-	-	-	-	-
_	Total	55.8	33.4	7.5	2.5	0.8	362
Overall	Urban	55.8	34.0	7.2	2.1	0.9	335
	Rural	55.6	25.9	11.1	7.4	0.0	27

On an overall basis:

- 55.8% of the broadband service customers, who had complained, claimed that they received a docket number for their complaints.
- 33.4% of the broadband service customers, who had complained, said that they did not receive docket numbers for their complaints. The incidence was higher among BSNL customers.
- 7.5% of the broadband service customers, who had complained, said that they received docket numbers on request.





- 2.5% of the broadband service customers, who had complained, said that they did not receive docket numbers even on request.
- 0.8% of the broadband service customers, who had complained, said that customer care refused to register their complaints.

6C.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.

Service	Providers	% customers	Base
	Total	18.8	138
BSNL	Urban	14.4	111
	Rural	37.0	27
	Total	28.1	221
Ortel	Urban	27.7	221
	Rural	-	-
	Total	24.5	359
Overall	Urban	23.3	332
	Rural	39.3	27

As a whole, only 24.5% of the broadband service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.

6C.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.

Service P	roviders	% customers	Base
	Total	39.1	138
BSNL	Urban	36.9	111
	Rural	48.1	27
	Total	57.0	221
Ortel	Urban	56.8	221
	Rural	-	-
	Total	50.1	359
Overall	Urban	50.2	332
	Rural	50.0	27

• In total, 50.1% of the broadband service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.





6C.2.1.7 The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.

Service Provide	ers	% customers	Base
	Total	70.3	138
BSNL	Urban	73.9	111
	Rural	55.6	27
	Total	84.6	221
Ortel	Urban	84.5	221
	Rural	-	-
	Total	79.1	359
Overall	Urban	81.0	332
	Rural	57.1	27

• In total, 79.1% of the broadband service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

6C.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four (4) weeks.

Service Providers		% customers	Base
	Total	18.8	138
BSNL	Urban	14.4	111
	Rural	37.0	27
	Total	5.0	221
Ortel	Urban	5.0	221
	Rural	-	-
	Total	10.3	359
Overall	Urban	8.2	332
	Rural	35.7	27

In all, only 10.3% of the broadband service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.



6C.2.3 Awareness and Experience of Appellate Authority

6C.2.3.1 The following table shows the percentage of customers who were aware of the contact details of the Appellate Authority.

Service providers		% customers	Base
	Total	11.4	386
BSNL	Urban	9.5	284
	Rural	16.7	102
	Total	12.5	384
Ortel	Urban	12.5	384
	Rural	-	-
	Total	11.9	770
Overall	Urban	11.2	668
	Rural	16.7	102

 On the overall, only 11.9% of the broadband service customers were aware of the contact details of the Appellate Authority.

6C.2.3.2 The following table shows the percentage of customers who got information about the contact details of the Appellate Authority from different sources.

				% customers			
Serv Provi		Newspaper	Website of the service provider	SMS from Service Provider	Display at complaint centres/ sales outlets	Internet bills	Base
	Total	0.0	72.7	22.7	29.5	13.6	44
BSNL	Urban	0.0	66.7	29.6	25.9	7.4	27
	Rural	0.0	82.4	11.8	35.3	23.5	17
	Total	4.2	72.9	2.1	29.2	8.3	48
Ortel	Urban	4.2	72.9	2.1	29.2	8.3	48
	Rural	-	-	-	-	-	-
	Total	2.2	72.8	12.0	29.3	10.9	92
Overall	Urban	2.7	70.7	12.0	28.0	8.0	75
	Rural	0.0	82.4	11.8	35.3	23.5	17

As a whole, 72.8 % of the broadband service customers came to know about the contact details of the Appellate Authority from the Website of the service provider.





6C.2.3.3 Incidence of filing an appeal with the Appellate Authority in the last 6 months.

Service Providers		% customers	Base
	Total	27.3	44
BSNL	Urban	33.3	27
	Rural	17.6	17
	Total	20.8	48
Ortel	Urban	20.8	48
	Rural	-	-
	Total	23.9	92
Overall	Urban	25.3	75
	Rural	17.6	17

 On the overall, 23.9% of the broadband service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.

6C.2.3.4 The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.

0.1	•			% cus	tomers		
Service providers		E-Mail	Fax	Letter (post/courier)	In person (self)	Other	Base
	Total	41.7	16.7	25.0	16.7	0.0	12
BSNL	Urban	44.4	22.2	11.1	22.2	0.0	9
	Rural	33.3	0.0	66.7	0.0	0.0	3
	Total	30.0	0.0	40.0	30.0	0.0	10
Ortel	Urban	30.0	0.0	40.0	30.0	0.0	10
	Rural	-	-	-	-	-	-
	Total	36.4	9.1	31.8	22.7	0.0	22
Overall	Urban	36.8	10.5	26.3	26.3	0.0	19
	Rural	33.3	0.0	66.7	0.0	0.0	3

• In total, 36.4% of the broadband service customers filed an appeal with the Appellate Authority throught e-mail followed by letter (post/courier).





6C.2.3.5 The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.

Service providers		% customers	Base
	Total	66.7	12
BSNL	Urban	77.8	9
	Rural	33.3	3
	Total	50.0	10
Ortel	Urban	50.0	10
	Rural	-	-
	Total	59.1	22
Overall	Urban	63.2	19
	Rural	33.3	3

• In all, 59.1% of the broadband service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.

6C.2.3.6 The following table shows percentage of customers who said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

Service provide	rs	% customers	Base	
	Total	75.0	9	
BSNL	Urban	66.7	6	
	Rural	100.0	3	
	Total	70.0	7	
Ortel	Urban	70.0	7	
	Rural	-	-	
	Total	72.7	22	
Overall	Urban	68.4	19	
	Rural	100.0	3	

• On the overall, 72.7% of the broadband service customers said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.





6C.2.4 General Information

6C.2.4.1 The following table shows the percentage of customers who claimed to have got the "Manual of Practice" containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new mobile telephone connection.

Service providers		% customers	Base
	Total	62.4	386
BSNL	Urban	62.7	284
	Rural	61.8	102
	Total	87.8	384
Ortel	Urban	87.9	379
	Rural	80.0	5
	Total	75.1	770
Overall	Urban	77.1	663
	Rural	62.6	107

 In total, 75.1% of the broadband service customers claimed that they had received the Manual of Practice.



7. Critical Analysis

7.1 Basic Telephone Service

7.1.1 Overall Service Quality

 BSNL failed to meet the benchmark laid down by TRAI as on the overall only 79% of the customers were satisfied.

7.1.2 Provision of Service:

 On an overall basis, 79% of the BSNL's basic telephone service customers were satisfied with the provision of service.

7.1.3 Billing Performance - Postpaid

 BSNL failed to meet the benchmark laid down by TRAI as on the overall 91% of the customers were satisfied.

7.1.4 Help Services including Customer Grievance Redressal

 Performance of BSNL was low on this parameter as on the overall only 56% of the basic telephone service customers were satisfied. Most of the customers were dissatisfied with all the sub-parameters of help services including customer grievance redressal.

7.1.5 Network Performance, Reliability & Availability

 BSNL performance was low on this parameter as on the overall 75% of the basic telephone service customers were satisfied.

7.1.6 Maintainability

 Performance of BSNL was low on this parameter as in all only 71% of the basic telephone service customers were satisfied.

7.1.7 Supplementary and Value Added Services

 On an overall basis, 86% of the basic telephone customers were satisfied with the supplementary and value added services; however in rural areas only 75% of the customers were satisfied.





7.1.8 Complaint Redressal Mechanism

- On an overall basis, 53% of the basic telephone service customers were aware about the complaint centre number. There was low level of awareness among the rural customers.
- Out of 400 basic telephone service customers, only 10 customers were aware of the contact details of the appellate authority.

7.2 Cellular Mobile Telephone Service

7.2.1 Overall Quality of Service

On the overall, Rel Com and Vodafone met the benchmark laid down by TRAI.

7.2.2 Provision of Service

All service providers were able to meet the benchmark set by TRAI.

7.2.3 Billing Performance

- In the postpaid category, all service providers met the benchmark laid down by TRAI.
- In prepaid category, none of the service providers were able to meet the benchmark set by TRAI..

7.2.4 Help Services including Customer Grievance Redressal

All the service providers failed to meet the benchmark set for this parameter.

7.2.5 Network Performance, Reliability & Availability

None of the service providers were able to meet the benchmark laid down by TRAI.

7.2.6 Maintainability

None of the service providers were able to meet the benchmark laid down by TRAI.

7.2.7 Supplementary and Value Added Services

- None of the service providers met the benchmark set by the TRAI.
- Tata met the benchmark in rural areas.





7.2.8 Complaint Redressal Mechanism

- On the overall, only 59.9% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ gueries.
- Out of 3449 cellular mobile telephone service customers, only 108 customers were aware of the contact details of the Appellate Authority.

7.3 Broadband Services

7.3.1 Overall Quality of Service

BSNL did not meet the benchmark laid down by TRAI.

7.3.2 Provision of Service

- BSNL failed marginally to meet the benchmark set by TRAI.
- Ortel was able to meet the benchmark laid down by TRAI

7.3.3 Billing Performance - Postpaid

- BSNL did not meet the benchmark laid down by TRAI in urban area but it met the benchmark in rural area.
- Ortel was able to meet the benchmark laid down by TRAI.

7.3.4 Help Services

BSNL and Ortel failed to meet the benchmark set by TRAI.

7.3.5 Network Performance, Reliability & Availability

- Ortel was able to meet the benchmark laid down by TRAI.
- BSNL customers were least satisfied on this parameter.

7.3.6 Maintainability

Both BSNL and Ortel were not able to meet the benchmark laid down by TRAI.

7.3.7 Supplementary and value added services

BSNL and Ortel failed to meet the benchmark laid down by TRAI.





7.3.8 Complaint Redressal Mechanism

- On the overall, 85.8% of the broadband service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- Out of 770 broadband service customers, only 92 customers were aware of the contact details of the Appellate Authority.



8. Recommendations: (Quality of Service)

8.1 Basic Telephone Service

8.1.1 Provision of Service

BSNL needs to maintain its performance in urban as well as rural areas.

8.1.2 Billing Performance

In both urban and rural areas, BSNL needs to improve its performance.

8.1.3 Help Services including Customer Grievance Redressal

There is a strong need for BSNL to improve its performance on this parameter in both urban and rural areas.

8.1.4 Network Performance, Reliability and Availability

BSNL needs to improve its performance in both urban and rural areas.

8.1.5 Maintainability

BSNL needs to improve its performance in urban as well as in rural areas.

8.1.6 Supplementary and Value Added Services

 BSNL needs to improve its performance in rural areas while it needs to maintain it in urban areaa.

8.1.7 Complaint Redressal Mechanism

 BSNL should increase awareness about the complaint centre and Appellate Authority among its customers through various media.





8.2 Cellular Mobile Telephone Service

8.2.1 Provision of Service

 BSNL needs to improve its performance in rural areas while all other service providers need to maintain their performance.

8.2.2 Billing Performance

- In case of postpaid category, all the service providers need to maintain their performance.
- In case of prepaid category, all the service providers need to improve upon their performance.

8.2.3 Help Services including Customer Grievance Redressal

 All the service providers need to improve upon their performance on this parameter in urban as well as rural areas (except Vodafone).

8.2.4 Network Performance, Reliability and Availability

 All the service providers need to improve on this parameter in urban as well as rural areas.

8.2.5 Maintainability

 All the service providers need to improve upon their performance on this parameter in urban as well as rural areas.

8.2.6 Supplementary & Value Added Services

- All the service providers need to improve upon their performance in rural areas.
- Idea and Rel Tel need to improve their performance in urban and rural areas.

8.2.7 Complaint Redressal Mechanism

 BSNL should increase awareness about the complaint centre and Appellate Authority among its customers through various media.





8.3 Broadband Services

8.3.1 Provision of Service

 Ortel needs to maintain its performance on this parameter while BSNL needs to improve its performance for this parameter.

8.3.2 Billing Performance

 Ortel needs to maintain its performance on this parameter while BSNL needs to improve its performace in urban areas.

8.3.3 Help Services

BSNL and Ortel need to improve their performance on this parameter.

8.3.4. Network Performance, Reliability and Availability

 Ortel needs to maintain its performance on this parameter while BSNL needs to improve its performance for this parameter.

8.3.5 Maintainability

 As the satisfaction level of broadband customers is low, there is a strong need for BSNL and Ortel to improve their performance on this parameter.

8.3.6 Supplementary and Value Added Services

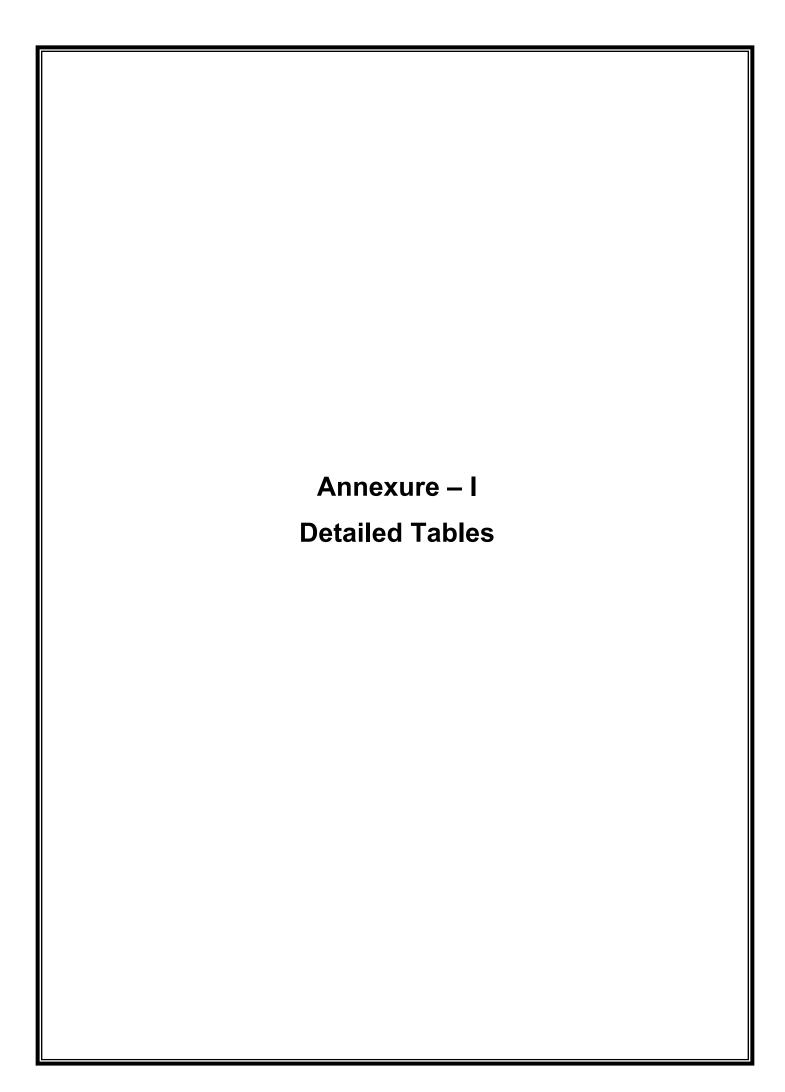
BSNL and Ortel need to improve their performance on this parameter.

8.3.7 Overall Quality of Service

BSNL needs to improve on this parameter while Ortel needs to maintain it.

8.3.8 Complaint Redressal Mechanism

BSNL and Ortel should increase awareness about the complaint centre and Appellate Authority among their customers through various media.







ANNEXURE-BASIC TELEPHONE SERVICE

1(a) Have you taken a telephone connection shifted your connection or had your connection temporarily suspended in the last 6 months?									
Service Providers Yes No Total									
DCNII (Total)	Count	60	340	400					
BSNL (Total)	%	15.0	85.0	100					
DCNII (Linkson)	Count	40	241	281					
BSNL (Urban)	%	14.2	85.8	100					
DONIL (DI)	Count	20	99	119					
BSNL (Rural)	%	16.8	83.2	100					

1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?

phone connection:								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	45	8	37	13	2	60	
DOINE (Total)	%	75.0	13.3	61.7	21.7	3.3	100	
BSNL (Urban)	Count	32	4	28	6	2	40	
BOINE (UIDAII)	%	80.0	10.0	70.0	15.0	5.0	100	
BSNL (Rural)	Count	13	4	9	7	0	20	
DOINE (Rufal)	%	65.0	20.0	45.0	35.0	0.0	100	

2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?									
Service Providers Yes No Total									
DCNII /Total)	Count	21	39	60					
BSNL (Total)	%	35.0	65.0	100					
DCNII (Link on)	Count	13	27	40					
BSNL (Urban)	%	32.5	67.5	100					
DCNII (D. mal)	Count	8	12	20					
BSNL (Rural)	%	40.0	60.0	100					

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

resulted to tall in p	rolling to this plane or changes.								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
DCNII /Tatal)	Count	50	3	47	10	0	60		
BSNL (Total)	%	83.3	5	78.3	16.7	0.0	100		
DCNII (Lirbon)	Count	32	0	32	8	0	40		
BSNL (Urban)	%	80.0	0.0	80.0	20.0	0.0	100		
DCNI (Dural)	Count	18	3	15	2	0	20		
BSNL (Rural)	%	90.0	15.0	75.0	10.0	0.0	100		



B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))

4. How satisfied are you with the time taken to deliver your bills?									
Service Providers Overall satisfied= (A+B) Overall satisfied Satisfied Satisfied Satisfied Satisfied Dissatisfied Dissatisfied									
DONII /T-1-1)	Count	364	16	348	29	7	400		
BSNL (Total)	%	91.0	4.0	87.0	7.3	1.8	100		
DCNII /Link a.m.)	Count	253	1	252	24	4	281		
BSNL (Urban) %		90.1	0.4	89.7	8.5	1.4	100		
DCNII (Durrell)	Count	111	15	96	5	3	119		
BSNL (Rural)	%	93.3	12.6	80.7	4.2	2.5	100		

5(a). How satisfied are you with the accuracy & completeness of the bills?									
Service Providers Overall satisfied= (A+B) Overall satisfied									
DONI (T-1-1)	Count	365	20	345	32	3	400		
BSNL (Total)	%	91.3	5.0	86.3	8.0	0.8	100		
DCNII (Link on)	Count	248	5	243	30	3	281		
BSNL (Urban)	%	88.3	1.8	86.5	10.7	1.1	100		
DCNII (Durol)	Count	117	15	102	2	0	119		
BSNL (Rural)	%	98.3	12.6	85.7	1.7	0.0	100		

5(b). Please specify the reason(s) for your dissatisfaction.									
Service Prov	viders	Charges not as per tariff plan subscrib ed	Tariff plan changed without informati on	Charged for value added services not subscrib ed	Charged for calls/ser vices not made/us ed	Details like item- wise charges are not provided	Calculatio ns are not clear	Others	Total
BSNL (Total)	Count	3	19	4	6	2	1	0	33
DOINE (TOTAL)	%	9.1	57.6	12.1	18.2	6.1	3.0	0.0	100
DCNII /Linkana)	Count	1	0	1	0	0	0	0	2
BSNL (Urban) %		50.0	0.0	50.0	0.0	0.0	0.0	0.0	100
BSNL (Rural)	Count	4	19	5	6	2	1	0	35
BOINE (Rulai)	%	11.4	54.3	14.3	17.1	5.7	2.9	0.0	100

6. Have you mad	6. Have you made any billing related complaints in the last 6 months?									
Service Pro	Service Providers Yes No Total									
DCNII (Total)	Count	49	351	400						
BSNL (Total)	%	12.3	87.8	100						
DCNI (Lirbon)	Count	33	248	281						
BSNL (Urban)	%	11.7	88.3	100						
DCNII (Durrell)	Count	16	103	119						
BSNL (Rural)	%	13.4	86.6	100						





7. How satisfied are you with the process of resolution of billing complaints?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
DCNI (Total)	Count	19	0	19	26	4	49		
BSNL (Total)	%	38.8	0.0	38.8	53.1	8.2	100		
DCNI (Lirbon)	Count	11	0	11	21	1	33		
BSNL (Urban)	%	33.3	0.0	33.3	63.6	3.0	100		
BSNL (Rural)	Count	8	0	8	5	3	16		
	%	50.0	0.0	50.0	31.3	18.8	100		

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
DCNII (Total)	Count	383	13	370	16	1	400		
BSNL (Total)	%	95.8	3.3	92.5	4.0	0.3	100		
DCNI (Urban)	Count	268	2	266	12	1	281		
BSNL (Urban)	%	95.4	0.7	94.7	4.3	0.4	100		
BSNL (Rural)	Count	115	11	104	4	0	119		
	%	96.6	9.2	87.4	3.4	0.0	100		

9. Please specify	the reason	(s) for your d	issatisfaction.				
Service Pro	viders	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	Others	Total
BSNL (Total)	Count	2	1	7	8	0	18
BOINE (Total)	%	11.8	5.9	41.2	47.1	0.0	100
DCNI (Lirbon)	Count	2	0	6	6	0	14
BSNL (Urban)	%	15.4	0.0	46.2	46.2	0.0	100
BSNL (Rural)	Count	0	1	1	2	0	4
	%	0.0	25.0	25.0	50.0	0.0	100



C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?									
Service Pr	oviders	Yes	No	Total					
BSNL (Total)	Count	127	273	400					
BSINL (TOTAL)	%	31.8	68.3	100					
DCNI (Lirbon)	Count	81	200	281					
BSNL (Urban)	%	28.8	71.2	100					
BSNL (Rural)	Count	46	73	119					
	%	38.7	61.3	100					

12(a). How satisfied are you with the ease of access of complaint centre/customer care or helpline?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
DCNII /Total)	Count	78	3	75	47	2	127		
BSNL (Total)	%	61.5	2.4	59.1	37.0	1.6	100		
DCNII (Lirban)	Count	54	0	54	26	1	81		
BSNL (Urban)	%	66.7	0.0	66.7	32.1	1.2	100		
BSNL (Rural)	Count	24	3	21	21	1	46		
	%	52.2	6.5	45.7	45.7	2.2	100		

12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	64	3	61	61	2	127		
BSINE (Total)	%	50.4	2.4	48.0	48.0	1.6	100		
DCNI (Urban)	Count	40	0	40	40	1	81		
BSNL (Urban)	%	49.4	0.0	49.4	49.4	1.2	100		
BSNL (Rural)	Count	24	3	21	21	1	46		
	%	52.2	6.5	45.7	45.7	2.2	100		

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	72	2	70	51	4	127
	%	56.7	1.6	55.1	40.2	3.1	100
DCNII /Link ous)	Count	49	0	49	29	3	81
BSNL (Urban)	%	60.5	0.0	60.5	35.8	3.7	100
BSNL (Rural)	Count	23	2	21	22	1	46
	%	50.0	4.3	45.7	47.8	2.2	100





14. How satisfied are you with the problem solving ability of the customer care executive(s)?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	75	3	72	50	2	127		
DOINE (Total)	%	59.1	2.4	56.7	39.4	1.6	100		
BSNL (Urban)	Count	48	1	47	33	0	81		
BOINE (Olbail)	%	59.2	1.2	58.0	40.7	0.0	100		
BSNL (Rural)	Count	27	2	25	17	2	46		
	%	58.6	4.3	54.3	37.0	4.3	100		

15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
BSNL (Total)	Count	64	1	63	50	13	127			
DOINE (Total)	%	50.4	0.8	49.6	39.4	10.2	100			
BSNL (Urban)	Count	42	0	42	31	8	81			
BOINE (Olbail)	%	51.9	0.0	51.9	38.3	9.9	100			
BSNL (Rural)	Count	22	1	21	19	5	46			
	%	47.9	2.2	45.7	41.3	10.9	100			

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	307	14	293	88	5	400		
DOINE (Total)	%	76.8	3.5	73.3	22.0	1.3	100		
BCNI (Urban)	Count	224	1	223	53	4	281		
BSNL (Urban)	%	79.8	0.4	79.4	18.9	1.4	100		
BSNL (Rural)	Count	83	13	70	35	1	119		
	%	69.7	10.9	58.8	29.4	0.8	100		

17. How satisfied are you with the ability to make or receive calls easily?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	295	14	281	101	4	400		
	%	73.8	3.5	70.3	25.3	1.0	100		
BSNL (Urban)	Count	220	2	218	59	2	281		
BOINE (Olbail)	%	78.3	0.7	77.6	21.0	0.7	100		
BSNL (Rural)	Count	75	12	63	42	2	119		
	%	63.0	10.1	52.9	35.3	1.7	100		





18. How satisfied	18. How satisfied are you with the voice quality?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
BSNL (Total)	Count	302	13	289	92	6	400				
DOINE (Total)	%	75.6	3.3	72.3	23.0	1.5	100				
BSNL (Urban)	Count	216	2	214	61	4	281				
BOINE (UIDAII)	%	76.9	0.7	76.2	21.7	1.4	100				
BSNL (Rural)	Count	86	11	75	31	2	119				
DOINE (Ruidi)	%	72.2	9.2	63.0	26.1	1.7	100				

19. How many times has your telephone connection required repair in the last 6 months?									
Service Providers		Nil One time 2-3 times		More than 3 times	Total				
BSNL (Total)	Count	147	86	139	28	400			
DOINE (Total)	%	36.8	21.5	34.8	7	100			
BSNL (Urban)	Count	99	61	106	15	281			
BOINE (UIDAII)	%	35.2	21.7	37.7	5.3	100			
BSNL (Rural)	Count	48	25	33	13	119			
	%	40.3	21	27.7	10.9	100			

20. How long did it take generally for repairing the fault after lodging a complaint?									
Service Pr	oviders	1 day	2-3 days	4-7 days	More than 7 days	Total			
BSNL (Total)	Count	33	146	46	28	253			
DOINE (Total)	%	13	57.7	18.2	11.1	100			
BSNL (Urban)	Count	18	115	36	13	182			
BOINE (Olbail)	%	9.9	63.2	19.8	7.1	100			
BSNL (Rural)	Count	15	31	10	15	71			
	%	21.1	43.7	14.1	21.1	100			

21. How satisfied	21. How satisfied are you with the fault repair service?										
Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
DCNI /Total)	Count	179	7	172	72	2	253				
BSNL (Total)	%	70.8	2.8	68.0	28.5	0.8	100				
BSNL (Urban)	Count	134	2	132	47	1	182				
BOINE (Olball)	%	73.6	1.1	72.5	25.8	0.5	100				
BSNL (Rural)	Count	45	5	40	25	1	71				
DOINE (INIIII)	%	63.3	7.0	56.3	35.2	1.4	100				



F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?								
Service Pr	roviders	Yes	No	Total				
DCNII (Total)	Count	1	399	400				
BSNL (Total)	%	0.3	99.8	100				
DCNI (Lirbon)	Count	1	280	281				
BSNL (Urban)	%	0.4	99.6	100				
DOM: (D 1)	Count	0	119	119				
BSNL (Rural)	%	0.0	100	100				

23. How satisfied are you with the quality of the supplementary services / value added service provided?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	1	0	1	0	0	1		
DOINE (Total)	%	100	0.0	100	0.0	0.0	100		
BSNL (Urban)	Count	1	0	1	0	0	1		
BOINE (UIDAII)	%	100	0.0	100	0.0	0.0	100		
PSMI (Pural)	Count	0	0	0	0	0	0		
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0		

` '	24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?									
Service Pro	oviders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
DCNI (Total)	Count	1	0	1	0	0	1			
BSNL (Total)	%	100	0.0	100	0.0	0.0	100			
BSNL (Urban)	Count	1	0	1	0	0	1			
BOINE (Olbail)	%	100	0.0	100	0.0	0.0	100			
BSNL (Rural)	Count	0	0	0	0	0	0			
BOINE (Rulai)	%	0.0	0.0	0.0	0.0	0.0	0.0			

24(b).Please tell	24(b).Please tell me reasons for your dissatisfaction										
Service Pro	viders	Not informed of Activated charges without conser		Not informed about toll free number for unsubscribing	Others	Tota I					
BSNL (Total)	Count	-	-	-	-	-					
BSINE (Total)	%	-	-	-	-	-					
BSNI (Lirban)	Count	-	-	-	-	-					
BSNL (Urban)	%	-	-	-	-	-					
DCNII (Durrell)	Count	-	-	-	-	-					
BSNL (Rural)	%	-	-	-	-	-					





25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?								
Service Providers Yes No Total								
BSNL (Total)	Count	5	395	400				
BOINE (Total)	%	1.3	98.8	100				
DCNI (Lirbon)	Count	2	279	281				
BSNL (Urban)	%	0.7	99.3	100				
BSNL (Rural)	Count	3	116	119				
	%	2.5	97.5	100				

25(a). How satis	25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?										
Service Pro	oviders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
BSNL (Total)	Count	4	0	4	1	0	5				
DOINE (Total)	%	80.0	0.0	80.0	20.0	0.0	100				
BSNL (Urban)	Count	2	0	2	0	0	2				
BOINE (Olbail)	%	100	0.0	100	0.0	0.0	100				
DCNI (Durol)	Count	2	0	2	1	0	3				
BSNL (Rural)	%	66.7	0.0	66.7	33.3	0.0	100				

G. OVERALL CUSTOMER SATISFACTION

Service Pr	oviders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	316	12	304	81	3	400
BOINE (Total)	%	79.0	3.0	76.0	20.3	0.8	100
DCNII (Urban)	Count	229	3	226	50	2	281
BSNL (Urban)	%	81.5	1.1	80.4	17.8	0.7	100
BCNI (Bural)	Count	87	9	78	31	1	119
BSNL (Rural)	%	73.1	7.6	65.5	26.1	0.8	100

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?									
Service Pro	oviders	Broadband	Mobile	Other	None	Total			
DCNII (Total)	Count	45	111	253	400	45			
BSNL (Total)	%	11.3	27.8	63.3	100	11.3			
DCNI (Lirban)	Count	34	85	171	281	34			
BSNL (Urban)	%	12.1	30.2	60.9	100	12.1			
BSNL (Rural)	Count	11	26	82	119	11			
	%	9.2	21.8	68.9	100	9.2			

28(a). Have you terminated a telephone connection that you had in the last 6 month?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	3	397	400			
BOINE (Total)	%	0.8	99.3	100			
BSNL (Urban)	Count	1	280	281			
BOINE (OIDAII)	%	0.4	99.6	100			
BSNL (Rural)	Count	2	117	119			
DOINE (Ruidi)	%	1.7	98.3	100			





28(b). If Yes, Please name your service provider?									
Service Providers		Airtel	BSNL	Reliance	Tata	Total			
BSNL (Total)	Count	0	3	0	0	3			
DOINE (Total)	%	0.0	100	0.0	0.0	100			
DCNII (Lirban)	Count	0	1	0	0	1			
BSNL (Urban)	%	0.0	100	0.0	0.0	100			
DCNII (Durol)	Count	0	2	0	0	2			
BSNL (Rural)	%	0.0	100	0.0	0.0	100			

29. How many days were taken for termination of your telephone connection?								
Service Providers		1 day 2-3 days 4-7 days		4-7 days	More than 7 days	Total		
BSNL (Total)	Count	1	1	0	1	3		
DOINE (Total)	%	33.3	33.3	0.0	33.3	100		
DCNII (Lirbon)	Count	0	1	0	0	1		
BSNL (Urban)	%	0.0	100	0.0	0.0	100		
BCNI (Pural)	Count	1	0	0	1	2		
BSNL (Rural)	%	50.0	0.0	0.0	50.0	100		

30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?								
Service Pr	oviders	Yes	No	Total				
BSNL (Total)	Count	16	384	400				
BOINE (Total)	%	4.0	96.0	100				
DCNI (Lirban)	Count	12	269	281				
BSNL (Urban)	%	4.3	95.7	100				
DCNI (Durol)	Count	4	115	119				
BSNL (Rural)	%	3.4	96.6	100				

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?							
Service Providers		Yes	No	Total			
DCNII (Total)	Count	24	376	400			
BSNL (Total)	%	6.0	94.0	100			
DCNII /Link a.m.)	Count	13	268	281			
BSNL (Urban)	%	4.6	95.4	100			
BSNL (Rural)	Count	11	108	119			
	%	9.2	90.8	100			

32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	5	19	24			
DOINE (TOtal)	%	20.8	79.2	100			
DCNII /Lirbon)	Count	1	12	13			
BSNL (Urban)	%	7.7	92.3	100			
BSNL (Rural)	Count	4	7	11			
	%	36.4	63.6	100			



32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

Service Providers		Stopped Considerable receiving decrease		Slight decrease	No change	Total	
BSNL (Total)	Count	4	1	0	0	5	
	%	80.0	20.0	0.0	0.0	100	
BSNI (Urban)	Count	1	0	0	0	1	
BSNL (Urban)	%	100	0.0	0.0	0.0	100	
BSNL (Rural)	Count	3	1	0	0	4	
	%	75.0	25.0	0.0	0.0	100	

32(c). Have you made any complaint to your service provider on getting such unwanted tele-marketing calls/ SMS even after registering your telephone number?

caller of the arter registering your telephone names.								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	1	4	5				
	%	20.0	80.0	100				
BSNL (Urban)	Count	0	1	1				
DOINE (Olbali)	%	0.0	100	100				
BSNL (Rural)	Count	1	3	4				
	%	25.0	75.0	100				

32(d). If Yes, then indicate whether									
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint Complaint was registered by the service provider and did not inform about the action taken on the complaint		Service Provider refused to register the complaint	Difficult to lodge the complaint	Total			
BSNL (Total)	Count	1	0	0	0	1			
DOINE (10tal)	%	100	0.0	0.0	0.0	100			
DCNI (Lirban)	Count	0	0	0	0	0			
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0			
PSNI (Pural)	Count	1	0	0	0	1			
BSNL (Rural)	%	100	0.0	0.0	0.0	100			

33. On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?												
Service Pro	1	2	3	4	5	6	7	8	9	10	Total	
DONI (T-1-I)	Count	1	9	49	27	46	70	156	34	8	400	1
BSNL (Total)	%	0.3	2.3	12.3	6.8	11.5	17.5	39.0	8.5	2.0	100	0.3
DCNII (Lirban)	Count	1	3	33	17	33	45	126	20	3	281	1
BSNL (Urban)	%	0.4	1.1	11.7	6.0	11.7	16.0	44.8	7.1	1.1	100	0.4
BSNL (Rural)	Count	0	6	16	10	13	25	30	14	5	119	0
	%	0.0	5.0	13.4	8.4	10.9	21.0	25.2	11.8	4.2	100	0.0



100

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

38.7

34. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	212	188	400				
DSINL (Total)	%	53.0	47.0	100				
BSNL (Urban)	Count	166	115	281				
	%	59.1	40.9	100				
BSNL (Rural)	Count	46	73	119				
	0/:	20.7	61.2	100				

61.3

35. From where	35. From where, you got to know about the toll free customer care number?										
Service Providers		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total			
DONII (T-4-I)	Count	15	20	11	34	139	30	249			
BSNL (Total)	%	7.1	9.4	5.2	16.0	65.6	14.2	100			
DCNI (Lirbon)	Count	13	13	5	29	112	22	194			
BSNL (Urban)	%	7.8	7.8	3.0	17.5	67.5	13.3	100			
PCNI (Pural)	Count	2	7	6	5	27	8	55			
BSNL (Rural)	%	4.3	15.2	13.0	10.9	58.7	17.4	100			

36. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?						
Service Providers Yes No Total						
DCNII (Total)	Count	70	148	218		
BSNL (Total)	%	32.1	67.9	100		
DCNII (Lirbon)	Count	60	111	171		
BSNL (Urban)	%	35.1	64.9	100		
BSNL (Rural)	Count	10	37	47		
	%	21.3	78.7	100		

-	37. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total	
BSNL (Total)	Count	19	39	8	4	0	70	
DOINE (Total)	%	27.1	55.7	11.4	5.7	0.0	100	
BSNL (Urban)	Count	15	34	7	4	0	60	
	%	25.0	56.7	11.7	6.7	0.0	100	
PCNI (Pural)	Count	4	5	1	0	0	10	
BSNL (Rural)	%	40.0	50.0	10.0	0.0	0.0	100	



38. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

regionation, time or complaint regionation and the time training training of complaint time accordant						
Service Providers		Yes	No	Total		
BSNL (Total)	Count	7	63	70		
BSINL (TOTAL)	%	10.0	90.0	100		
DCNI (Urban)	Count	5	55	60		
BSNL (Urban)	%	8.3	91.7	100		
BSNL (Rural)	Count	2	8	10		
	%	20.0	80.0	100		

39. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

Service Providers		Yes	No	Total	
BSNL (Total)	Count	8	62	70	
DOINE (TOtal)	%	11.4	88.6	100	
PCNI (Lirban)	Count	4	56	60	
BSNL (Urban)	%	6.7	93.3	100	
BSNL (Rural)	Count	4	6	10	
DOINE (INdial)	%	40.0	60.0	100	

40. Was your complaint resolved by the complaint centre within three (3) days?

40. was your co	40. was your complaint resolved by the complaint centre within three (3) days?						
Service Providers		Yes No		Total			
BSNL (Total)	Count	36	34	70			
DOINE (TOtal)	%	51.4	48.6	100			
RSNI (Hrban)	Count	31	29	60			
BSNL (Urban)	%	51.7	48.3	100			
BSNL (Rural)	Count	5	5	10			
	%	50.0	50.0	100			

41. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?

Within loar (4) W	within roar (4) weeks after you loage the complaint:						
Service Pro	oviders	Yes	No	Not applicable	Total		
BSNL (Total)	Count	15	34	21	70		
DOINE (TOTAL)	%	21.4	48.6	30.0	100		
BCNI (Urban)	Count	11	28	21	60		
BSNL (Urban)	%	18.3	46.7	35.0	100		
BSNL (Rural)	Count	4	6	0	10		
DOINE (INUIAI)	%	40.0	60.0	0.0	100		

42. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?

Service Providers		Yes	No	Total
BSNL (Total)	Count	10	390	400
DOINE (TOtal)	%	2.5	97.5	100
PSNI (Urban)	Count	6	275	281
BSNL (Urban)	%	2.1	97.9	100
BSNL (Rural)	Count	4	115	119
	%	3.4	96.6	100



43. From where, you got to know about the contact details of the appellate authority? Display at Website complaint of the Telephone **Service Providers** Newspaper centers/ Other Total service bills sales provider outlets Count 3 10 2 1 3 1 BSNL (Total) % 100 20.0 10.0 30.0 30.0 10.0 Count 2 2 6 0 1 BSNL (Urban) % 33.3 16.7 33.3 16.7 0.0 100 Count 0 0 1 2 1 4 BSNL (Rural) % 0.0 0.0 25.0 50.0 25.0 100

44. Have you filed any appeal in last six (6) months?						
Service Providers Yes No Total						
BSNL (Total)	Count	2	8	10		
BOINE (Total)	%	20.0	80.0	100		
BSNL (Urban)	Count	1	5	6		
BOINE (UIDAII)	%	16.7	83.3	100		
BSNL (Rural)	Count	1	3	4		
BOINE (Rulai)	%	25.0	75.0	100		

45. How did you file your appeal to the appellate authority?								
Service Pro	viders	E-mail	Fax	Letter (post/ courier)	In person (self)	Other	Total	
BSNL (Total)	Count	0	0	1	1	0	2	
BOINE (Total)	%	0.0	0.0	50.0	50.0	0.0	100	
BSNL (Urban)	Count	0	0	1	0	0	1	
BONE (Olban)	%	0.0	0.0	100	0.0	0.0	100	
BSNL (Rural)	Count	0	0	0	1	0	1	
BOINE (INdiai)	%	0.0	0.0	0.0	100	0.0	100	

46. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?						
Service P	roviders	Yes	No	Total		
BSNL (Total)	Count	0	2	2		
BSINE (Total)	%	0.0	100	100		
DCNII (Urbon)	Count	0	1	1		
BSNL (Urban)	%	0.0	100	100		
BSNL (Rural)	Count	0	1	1		
	%	0.0	100	100		





47. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?							
Service Pro	oviders	Yes	No	Appeal filed only	Total		
BSNL (Total)	Count	1	1	0	2		
BOINE (Total)	%	50.0	50.0	0.0	100		
DCNI (Urban)	Count	1	0	0	1		
BSNL (Urban)	%	100	0.0	0.0	100		
BSNL (Rural)	Count	0	1	0	1		
	%	0.0	100	0.0	100		

48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?						
Service Pr	oviders	Yes No		Total		
DCNII (Total)	Count	-	-	-		
BSNL (Total)	%	-	=	-		
DCNI /Lirbon	Count	-	=	-		
BSNL (Urban)	%	-	=	-		
BSNL (Rural)	Count	-	-	-		
	%	-	-	-		

49. Have you be	49. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?								
Service Providers Yes No Total									
BSNL (Total)	Count	-	-	-					
DOINE (Total)	%	-	-	-					
BSNL (Urban)	Count	-	-	-					
BOINE (Olbail)	%	-	-	-					
BSNL (Rural)	Count	-	-	-					
DOINE (INdial)	%	-	-	-					

50. What were the	50. What were the reason(s) for denying your request?									
Service Providers		No reason given Technical problem		Others	Total					
BSNL (Total)	Count	-	-	-	-					
BOINE (Total)	%	-	-	-	-					
BSNL (Urban)	Count	-	-	-	-					
DOINE (Olbail)	%	-	-	-	-					
BSNL (Rural)	Count	-	-	-	-					
DOINE (INUIAI)	%	-	-	-	-					

51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"

Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	162	133	105	400
DOINE (TOTAL)	%	40.5	33.3	26.3	100
DCNI (Urban)	Count	126	91	64	281
BSNL (Urban)	%	44.8	32.4	22.8	100
BSNL (Rural)	Count	36	42	41	119
DOINE (Ruidi)	%	30.3	35.3	34.5	100





ANNEXURE-CELLULAR MOBILE SERVICES

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

Service Provi	ders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)		383	29	354	7	1	391
Aircel (Total)	%	97.9	7.4	90.5	1.8	0.3	100
Aireal (Lirban)	Count	269	14	255	4	0	273
Aircel (Urban)	%	98.5	5.1	93.4	1.5	0.0	100
Aireal (Burel)	Count	114	15	99	3	1	118
Aircel (Rural)	%	96.6	12.7	83.9	2.5	0.8	100
Airtel (Total)	Count	381	24	357	11	0	392
Airtei (Total)	%	97.2	6.1	91.1	2.8	0.0	100
Airtal (Lirban)	Count	261	9	252	7	0	268
Airtel (Urban)	%	97.4	3.4	94	2.6	0.0	100
Airtol (Burol)	Count	120	15	105	4	0	124
Airtel (Rural)	%	96.8	12.1	84.7	3.2	0.0	100
BSNL (Total)	Count	382	38	344	6	2	390
BSINL (Total)	%	97.9	9.7	88.2	1.5	0.5	100
BSNL (Urban)	Count	270	22	248	4	0	274
%	98.5	8	90.5	1.5	0.0	100	
Count Count	112	16	96	2	2	116	
BSNL (Rural)	%	96.6	13.8	82.8	1.7	1.7	100
Cour	Count	378	19	359	7	0	385
Idea (Total)	%	98.1	4.9	93.2	1.8	0.0	100
Count	Count	265	11	254	5	0	270
Idea (Urban)	%	98.2	4.1	94.1	1.9	0.0	100
Idea (Dural)	Count	113	8	105	2	0	115
Idea (Rural)	%	98.3	7	91.3	1.7	0.0	100
D-1 O (T-t-1)	Count	373	32	341	12	0	385
Rel Com (Total)	%	96.9	8.3	88.6	3.1	0.0	100
Dal Cara (Llubara)	Count	310	29	281	11	0	321
Rel Com (Urban)	%	96.5	9	87.5	3.4	0.0	100
Rel Com (Rural)	Count	63	3	60	1	0	64
Rei Com (Ruiai)	%	98.5	4.7	93.8	1.6	0.0	100
Dol Tol (Total)	Count	378	33	345	15	0	393
Rel Tel (Total)	%	96.2	8.4	87.8	3.8	0.0	100
Dol Tol (Urban)	Count	264	13	251	11	0	275
Rel Tel (Urban)	%	96	4.7	91.3	4	0.0	100
Pol Tol (Durol)	Count	114	20	94	4	0	118
Rel Tel (Rural)	%	96.6	16.9	79.7	3.4	0.0	100
TATA (Total)	Count	373	23	350	13	2	388
IAIA (IUIdi)	%	96.1	5.9	90.2	3.4	0.5	100
TATA (Urban)	Count	261	14	247	10	0	271
(015411)	%	96.3	5.2	91.1	3.7	0.0	100
TATA (Rural)	Count	112	9	103	3	2	117
,	%	95.7	7.7	88	2.6	1.7	100





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

Service Provi	iders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	378	20	358	7	2	387
Offition (Total)	%	97.7	5.2	92.5	1.8	0.5	100
Uninor (Urban)	Count	313	14	299	6	0	319
Official (Ofbart)	%	98.1	4.4	93.7	1.9	0.0	100
Uninor (Rural)	Count	65	6	59	1	2	68
Offilior (Kurai)	%	95.6	8.8	86.8	1.5	2.9	100
Vodafone (Total)	(adafana (Tatal) Count	384	21	363	4	0	388
vodalone (Total)	%	99	5.4	93.6	1	0.0	100
Vodafone	Count	263	6	257	4	0	267
(Urban)	%	98.5	2.2	96.3	1.5	0.0	100
Vodafone (Rural)	Count	121	15	106	0	0	121
vouaione (Ruiai)	%	100	12.4	87.6	0	0.0	100
Overall	Count	3410	239	3171	82	7	3499
Overall	%	97.4	6.8	90.6	2.3	0.2	100
Overall (Urban)	Count	2476	132	2344	62	0	2538
	%	97.6	5.2	92.4	2.4	0.0	100
Overall (Rural)	Count	934	107	827	20	7	961
Overall (Itural)	%	97.2	11.1	86.1	2.1	0.7	100





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

Service Pro	oviders	Yes	No	Total
	Count	150	241	391
Aircel (Total)	%	38.4	61.6	100
A: 1(111)	Count	72	201	273
Aircel (Urban)	%	26.4	73.6	100
	Count	78	40	118
Aircel (Rural)	%	66.1	33.9	100
A: (1 (T ())	Count	147	245	392
Airtel (Total)	%	37.5	62.5	100
A: (1 (1 1 1)	Count	72	196	268
Airtel (Urban)	%	26.9	73.1	100
	Count	75	49	124
Airtel (Rural)	%	60.5	39.5	100
	Count	146	244	390
BSNL (Total)	%	37.4	62.6	100
	Count	90	184	274
BSNL (Urban)	%	32.8	67.2	100
	Count	56	60	116
BSNL (Rural)	%	48.3	51.7	100
	Count	132	253	385
Idea (Total)	%	34.3	65.7	100
	Count	68	202	270
Idea (Urban)	%	25.2	74.8	100
	Count	64	51	115
Idea (Rural)	%	55.7	44.3	100
	Count	102	283	385
Rel Com (Total)	%	26.5	73.5	100
	Count	73	248	321
Rel Com (Urban)	%	22.7	77.3	100
	Count	29	35	64
Rel Com (Rural)	%	45.3	54.7	100
	Count	152	241	393
Rel Tel (Total)	%	38.7	61.3	100
	Count	78	197	275
Rel Tel (Urban)	%	28.4	71.6	100
	Count	74	44	118
Rel Tel (Rural)	%	62.7	37.3	100
	Count	137	251	388
TATA (Total)	%	35.3	64.7	100
	Count	73	198	271
TATA (Urban)	%	26.9	73.1	100
	Count	64	53	117
TATA (Rural)	%	54.7	45.3	100
	Count	92	295	387
Uninor (Total)	%	23.8	76.2	100
	Count	59	260	319
Uninor (Urban)	%	18.5	81.5	100
	1	10.0		
Uninor (Rural)	Count	33	35	68





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

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	170	218	388
vodalone (Total)	%	43.8	56.2	100
Vodafone (Urban)	Count	102	165	267
vodalone (orban)	%	38.2	61.8	100
Vodafone (Rural)	Count	68	53	121
vodalone (Itulai)	%	56.2	43.8	100
Overall	Count	1228	2271	3499
Overall	%	35.1	64.9	100
Overall (Urban)	Count	687	1851	2538
Overall (Olball)	%	27.1	72.9	100
Overall (Rural)	Count	541	420	961
Overall (Rural)	%	56.3	43.7	100





3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

related to tai	in plans	& cnarges ? Overall					
Service Provi		satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	367	13	354	24	0	391
7 111001 (1 0101)	%	93.8	3.3	90.5	6.1	0.0	100
Aircel (Urban)	Count	259	5	254	14	0	273
7 arcer (Orbari)	%	94.8	1.8	93.0	5.1	0.0	100
Aircel (Rural)	Count	108	8	100	10	0	118
	%	91.5	6.8	84.7	8.5	0.0	100
Airtel (Total)	Count	367	22	345	22	3	392
Airter (Total)	%	93.6	5.6	88.0	5.6	0.8	100
Count	Count	253	8	245	13	2	268
Airtel (Urban)	%	94.4	3.0	91.4	4.9	0.7	100
Aintal (Dunal)	Count	114	14	100	9	1	124
Airtel (Rural)	%	91.9	11.3	80.6	7.3	0.8	100
DONII /T-4-1\	Count	352	26	326	33	5	390
BSNL (Total)	%	90.3	6.7	83.6	8.5	1.3	100
DOM: (111)	Count	259	13	246	14	1	274
BSNL (Urban)	%	94.5	4.7	89.8	5.1	0.4	100
DOM: (D 1)	Count	93	13	80	19	4	116
BSNL (Rural)	%	80.2	11.2	69.0	16.4	3.4	100
Idea (Total)	Count	363	19	344	21	1	385
	%	94.3	4.9	89.4	5.5	0.3	100
	Count	256	13	243	14	0	270
Idea (Urban)	%	94.8	4.8	90.0	5.2	0.0	100
	Count	107	6	101	7	1	115
Idea (Rural)	%	93	5.2	87.8	6.1	0.9	100
	Count	373	12	361	12	0	385
Rel Com (Total)	%	96.9	3.1	93.8	3.1	0.0	100
	Count	313	5	308	8	0	321
Rel Com (Urban)	%	97.6	1.6	96.0	2.5	0.0	100
	Count	60	7	53	4	0	64
Rel Com (Rural)	%	93.7	10.9	82.8	6.3	0.0	100
	Count	367	27	340	25	1	393
Rel Tel (Total)	%	93.4	6.9	86.5	6.4	0.3	100
	Count	258	3	255	17	0.5	275
Rel Tel (Urban)	%	93.8	1.1	92.7	6.2	0.0	100
	Count	109	24	85	8	1	118
Rel Tel (Rural)	%	92.3	20.3	72.0	6.8	0.8	100
	Count	364	20.3	342	24	0.0	388
TATA (Total)	%	93.8	5.7	88.1	6.2	0.0	100
TATA (11-1)	Count	257	6	251	14	0	271
TATA (Urban)	%	94.8	2.2	92.6	5.2	0.0	100
TATA (Rural)	Count	107	16	91	10	0	117
(italai)	%	91.5	13.7	77.8	8.5	0.0	100





3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

Service Provi	ders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	371	21	350	15	1	387
Offinior (Total)	%	95.8	5.4	90.4	3.9	0.3	100
Uninor (Urban)	Count	305	14	291	14	0	319
Offilior (Ofbari)	%	95.6	4.4	91.2	4.4	0.0	100
Uninor (Rural)	Count	66	7	59	1	1	68
Offilior (Kurai)	%	97.1	10.3	86.8	1.5	1.5	100
Vodafone (Total)	Vadefens (Tetal) Count	367	17	350	20	1	388
vodalone (Total)	%	94.6	4.4	90.2	5.2	0.3	100
Vodafone	Count	254	6	248	12	1	267
(Urban)	%	95.1	2.2	92.9	4.5	0.4	100
Vodafone (Rural)	Count	113	11	102	8	0	121
vouaione (Ruiai)	%	93.4	9.1	84.3	6.6	0.0	100
Overall	Count	3291	179	3112	196	12	3499
Overall	%	94.0	5.1	88.9	5.6	0.3	100
Overall (Urban)	Count	2414	73	2341	120	4	2538
	%	95.1	2.9	92.2	4.7	0.2	100
Overall (Rural)	Count	877	106	771	76	8	961
Overall (Itural)	%	91.2	11.0	80.2	7.9	0.8	100





BILLING RELATED- PREPAID CUSTOMERS

Overall A Vami B C B Vami									
Service Prov	/iders	satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
Aircel (Total)	Count	348	16	332	42	1	391		
ruicei (Total)	%	89	4.1	84.9	10.7	0.3	100		
Aircel (Urban)	Count	248	5	243	24	1	273		
Aircei (Orbari)	%	90.8	1.8	89.0	8.8	0.4	100		
Aircel (Rural)	Count	100	11	89	18	0	118		
Alicei (Ruiai)	%	84.7	9.3	75.4	15.3	0.0	100		
Airtal (Tatal)	Count	335	16	319	52	5	392		
Airtel (Total)	%	85.5	4.1	81.4	13.3	1.3	100		
A. (1 /1 1 1)	Count	233	4	229	31	4	268		
Airtel (Urban)	%	86.9	1.5	85.4	11.6	1.5	100		
A:	Count	102	12	90	21	1	124		
Airtel (Rural)	%	82.3	9.7	72.6	16.9	0.8	100		
DONII (T. : "	Count	334	18	316	48	5	387		
BSNL (Total)	%	86.4	4.7	81.7	12.4	1.3	100		
	Count	241	8	233	27	4	272		
BSNL (Urban)	%	88.6	2.9	85.7	9.9	1.5	100		
BSNL (Rural)	Count	93	10	83	21	1	115		
	%	80.9	8.7	72.2	18.3	0.9	100		
Idea (Total)	Count	338	11	327	45	1	384		
	%	88.1	2.9	85.2	11.7	0.3	100		
	Count	241	7	234	28	0	269		
ldea (Urban)	%	89.6	2.6	87.0	10.4	0.0	100		
	Count	97	4	93	17	1	115		
ldea (Rural)	%	84.4	3.5	80.9	14.8	0.9	100		
	Count	350	30	320	32	0.5	382		
Rel Com (Total)	%	91.7	7.9	83.8	8.4	0.0	100		
	Count	299	26	273	21	0.0	320		
Rel Com (Urban)	%	93.4	8.1	85.3	6.6	0.0	100		
	Count	51	4	47	11	0.0	62		
Rel Com (Rural)	%	82.3	6.5	75.8	17.7	0.0	100		
	Count	356	23	333	33	1	390		
Rel Tel (Total)	%	91.3	5.9			0.3	100		
	Count	+	9	85.4	8.5				
Rel Tel (Urban)	%	250		241	23	0	273		
	Count	91.6	3.3	88.3	8.4	0.0	100		
Rel Tel (Rural)	%	106	14	92	10	1	117		
	Count	90.6 361	12.0 14	78.6 347	8.5 26	0.9	100 387		
TATA (Total)	%	93.3	3.6	89.7	6.7	0.0	100		
	Count	255	4	251	16	0.0	271		
TATA (Urban)	%	94.1	1.5	92.6	5.9	0.0	100		
TATA (D	Count	106	10	96	10	0	116		
TATA (Rural)	%	91.4	8.6	82.8	8.6	0.0	100		





4(a). How satisfie	d are you v	with the accura	acy of charge	s for the serv	rices used such	as call, SMS, GP	RS etc?
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	360	12	348	26	1	387
Offilior (Total)	%	93	3.1	89.9	6.7	0.3	100
Uninor (Urban)	Count	295	6	289	24	0	319
Offilior (Ofbari)	%	92.5	1.9	90.6	7.5	0.0	100
Uninor (Rural) Count %	Count	65	6	59	2	1	68
	%	95.6	8.8	86.8	2.9	1.5	100
\/adafa:::a /Tatal\	Count	344	11	333	41	2	387
Vodafone (Total)	%	88.8	2.8	86.0	10.6	0.5	100
Vodafone	Count	238	2	236	28	0	266
(Urban)	%	89.5	0.8	88.7	10.5	0.0	100
Vodafone (Rural)	Count	106	9	97	13	2	121
vouaione (Ruiai)	%	87.6	7.4	80.2	10.7	1.7	100
Overall	Count	3126	151	2975	345	16	3487
Overali	%	89.6	4.3	85.3	9.9	0.5	100
Overall (Urban)	Count	2300	71	2229	222	9	2531
Overall (Olball)	%	90.9	2.8	88.1	8.8	0.4	100
Overall (Bural)	Count	826	80	746	123	7	956
Overall (Rural)	%	86.4	8.4	78.0	12.9	0.7	100





Service Prov	iders	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Aireal (Tatal)	Count	19	12	8	5	0	43
Aircel (Total)	%	44.2	27.9	18.6	11.6	0.0	100
A: (Count	16	3	3	3	0	25
Aircel (Urban)	%	64.0	12.0	12.0	12.0	0.0	100
Aireal (Dural)	Count	3	9	5	2	0	18
Aircel (Rural)	%	16.7	50.0	27.8	11.1	0.0	100
Aintal (Tatal)	Count	19	17	14	8	3	57
Airtel (Total)	%	33.3	29.8	24.6	14.0	5.3	100
A:	Count	14	7	6	6	3	35
Airtel (Urban)	%	40.0	20.0	17.1	17.1	8.6	100
	Count	5	10	8	2	0	22
Airtel (Rural)	%	22.7	45.5	36.4	9.1	0.0	100
50.11 (5 . 1)	Count	6	21	22	12	1	53
BSNL (Total)	%	11.3	39.6	41.5	22.6	1.9	100
BSNL (Urban) Co	Count	2	13	12	10	0	31
	%	6.5	41.9	38.7	32.3	0.0	100
BSNI (Rural)	Count	4	8	10	2	1	22
	%	18.2	36.4	45.5	9.1	4.5	100
Idea (Total)	Count	5	17	15	10	0	46
	%	10.9	37.0	32.6	21.7	0.0	100
	Count	4	9	9	7	0	28
Idea (Urban)	%	14.3	32.1	32.1	25.0	0.0	100
	Count	1	8	6	3	0	18
Idea (Rural)	%	5.6	44.4	33.3	16.7	0.0	100
	Count	5	7	13	9	1	32
Rel Com (Total)	%	15.6	21.9	40.6	28.1	3.1	100
Rel Com	Count	3	2	10	7	0	21
(Urban)	%	14.3	9.5	47.6	33.3	0.0	100
Rel Com	Count	2	5.5	3	2	1	11
(Rural)	%						
(. ()	Count	18.2 3	45.5	27.3 14	18.2 5	9.1	100
Rel Tel (Total)	%		14			0	34
		8.8	41.2	41.2	14.7	0.0	100
Rel Tel (Urban)	Count %	1	8	12	3	0	23
		4.3	34.8	52.2	13.0	0.0	100
Rel Tel (Rural)	Count	2	6	2	2	0	11
	%	18.2	54.5	18.2	18.2	0.0	100
TATA (Total)	Count	3	8	12	4	1	26
. ,	%	11.5	30.8	46.2	15.4	3.8	100
TATA (Urban)	Count	2	6	6	3	0	16
(- · · · · · · · · · · · · · · · · · ·	%	12.5	37.5	37.5	18.8	0.0	100
TATA (Rural)	Count	1	2	6	1	1	10
	%	10.0	20.0	60.0	10.0	10.0	100





4(b). Please spe	ecify the I	reason(s) for y	our dissatisf	action.			
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Uninor (Total)		4	11	4	7	1	27
Official)	%	14.8	40.7	14.8	25.9	3.7	100
Uninor (Urban)	Count	4	9	4	6	1	24
	%	16.7	37.5	16.7	25.0	4.2	100
Uninor (Rural)	Count	0	2	0	1	0	3
	%	0.0	66.7	0.0	33.3	0.0	100
Vodafone	Count	6	10	14	13	3	43
(Total)	%	14.0	23.3	32.6	30.2	7.0	100
Vodafone	Count	3	5	11	11	1	28
(Urban)	%	10.7	17.9	39.3	39.3	3.6	100
Vodafone	Count	3	5	3	2	2	15
(Rural)	%	20.0	33.3	20.0	13.3	13.3	100
Overall	Count	70	117	116	73	10	361
Overall	%	19.4	32.4	32.1	20.2	2.8	100
Overall	Count	49	62	73	56	5	231
(Urban)	%	21.2	26.8	31.6	24.2	2.2	100
Overall (Burel)	Count	21	55	43	17	5	130
Overall (Rural)	%	16.2	42.3	33.1	13.1	3.8	100





Service Pro	viders	Yes	No	Total	
	Count	110	281	391	
ircel (Total)	%	28.1	71.9	100	
	Count	69	204	273	
ircel (Urban)	%	25.3	74.7	100	
	Count	41	77	118	
ircel (Rural)	%	34.7	65.3	100	
	Count	121	271	392	
irtel (Total)	%	30.9	69.1	100	
	Count	69	199	268	
irtel (Urban)	%	25.7	74.3	100	
	Count	52	72	124	
irtel (Rural)	%	41.9	58.1	100	
	Count	71	316	387	
SSNL (Total)	%	18.3	81.7	100	
Oh III (1::	Count	44	228	272	
SNL (Urban)	%	16.2	83.8	100	
3NU /5 "	Count	27	88	115	
SNL (Rural)	%	23.5	76.5	100	
/ - : "	Count	75	309	384	
ea (Total)	%	19.5	80.5	100	
dea (Urban)	Count	42	227	269	
	%	15.6	84.4	100	
	Count	33	82	115	
ea (Rural)	%	28.7	71.3	100	
	Count	34	348	382	
el Com (Total)	%	8.9	91.1	100	
	Count	25	295	320	
el Com (Urban)	%	7.8	92.2	100	
	Count	9	53	62	
el Com (Rural)	%	14.5	85.5	100	
1.T-1./T	Count	68	322	390	
el Tel (Total)	%	17.4	82.6	100	
1 	Count	39	234	273	
el Tel (Urban)	%	14.3	85.7	100	
LT 1 (D	Count	29	88	117	
el Tel (Rural)	%	24.8	75.2	100	
TA /Tatal\	Count	75	312	387	
ATA (Total)	%	19.4	80.6	100	
ATA (Urban)	Count	53	218	271	
	%	19.6	80.4	100	
ATA (Rural)	Count %	22	94	116	
	% Count	19 50	81 337	100 387	
ninor (Total)	%	12.9	87.1	100	





5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months? Service Providers Yes No Total Count 28 319 291 Uninor (Urban) % 8.8 91.2 100 Count 22 46 68 Uninor (Rural) % 32.4 67.6 100 Count 72 315 387 Vodafone (Total) % 18.6 81.4 100 Count 266 44 222 Vodafone (Urban) % 16.5 83.5 100 Count 28 93 121 Vodafone (Rural) % 100 23.1 76.9 Count 676 3487 2811 Overall % 19.4 80.6 100 Count 413 2118 2531 Overall (Urban) % 16.3 83.7 100 Count 263 693 956 Overall (Rural) % 100 27.5 72.5





5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?

Service Prov		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	56	6	50	50	4	110
Aircel (Total)	%	51	5.5	45.5	45.5	3.6	100
	Count	31	0	31	38	0	69
Aircel (Urban)	%	44.9	0.0	44.9	55.1	0.0	100
	Count	25	6	19	12	4	41
Aircel (Rural)	%	60.9	14.6	46.3	29.3	9.8	100
	Count	68	7	61	50	3	121
Airtel (Total)	%	56.2	5.8	50.4	41.3	2.5	100
	Count	36	1	35	31	2	69
Airtel (Urban)	%	52.1	1.4	50.7	44.9	2.9	100
A: (1 (D))	Count	32	6	26	19	1	52
Airtel (Rural)	%	61.5	11.5	50.0	36.5	1.9	100
DON! (T ())	Count	39	1	38	29	3	71
BSNL (Total)	%	54.9	1.4	53.5	40.8	4.2	100
DOM: (111)	Count	21	0	21	20	3	44
BSNL (Urban) %	%	47.7	0.0	47.7	45.5	6.8	100
DONII (Damel)	Count	18	1	17	9	0	27
BSNL (Rural)	%	66.7	3.7	63.0	33.3	0.0	100
Idea (Total)	Count	38	4	34	35	2	75
	%	50.6	5.3	45.3	46.7	2.7	100
(111	Count	19	1	18	23	0	42
Idea (Urban)	%	45.3	2.4	42.9	54.8	0.0	100
Idea (Dural)	Count	19	3	16	12	2	33
Idea (Rural)	%	57.6	9.1	48.5	36.4	6.1	100
Dal Cam (Tatal)	Count	20	1	19	14	0	34
Rel Com (Total)	%	58.8	2.9	55.9	41.2	0.0	100
Rel Com	Count	15	1	14	10	0	25
(Urban)	%	60	4.0	56.0	40.0	0.0	100
Rel Com	Count	5	0	5	4	0	9
(Rural)	%	55.6	0.0	55.6	44.4	0.0	100
Rel Tel (Total)	Count	35	5	30	31	2	68
Rei Tei (Totai)	%	51.5	7.4	44.1	45.6	2.9	100
Rel Tel (Urban)	Count	18	0	18	20	1	39
TO TO (UIDAII)	%	46.2	0.0	46.2	51.3	2.6	100
Rel Tel (Rural)	Count	17	5	12	11	1	29
TO TO (TUIAI)	%	58.6	17.2	41.4	37.9	3.4	100
TATA (Total)	Count	56	3	53	16	3	75
., ., ., ., ., .,	%	74.7	4.0	70.7	21.3	4.0	100
TATA (Urban)	Count	37	1	36	14	2	53
. ,	%	69.8	1.9	67.9	26.4	3.8	100
TATA (Rural)	Count %	19	2	17	2	1	22
` ,	70	86.4	9.1	77.3	9.1	4.5	100





5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?

Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	27	2	25	19	4	50
Offinor (Total)	%	54	4.0	50.0	38.0	8.0	100
Uninor (Urban)	Count	14	1	13	12	2	28
Offinor (Orbari)	%	50	3.6	46.4	42.9	7.1	100
Uninor (Rural)	Count	13	1	12	7	2	22
%	59	4.5	54.5	31.8	9.1	100	
Vodafone	Count	48	3	45	24	0	72
(Total)	%	66.7	4.2	62.5	33.3	0.0	100
Vodafone	Count	26	1	25	18	0	44
(Urban)	%	59.1	2.3	56.8	40.9	0.0	100
Vodafone	Count	22	2	20	6	0	28
(Rural)	%	78.5	7.1	71.4	21.4	0.0	100
Overall	Count	387	32	355	268	21	676
Overall	%	57.2	4.7	52.5	39.6	3.1	100
Overall	Count	217	6	211	186	10	413
(Urban)	%	52.6	1.5	51.1	45	2.4	100
Overall (Rural)	Count	170	26	144	82	11	263
Overall (Itural)	%	64.7	9.9	54.8	31.2	4.2	100





Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	379	9	370	12	0	391
7 tireer (Total)	%	96.9	2.3	94.6	3.1	0.0	100
Aircel (Urban)	Count	264	4	260	9	0	273
7 til oor (Orbari)	%	96.7	1.5	95.2	3.3	0.0	100
Aircel (Rural)	Count	115	5	110	3	0	118
Alloei (Italai)	%	97.4	4.2	93.2	2.5	0.0	100
Airtel (Total)	Count	364	14	350	27	1	392
Airtei (Totai)	%	92.9	3.6	89.3	6.9	0.3	100
Airtel (Urban)	Count	249	4	245	18	1	268
Airtei (Orbari)	%	92.9	1.5	91.4	6.7	0.4	100
Airtel (Rural)	Count	115	10	105	9	0	124
Alitei (Ruiai)	%	92.8	8.1	84.7	7.3	0.0	100
DCNII /Total)	Count	340	17	323	46	1	387
BSNL (Total)	%	87.9	4.4	83.5	11.9	0.3	100
RSNI (Lirban)	Count	239	9	230	32	1	272
	%	87.9	3.3	84.6	11.8	0.4	100
BSNL (Rural)	Count	101	8	93	14	0	115
	%	87.9	7.0	80.9	12.2	0.0	100
Idea (Total)	Count	359	9	350	25	0	384
	%	93.4	2.3	91.1	6.5	0.0	100
	Count	255	3	252	14	0	269
ldea (Urban)	%	94.8	1.1	93.7	5.2	0.0	100
(5. 1)	Count	104	6	98	11	0	115
Idea (Rural)	%	90.4	5.2	85.2	9.6	0.0	100
	Count	357	3	354	25	0	382
Rel Com (Total)	%	93.5	0.8	92.7	6.5	0.0	100
Rel Com	Count	305	3	302	15	0	320
(Urban)	%	95.3	0.9	94.4	4.7	0.0	100
Rel Com	Count	52	0	52	10	0	62
(Rural)	%	83.9	0.0	83.9	16.1	0.0	100
	Count	354	16	338	35	1	390
Rel Tel (Total)	%	90.8	4.1	86.7	9.0	0.3	100
	Count	251	2	249	22	0.0	273
Rel Tel (Urban)	%	91.9	0.7	91.2	8.1	0.0	100
	Count	103	14	89	13	1	117
Rel Tel (Rural)	%	88.1	12.0	76.1	11.1	0.9	100
	Count	352	9	343	34	1	387
TATA (Total)	%	90.9	2.3	88.6	8.8	0.3	100
TATA (Urban)	Count	242	3	239	28	1	271
TATA (Urban)	%	89.3	1.1	88.2	10.3	0.4	100
TATA (Rural)	Count	110	6	104	6	0	116
(i taiai)	%	94.9	5.2	89.7	5.2	0.0	100





5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	372	7	365	15	0	387
Chinion (Total)	%	96.1	1.8	94.3	3.9	0.0	100
Uninor (Urban)	Count	308	2	306	11	0	319
Official (Ofball)	%	96.5	0.6	95.9	3.4	0.0	100
Uninor (Rural)	Count	64	5	59	4	0	68
Official (Rulai)	%	94.2	7.4	86.8	5.9	0.0	100
Vodafone	Count	372	14	358	15	0	387
(Total)	%	96.1	3.6	92.5	3.9	0.0	100
Vodafone	Count	260	6	254	6	0	266
(Urban)	%	97.8	2.3	95.5	2.3	0.0	100
Vodafone	Count	112	8	104	9	0	121
(Rural)	%	92.6	6.6	86.0	7.4	0.0	100
Overall	Count	3249	98	3151	234	4	3487
Overall	%	93.2	2.8	90.4	6.7	0.1	100
Overall	Count	2373	36	2337	155	3	2531
(Urban)	%	93.7	1.4	92.3	6.1	0.1	100
Overall (Rural)	Count	876	62	814	79	1	956
Overall (Rural)	%	91.6	6.5	85.1	8.3	0.1	100





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

Service Providers		Lack of complete information about the offer	Charges/Servi ces not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total
Aircel (Total)	Count	7	2	3	1	0	12
7 111001 (10101)	%	58.3	16.7	25.0	8.3	0.0	100
Aircel (Urban)	Count	5	1	3	1	0	9
7 661 (612 611)	%	55.6	11.1	33.3	11.1	0.0	100
Aircel (Rural)	Count	2	1	0	0	0	3
7 oo: (r tara.)	%	66.7	33.3	0.0	0.0	0.0	100
Airtel (Total)	Count	19	5	4	3	1	28
7	%	67.9	17.9	14.3	10.7	3.6	100
Airtel (Urban)	Count	13	4	2	1	1	19
7 untor (Gradur)	%	68.4	21.1	10.5	5.3	5.3	100
Airtel (Rural)	Count	6	1	2	2	0	9
7 tintor (i tarai)	%	66.7	11.1	22.2	22.2	0.0	100
BSNL (Total)	Count	19	11	14	8	1	47
DOI 12 (Total)	%	40.4	23.4	29.8	17.0	2.1	100
BSNL (Urban)	Count	11	10	7	7	1	33
	%	33.3	30.3	21.2	21.2	3.0	100
BSNL (Rural)	Count	8	1	7	1	0	14
BOIVE (Italial)	%	57.1	7.1	50.0	7.1	0.0	100
Idea (Total)	Count	11	5	9	7	0	25
idoa (Total)	%	44.0	20.0	36.0	28.0	0.0	100
Idea (Urban)	Count	7	1	6	6	0	14
laca (Gibari)	%	50.0	7.1	42.9	42.9	0.0	100
Idea (Rural)	Count	4	4	3	1	0	11
idea (italai)	%	36.4	36.4	27.3	9.1	0.0	100
Rel Com (Total)	Count	11	6	7	5	0	25
rter com (Total)	%	44.0	24.0	28.0	20.0	0.0	100
Rel Com (Urban)	Count	5	2	7	3	0	15
rter com (Croan)	%	33.3	13.3	46.7	20.0	0.0	100
Rel Com (Rural)	Count	6	4	0	2	0	10
rter com (rtaral)	%	60.0	40.0	0.0	20.0	0.0	100
Rel Tel (Total)	Count	12	12	5	10	0	36
iter rer (Total)	%	33.3	33.3	13.9	27.8	0.0	100
Rel Tel (Urban)	Count	5	9	2	6	0	22
itter rer (Orban)	%	22.7	40.9	9.1	27.3	0.0	100
Rel Tel (Rural)	Count	7	3	3	4	0	14
	%	50.0	21.4	21.4	28.6	0.0	100
TATA (Total)	Count	4	13	8	15	0	35
., ., ., (10.01)	%	11.4	37.1	22.9	42.9	0.0	100
TATA (Urban)	Count	4	12	5	11	0	29
······(Ciball)	%	13.8	41.4	17.2	37.9	0.0	100
TATA (Rural)	Count	0	1	3	4	0	6
TATA (Rurai)	%	0.0	16.7	50.0	66.7	0.0	100





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

		I	1		Non		
Service Providers		Lack of complete information about the offer	Charges/Servi ces not as per the offer	Delay in activation of recharge	availability of all denomination recharge coupon	Others	Total
Uninor (Total)	Count	9	2	2	2	0	15
Offinior (Total)	%	60.0	13.3	13.3	13.3	0.0	100
Uninor (Urban)	Count	7	2	0	2	0	11
Official (Ofbari)	%	63.6	18.2	0.0	18.2	0.0	100
Uninor (Rural)	Count	2	0	2	0	0	4
Offilior (Ixurai)	%	50.0	0.0	50.0	0.0	0.0	100
Vodafone (Total)	Count	10	2	2	2	1	15
vodalone (Total)	%	66.7	13.3	13.3	13.3	6.7	100
Vodafone (Urban)	Count	5	0	1	2	0	6
vodalone (Olban)	%	83.3	0.0	16.7	33.3	0.0	100
Vodafone (Rural)	Count	5	2	1	0	1	9
Voualone (Kurai)	%	55.6	22.2	11.1	0.0	11.1	100
Overall	Count	102	58	54	53	3	238
Overall	%	42.9	24.4	22.7	22.3	1.3	100
Overall (Urban)	Count	62	41	33	39	2	158
Overall (Olball)	%	39.2	25.9	20.9	24.7	1.3	100
Overall (Rural)	Count	40	17	21	14	1	80
Overall (Itural)	%	50.0	21.3	26.3	17.5	1.3	100





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

after every call?									
Service Providers		Yes	No	Total					
Aircel (Total)	Count	364	27	391					
, iii ooi (10tai)	%	93.1	6.9	100					
Aircel (Urban)	Count	253	20	273					
/ inder (Orbari)	%	92.7	7.3	100					
Aircel (Rural)	Count	111	7	118					
, inoci (itulal)	%	94.1	5.9	100					
Airtel (Total)	Count	351	41	392					
7 litter (10tal)	%	89.5	10.5	100					
Airtel (Urban)	Count	245	23	268					
7 anter (Orbari)	%	91.4	8.6	100					
Airtel (Rural)	Count	106	18	124					
7 til tor (i tarai)	%	85.5	14.5	100					
BSNL (Total)	Count	357	30	387					
(10tal)	%	92.2	7.8	100					
BSNL (Urban)	Count	248	24	272					
20.12 (010011)	%	91.2	8.8	100					
BSNL (Rural)	Count	109	6	115					
	%	94.8	5.2	100					
Idea (Total)	Count	343	41	384					
	%	89.3	10.7	100					
Idea (Urban)	Count	244	25	269					
	%	90.7	9.3	100					
Idea (Rural)	Count	99	16	115					
,	%	86.1	13.9	100					
Rel Com (Total)	Count	348	34	382					
. ,	%	91.1	8.9	100					
Rel Com (Urban)	Count	300	20	320					
, ,	%	93.8	6.3	100					
Rel Com (Rural)	Count	48	14	62					
, ,	%	77.4	22.6	100					
Rel Tel (Total)	Count	360	30	390					
. ,	%	92.3	7.7	100					
Rel Tel (Urban)	Count	263	10	273					
. ,	%	96.3	3.7	100					
Rel Tel (Rural)	Count	97	20	117					
	%	82.9	17.1	100					
TATA (Total)	Count	345	42	387					
	%	89.1	10.9	100					
TATA (Urban)	Count	242	29	271					
	%	89.3	10.7	100					
TATA (Rural)	Count %	103	13	116					
		88.8	11.2	100					
Uninor (Total)	Count %	365	22	387					
		94.3	5.7	100					
Uninor (Urban)	Count %	304	15	319					
		95.3	4.7	100					
Uninor (Rural)	Count	61	7	68					
	%	89.7	10.3	100					





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

-				
Service Providers		Yes	No	Total
Vodafone (Total)	Count	363	24	387
Voualone (Total)	%	93.8	6.2	100
Vodafone (Urban)	Count	254	12	266
	%	95.5	4.5	100
Vodafone (Rural)	Count	109	12	121
Vouaione (Kurai)	%	90.1	9.9	100
Overall	Count	3196	291	3487
Overall	%	91.7	8.3	100
Overall (Urban)	Count	2353	178	2531
Overall (Olball)	%	93.0	7.0	100
Overall (Rural)	Count	843	113	956
Overall (Kural)	%	88.2	11.8	100





BILLING RELATED-POSTPAID CUSTOMERS

Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
A: 1/T (I)	Count	-	-	-	-	-	-
Aircel (Total)	%	-	-	-	-	-	-
A: (Count	-	-	-	-	-	-
Aircel (Urban)	%	-	-	-	-	-	-
Ains al (Desas)	Count	-	-	-	-	-	-
Aircel (Rural)	%	-	-	-	-	-	-
A:t - L /T - t - l)	Count	-	-	-	-	-	-
Airtel (Total)	%	-	-	-	-	-	-
A:t = 1 (1 1l. =)	Count	-	-	-	-	-	-
Airtel (Urban)	%	-	-	-	-	-	-
Aintal (Dame !)	Count	-	-	-	-	-	-
Airtel (Rural)	%	-	-	-	-	-	-
DONII /T : "	Count	3	0	3	0	0	3
BSNL (Total)	%	100	0.0	100	0.0	0.0	100
DOM: (111)	Count	2	0	2	0	0	2
BSNL (Urban)	%	100	0.0	100	0.0	0.0	100
	Count	1	0	1	0	0	1
BSNL (Rural)	%	100	0.0	100	0.0	0.0	100
	Count	1	1	0	0	0	1
ldea (Total)	%	100	100	0.0	0.0	0.0	100
	Count	1	1	0	0	0	1
ldea (Urban)	%	100	100	0.0	0.0	0.0	100
	Count	0	0	0	0	0	0
ldea (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	3	2	1	0	0	3
Rel Com (Total)	%	100	66.7	33.3	0.0	0.0	100
Rel Com	Count	1	0	1	0	0	1
(Urban)	%	100	0.0	100	0.0	0.0	100
Rel Com	Count	2	2	0	0	0	2
(Rural)	%	100	100	0.0	0.0	0.0	100
	Count	3	0	3	0	0	3
Rel Tel (Total)	%	100	0.0	100	0.0	0.0	100
D 1 = 1 #11 1	Count	2	0	2	0	0	2
Rel Tel (Urban)	%	100	0.0	100	0.0	0.0	100
	Count	1	0	1	0.0	0	1
Rel Tel (Rural)	%	100	0.0	100	0.0	0.0	100
TATA (T : "	Count	1	0.0	1	0	0	1
TATA (Total)	%	100	0.0	100	0.0	0.0	100
TATA (Urban)	Count	0	0	0	0	0	0
iaia (Uiban)	%	0.0	0.0	0.0	0.0	0.0	0.0
TATA (Rural)	Count	1	0	1	0	0	1
TATA (Rural)	%	100	0.0	100	0.0	0.0	100





6. How satisfied are you with the time taken to deliver your bills?

Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	-	-	-	-	-	-
Official (Total)	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
Offilior (Ofbari)	%	-	-	-	-	-	-
Uningr (Burgl)	Count	-	-	-	-	-	-
Uninor (Rural) %	%	-	-	-	-	-	-
Vodafone	Count	.1	1	0	0	0	1
(Total)	%	100	100	0.0	0.0	0.0	100
Vodafone	Count	1	1	0	0	0	1
(Urban)	%	100	100	0.0	0.0	0.0	100
Vodafone	Count	0	0	0	0	0	0
(Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	12	4	8	0	0	12
Overall	%	100	33.3	66.7	0.0	0.0	100
Overall	Count	7	2	5	0	0	7
(Urban)	%	100	28.6	71.4	0.0	0.0	100
Overall (Rural)	Count	5	2	3	0	0	5
Overall (Rural)	%	100	40	60	0.0	0.0	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	-	-	-	-	-	-
Aircel (Total)	%	-	-	-	-	-	-
Aireal (Linhan)	Count	-	-	-	-	-	-
Aircel (Urban)	%	-	-	-	-	-	-
A: 1/D D	Count	-	-	-	-	-	-
Aircel (Rural)	%	-	-	-	-	-	-
A:	Count	-	-	-	-	-	-
Airtel (Total)	%	-	-	-	-	-	-
A: (1 (111)	Count	-	-	-	-	-	-
Airtel (Urban)	%	-	-	-	-	-	-
A: . 1 (D)	Count	-	-	-	-	-	-
Airtel (Rural)	%	-	-	-	-	-	-
DONII (T : "	Count	3	1	2	0	0	3
BSNL (Total)	%	100	33.3	66.7	0.0	0	100
DOM: (111)	Count	2	1	1	0	0	2
BSNL (Urban)	%	100	50	50	0.0	0	100
DOM (D. II)	Count	1	0	1	0	0	1
BSNL (Rural)	%	100	0	100	0.0	0	100
(= , ,)	Count	1	1	0	0	0	1
Idea (Total)	%	100	100	0.0	0.0	0.0	100
	Count	1	1	0	0	0	1
Idea (Urban)	%	100	100	0.0	0.0	0.0	100
(5.)	Count	0	0	0	0	0	0
Idea (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	3	0	3	0	0	3
Rel Com (Total)	%	100	0.0	100	0.0	0	100
	Count	1	0	1	0	0	1
Rel Com (Urban)	%	100	0.0	100	0.0	0	100
D. I.O. (D. II)	Count	2	0	2	0	0	2
Rel Com (Rural)	%	100	0.0	100	0.0	0	100
D 1 T 1 (T + 1)	Count	3	0	3	0	0	3
Rel Tel (Total)	%	100	0.0	100	0.0	0	100
D.I.T.I. (111)	Count	2	0	2	0	0	2
Rel Tel (Urban)	%	100	0.0	100	0.0	0	100
D.I.T.I. (5	Count	1	0	1	0	0	1
Rel Tel (Rural)	%	100	0.0	100	0.0	0	100
TATA (Total)	Count	1	0	1	0	0	1
	%	100	0	100	0.0	0	100
TATA (Urban)	Count	0	0	0	0	0	0
(Olbail)	%	0.0	0.0	0.0	0.0	0.0	0.0
TATA (Rural)	Count	1	0	1	0	0	1
,	%	100	0	100	0.0	0	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	-	-	-	-	-	-
Offilior (Total)	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
Offilior (Ofbari)	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
Offilior (Kurai)	%	-	-	-	-	-	-
Vodafone (Total)	Count	1	0	1	0	0	1
vodalone (Total)	%	100	0	100	0.0	0	100
Vodafone	Count	1	0	1	0	0	1
(Urban)	%	100	0	100	0.0	0	100
Vodafone (Rural)	Count	0	0	0	0	0	0
vouaione (Ruiai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	12	2	10	0	0	12
Overall	%	100	16.7	83.3	0.0	0.0	100
Overall (Urban)	Count	7	2	5	0	0	7
	%	100	28.6	71.4	0.0	0.0	100
Overall (Rural)	Count	5	0	5	0	0	5
Overali (Rurai)	%	100	0.0	100	0.0	0.0	100





			or your dissatisfac		Item-wise		
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculation not clear	charges like total minutes of usage of local, STD, ISD calls not given	Others	Total
Aircel (Total)	Count	-	-	-	-	-	-
7 60. (1 616)	%	-	-	-	-	-	-
Aircel	Count	-	-	-	-	-	-
(Urban)	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
Alicei (Ruiai)	%	-	-	-	-	-	-
Aintal (Tatal)	Count	-	-	-	-	-	-
Airtel (Total)	%	-	-	-	-	-	-
A:t-1/11/1	Count	-	-	-	-	-	-
Airtel (Urban)	%	-	-	-	-	-	-
	Count	-	-	-	-	-	-
Airtel (Rural)	%	_	-	_	-	_	-
	Count	_	_	_	-	_	_
BSNL (Total)	%	-	_	_	_	_	_
BSNL	Count					-	
(Urban)	%	-	-	-	-		-
(Orban)		-	-	-	-	-	-
BSNL (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Urban)	Count	-	-	-	-	-	-
idea (erbari)	%	-	-	-	-	-	-
Idea (Pural)	Count	-	-	-	-	-	-
Idea (Rural)	%	-	-	-	-	-	-
Rel Com	Count	-	-	-	-	-	-
(Total)	%	-	-	-	-	-	-
Rel Com	Count	-	-	-	-	-	-
(Urban)	%	-	-	-	-	-	-
Rel Com	Count	-	-	-	-	-	-
(Rural)	%	-	-	-	-	-	-
Rel Tel	Count	-	-	-	-	-	-
(Total)	%	-	-	-	-	-	-
Rel Tel	Count	-	-	-	-	-	-
(Urban)	%	-	-	-	-	-	-
Rel Tel	Count	-	-	-	-	-	-
(Rural)	%	-	-	-	-	-	-
	Count	-	-	-	-	-	-
TATA (Total)	%	-	-	-	-	-	-
TATA (11-2)	Count	-	-	-	-	-	-
TATA (Urban)	%	-	-	-	-	-	-
TATA (D. mal)	Count	-	-	-	-	-	-
TATA (Rural)	%	-	-	-	-	-	-





7(b). Please specify the reason(s) for your dissatisfaction.								
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Others	Total	
Uninor (Total)	Count	-	-	-	-	-	-	
%		-	-	-	-	-	-	
Uninor	Count	-	-	-	-	•	-	
(Urban)	%	-	-	-	-	-	-	
Uninor	Count	-	-	-	-	-	-	
(Rural)	%	-	-	-	-	-	ı	
Vodafone	Count	-	-	-	-	-	-	
(Total)	%	-	-	-	-	-	-	
Vodafone	Count	-	-	-	-	-	-	
(Urban)	%	-	-	-	-	-	-	
Vodafone	Count	-	-	-	-	-	-	
(Rural)	%	-	-	-	-	-	-	
Overall	Count	-	-	-	-	-	-	
Overall	%	-	-	-	-	-	-	
Overall	Count	-	-	-	-	-	-	
(Urban)	%	-	-	-	-	-	-	
Overall	Count	-	-	-	-	-	-	
(Rural)	%	-	-	-	-	-	-	





8(a). How satisfied are you with the accuracy & completeness of the bills? Overall A Vont B C D Vont								
Service Providers		satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
	Count	-	-	-	-	-	_	
Aircel (Total)	%	_	_	-	-	-	-	
	Count	-	-	_	-	-	_	
Aircel (Urban)	%	_	_	-	_	-	-	
	Count	_	_	-	_	-	-	
Aircel (Rural)	%	-	-	-	-	-	-	
	Count	_	_	-	_	-		
Airtel (Total)	%	-	-	-	-	-	-	
	Count	_	-	-	-	-	-	
Airtel (Urban)	%	_	_	-	_	-	-	
	Count	-	-	_	-	-	_	
Airtel (Rural)	%	_	-	-	-	-	-	
	Count	3	0	3	0	0	3	
BSNL (Total)	%	100	0	100	0.0	0	100	
	Count	2	0	2	0.0	0	2	
BSNL (Urban)	%	100	0	100	0.0	0	100	
	Count	1	0	1	0.0	0	1	
BSNL (Rural)	%	100	0	100	0.0	0	100	
	Count	1	1	0	0.0	0	1	
Idea (Total)	%	100	100	0.0	0.0	0.0	100	
	Count	1	1	0.0	0.0	0.0	1	
ldea (Urban)	%	100	100	0.0	0.0	0.0	100	
	Count	0	0	0.0	0.0	0.0	0	
ldea (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0	
	Count	3	1	2	0.0	0.0	3	
Rel Com (Total)	%	100	33.3	66.7	0.0	0.0	100	
Rel Com	Count	1	0	1	0.0	0.0	1	
(Urban)	%	100	0.0	100	0.0	0.0	100	
Rel Com	Count	2	1	1	0.0	0.0	2	
(Rural)	%	100	50	50	0.0	0.0	100	
	Count	3	0	3	0.0	0.0	3	
Rel Tel (Total)	%	100	0	100	0.0	0.0	100	
	Count	2	0	2	0.0	0.0	2	
Rel Tel (Urban)	%	100	0	100	0.0	0.0	100	
	Count	1	0	1	0.0	0.0	100	
Rel Tel (Rural)	%	100	0	100	0.0	0.0	100	
	Count	1	1	0	0.0	0.0	100	
TATA (Total)	%	100	100	0.0	0.0	0.0	100	
	Count	0	0	0.0	0.0	0.0	0	
TATA (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0	
TATA (Rural)	Count	1	1	0.0	0.0	0.0	1	
	%	100	100	0.0	0.0	0.0	100	
Uninor (Total)	Count	-	-	-	-	-	-	
	%	-	-	-	-	-	<u>-</u>	
	Count							
Uninor (Urban)	%	-	-	-	-	-		
, , ,	/0	-	-	-	-	-	-	
	Count	_	_	-	-	-	-	





8(a). How satisf	ied are you	with the acc	uracy & com	pleteness of	the bills?		
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	1	1	0	0	0	1
(Total)	%	100	100	0.0	0.0	0.0	100
Vodafone	Count	1	1	0	0	0	1
(Urban)	%	100	100	0.0	0.0	0.0	100
Vodafone	Count	0	0	0	0	0	0
(Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	12	3	9	0	0	12
Overall	%	100	25	75	0.0	0.0	100
Overall	Count	7	1	6	0	0	7
(Urban)	%	100	14.3	85.7	0.0	0.0	100
Overall (Rural)	Count	5	2	3	0	0	5
Overall (Kurai)	%	100	40	60	0.0	0.0	100





Service Prov	riders	Charges not as per tariff plan subscribed	Calculations are not clear	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/servi ces not made/used	Others	Tota
Aireal (Total)	Count	-	-	-	-	-	-	-
Aircel (Total)	%	-	-	-	-	-	-	-
Aireal (Lirban)	Count	-	-	-	-	-	-	-
Aircel (Urban)	%	-	-	-	-	-	-	-
Aireal (Dural)	Count	-	-	-	-	-	-	-
Aircel (Rural)	%	-	-	-	-	-	-	-
Aintal (Tatal)	Count	-	-	-	-	-	-	-
Airtel (Total)	%	-	-	-	-	-	-	-
A:t-al /l lub-aa	Count	-	-	-	-	-	-	-
Airtel (Urban)	%	-	-	-	-	-	-	-
Aintal (D	Count	-	-	-	-	-	-	-
Airtel (Rural)	%	-	-	-	-	-	-	-
DONE /T-+-"	Count	-	-	-	-	-	-	-
BSNL (Total)	%	-	-	-	-	-	-	-
DONII (IIII)	Count	-	-	-	-	-	-	-
BSNL (Urban)	%	-	-	-	-	-	-	-
DOM: (D)	Count	-	-	-	-	-	-	-
BSNL (Rural)	%	-	-	-	-	-	-	-
(T . N	Count	-	-	-	-	-	-	-
Idea (Total)	%	-	-	-	-	-	-	-
	Count	-	-	-	-	-	-	-
Idea (Urban)	%	-	-	-	-	-	-	-
(5)	Count	-	-	-	-	-	-	-
Idea (Rural)	%	-	-	-	-	-	-	-
	Count	-	-	-	-	-	-	-
Rel Com (Total)	%	-	-	-	-	-	-	-
	Count	-	-	-	-	-	-	-
Rel Com (Urban)	%	-	-	-	-	-	-	_
D.10 (5 "	Count	-	-	-	-	-	-	-
Rel Com (Rural)	%	-	-	-	-	-	-	-
	Count	-	-	-	-	-	-	-
Rel Tel (Total)	%	-	-	-	-	-	-	-
	Count	-	-	-	-	-	-	-
Rel Tel (Urban)	%	-	-	-	-	-	-	-
	Count	-	-	-	-	-	-	-
Rel Tel (Rural)	%	-	-	-	-	-	-	-
	Count	-	-	-	-	-	_	-
TATA (Total)	%	-	_	-	-	-	_	-
	Count	-	-	-	-	-	_	-
TATA (Urban)	%	_	-	_	-	-	_	_
	Count	-	-	-	-	-	<u> </u>	_
TATA (Rural)	%	-	_	=	-	-		





Service Providers		Charges not as per tariff plan subscribed	Calculations are not clear	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/servi ces not made/used	Others	Total
		-						_
Uninor (Total)	%	_	_	-	_	_		_
	Count	-	-	-	-	-	<u> </u>	-
Uninor (Urban)	%	-	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
)	Count	-	-	-	-	-	-	-
Vodafone (Total)	%	-	-	-	-	-	-	-
Vodafone	Count	-	-	-	-	-	-	-
(Urban)	%	-	-	-	-	-	-	-
Vodafana (Pural)	Count	-	-	-	-	-	-	-
Vodafone (Rural)	%	-	-	-	-	-	-	-
Overall	Count	-	-	-	-	-	-	-
Overall	%	-	-	-	-	-	-	-
Overall (Urban)	Count	-	-	-	-	-	-	-
Overall (Urban)	%	-	-	-	-	-	-	-
Overall (Rural)	Count	-	-	-	-	-	-	-
Overall (Nural)	%	-	-	-	-	-	-	-





Service Pro	viders	Yes	No	Total
Aireal (Total)	Count	-	-	-
Aircel (Total)	%	-	-	-
Aireal (Lirban)	Count	-	-	-
Aircel (Urban)	%	-	-	-
Aircel (Rural)	Count	-	-	-
dicei (Ruiai)	%	=	-	-
Airtel (Total)	Count	-	-	-
inter (Total)	%	-	-	-
irtel (Urban)	Count	-	-	-
arter (Orbari)	%	-	-	-
irtel (Pural)	Count	-	-	-
ito (itulai)	%	-	-	-
SNI (Total)	Count	0	3	3
SINE (I Ulai)	%	0.0	100	100
SNI (Hrban)	Count	0	2	2
SINE (UIDAII)	%	0.0	100	100
SMI (Rural)	Count	0	1	1
SINL (Rulai)	%	0.0	100	100
oo (Total)	Count	1	0	1
ea (Tolai)	%	100	0.0	100
aa (Lirban)	Count	0	0	0
a (Ulball)	%	0.0	0.0	0.0
oo (Purol)	Count	1	0	1
iea (itulai)	%	100	0.0	100
el Com (Total)	Count	0	3	3
i Com (Total)	%	0.0	100	100
ol Com (Lirban)	Count	0	1	1
T Com (Orban)	%	0.0	100	100
ol Com (Pural)	Count	0	2	2
si Com (ixulai)	%	0.0	100	100
al Tel (Total)	Count	0	3	3
BSNL (Total) BSNL (Urban) BSNL (Rural) BSNL	%	0.0	100	100
Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel Com (Total) Rel Com (Urban) Rel Tel (Urban) Rel Tel (Rural) TATA (Total) TATA (Urban) TATA (Rural) Uninor (Total) Uninor (Urban)	Count	0	2	2
	%	0.0	100	100
l Tel (Rural)	Count	0	1	1
	%	0.0	100	100
ATA (Total)	Count	0	1	1
(10tai)	%	0.0	100	100
TA (Urban)	Count	0	0	0
TA (Olbail)	%	0.0	0.0	0.0
TA (Rural)	Count	0	1	1
(INUIAI)	%	0.0	100	100
vinor (Total)	Count	-	-	-
iirior (Total)	%	-	-	-
	Count	-	-	-
ninor (Urban)	%	-	-	-
	Count		-	
inor (Rural)	%	-	-	_
	, ,			





9(a). Have you ma	de any billin	g related complaints in the	e last 6 months?	
Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	0	1	1
vouaione (Total)	%	0.0	100	100
Vodafone (Urban)	Count	0	1	1
vodalone (Orban)	%	0.0	100	100
Vodafone (Rural)	Count	0	0	0
Vouaione (Itulai)	%	0.0	0.0	0.0
Overall	Count	1	11	12
Overall	%	8.3	91.7	100
Overall (Urban)	Count	1	6	7
Overall (Olball)	%	14.3	85.7	100
Overall (Rural)	Count	0	5	5
Overall (Ixural)	%	0.0	100	100





Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
A: 1/T : 1)	Count	-	-	-	-	-	-
Aircel (Total)	%	-	-	-	-	-	-
	Count	-	-	-	-	-	-
Aircel (Urban)	%	-	-	-	-	-	-
A: 1.(D 1)	Count	-	-	-	-	-	-
Aircel (Rural)	%	-	-	-	-	-	-
	Count	-	-	-	-	-	-
Airtel (Total)	%	-	-	-	-	-	-
	Count	-	-	-	-	-	-
Airtel (Urban)	%	-	-	-	-	-	-
	Count	-	-	-	-	-	_
Airtel (Rural)	%	-	_	-	_	-	_
	Count	-	-	-	-	-	-
BSNL (Total)	%	-	-	-	-	-	-
	Count	-	-	-	-	-	_
BSNL (Urban)	%	-	-	-	-	-	
	Count	_	-	_	-	-	
BSNL (Rural)	%	-	-	_	_	-	_
	Count	1	1	0	0	0	1
		100	100	0.0	0.0	0.0	100
Idea (Urban)	Count	100	1	0.0	0.0	0.0	100
	%	100	100	0.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0.0	0.0	0.0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	-	-	-	-	-	-
Rel Com (Total)	%	_	-	_	-	-	_
Rel Com	Count	_	-	<u>-</u>	-	-	
(Urban)	%	_	-	-	-	-	<u> </u>
Rel Com	Count	<u>-</u>	-	<u>-</u>	-	-	
(Rural)	%	<u>-</u>		<u>-</u>		-	
(ITurai)	Count	-	-	-	-	-	<u>-</u>
Rel Tel (Total)	%					-	
	Count	-	-	-	-	-	-
Rel Tel (Urban)	%	-	-	-	-	-	-
	Count	-	-	-	-	-	-
Rel Tel (Rural)	%	-	-	-	-	-	-
		-	-	-	-	-	-
TATA (Total)	Count %	-	-	-	-	-	-
		-	-	-	-	-	-
TATA (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
TATA (Rural)	Count	-	-	-	-	-	-
-	%	-	-	-	-	-	-
Jninor (Total)	Count	-	-	-	-	-	-
. ,	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
(C.ban)	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
Offilior (Rufal)	%	-	-	-	-	-	-





9(b). How satisf	ied are yοι	with the pro	cess of resol	ution of billir	ng complaints?		
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	-	1	1	-	-	-
(Total)	%	-	-	-	-	-	-
Vodafone	Count	-	-	-	-	-	-
(Urban)	%	-	-	-	-	-	-
Vodafone	Count	-	-	-	-	-	-
(Rural)	%	-	-	-	-	-	-
Overall	Count	1	1	0	0	0	1
Overall	%	100	100	0.0	0.0	0.0	100
Overall	Count	1	1	0	0	0	1
(Urban)	%	100	100	0.0	0.0	0.0	100
Overall (Rural)	Count	0	0	0	0	0	0
Overall (Kurai)	%	0.0	0.0	0.0	0.0	0.0	0.0





HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

Service Pro	viders	Yes	No	Total
Aircel (Total)	Count	182	209	391
Alloci (Total)	%	46.5	53.5	100
Aircel (Urban)	Count	126	147	273
Alicei (Olbali)	%	46.2	53.8	100
Aircel (Rural)	Count	56	62	118
Alicei (Ruiai)	%	47.5	52.5	100
Airtal (Tatal)	Count	181	211	392
Airtel (Total)	%	46.2	53.8	100
Airtal (Lirban)	Count	111	157	268
Airtel (Urban)	%	41.4	58.6	100
Aintal (Dunal)	Count	70	54	124
Airtel (Rural)	%	56.5	43.5	100
DONI (Tatal)	Count	161	229	390
BSNL (Total)	%	41.3	58.7	100
DONII (Listerana)	Count	117	157	274
BSNL (Urban)	%	42.7	57.3	100
BSNL (Rural)	Count	44	72	116
	%	37.9	62.1	100
(T . 1)	Count	183	202	385
Idea (Total)	%	47.5	52.5	100
Idea (Urban)	Count	134	136	270
	%	49.6	50.4	100
	Count	49	66	115
Idea (Rural)	%	42.6	57.4	100
	Count	132	253	385
Rel Com (Total)	%	34.3	65.7	100
	Count	107	214	321
Rel Com (Urban)	%	33.3	66.7	100
	Count	25	39	64
Rel Com (Rural)	%	39.1	60.9	100
	Count	156	237	393
Rel Tel (Total)	%	39.7	60.3	100
	Count	109	166	275
Rel Tel (Urban)	%	39.6	60.4	100
	Count	47	71	118
Rel Tel (Rural)	%	39.8	60.2	100
	Count	180	208	388
TATA (Total)	%	46.4	53.6	100
	Count	137	134	271
TATA (Urban)	%	50.6	49.4	100
	Count	43	74	117
TATA (Rural)	%	36.8	63.2	100





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

Service Pro	viders	Yes	No	Total
Uninor (Total)	Count	127	260	387
Offilior (Total)	%	32.8	67.2	100
Uninor (Urban)	Count	94	225	319
Offinor (Orban)	%	29.5	70.5	100
Uninor (Rural)	Count	33	35	68
Offition (Rufal)	%	48.5	51.5	100
Vodafone (Total)	Count	149	239	388
	%	38.4	61.6	100
Vodafone (Urban)	Count	107	160	267
vouaione (Orban)	%	40.1	59.9	100
Vodafone (Rural)	Count	42	79	121
vouaione (Ruiai)	%	34.7	65.3	100
Overall	Count	1451	2048	3499
Overall	%	41.5	58.5	100
Overall (Urban)	Count	1042	1496	2538
Overall (Urban)	%	41.1	58.9	100
Overall (Rural)	Count	409	552	961
Overall (Nural)	%	42.6	57.4	100





		Overall	A \/a=-	B-	C-	D.Var.	
Service Prov	viders	satisfied= (A+B)	A-Very Satisfied	Satisfied	Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	128	8	120	50	4	182
Allcel (Total)	%	70.3	4.4	65.9	27.5	2.2	100
Aircel (Urban)	Count	85	4	81	41	0	126
Alicei (Olbali)	%	67.5	3.2	64.3	32.5	0.0	100
Aircel (Rural)	Count	43	4	39	9	4	56
Allcel (Italial)	%	76.7	7.1	69.6	16.1	7.1	100
Airtel (Total)	Count	126	9	117	52	3	181
Airtei (Totai)	%	69.6	5.0	64.6	28.7	1.7	100
Airtel (Urban)	Count	76	3	73	33	2	111
Airtei (Orbari)	%	68.5	2.7	65.8	29.7	1.8	100
Airtel (Rural)	Count	50	6	44	19	1	70
milei (Nuidi)	%	71.5	8.6	62.9	27.1	1.4	100
BSNL (Total)	Count	95	5	90	61	5	161
DOINE (TOIAI)	%	59	3.1	55.9	37.9	3.1	100
DCNII (Urban)	Count	69	2	67	43	5	117
BSNL (Urban)	%	59	1.7	57.3	36.8	4.3	100
BSNL (Rural) Count %	26	3	23	18	0	44	
	%	59.1	6.8	52.3	40.9	0.0	100
Idea (Total)	Count	118	7	111	63	2	183
ldea (Total)	%	64.5	3.8	60.7	34.4	1.1	100
Idea (Urban)	Count	89	3	86	43	2	134
idea (Orban)	%	66.4	2.2	64.2	32.1	1.5	100
Idea (Rural)	Count	29	4	25	20	0	49
	%	59.2	8.2	51.0	40.8	0.0	100
D-1 O (T-1-1)	Count	91	5	86	41	0	132
Rel Com (Total)	%	69	3.8	65.2	31.1	0.0	100
Rel Com	Count	74	3	71	33	0	107
(Urban)	%	69.2	2.8	66.4	30.8	0.0	100
Rel Com	Count	17	2	15	8	0	25
(Rural)	%	68	8.0	60.0	32.0	0.0	100
D-1.T-1./T-4-1\	Count	103	15	88	51	2	156
Rel Tel (Total)	%	66	9.6	56.4	32.7	1.3	100
D.I.T. I. (III	Count	69	5	64	38	2	109
Rel Tel (Urban)	%	63.3	4.6	58.7	34.9	1.8	100
D I T I (D)	Count	34	10	24	13	0	47
Rel Tel (Rural)	%	72.4	21.3	51.1	27.7	0.0	100
TATA (T . I)	Count	133	10	123	47	0	180
TATA (Total)	%	73.9	5.6	68.3	26.1	0.0	100
TATA (111)	Count	102	5	97	35	0	137
TATA (Urban)	%	74.4	3.6	70.8	25.5	0.0	100
EATA (D. 1)	Count	31	5	26	12	0	43
TATA (Rural)	%	72.1	11.6	60.5	27.9	0.0	100
	Count	91	2	89	35	1	127
Uninor (Total)	%	71.7	1.6	70.1	27.6	0.8	100
	Count	69	0	69	25	0	94
Uninor (Urban)	%	73.4	0.0	73.4	26.6	0.0	100
. ,					+	0.0	
Uninor (Rural)	Count	22	2	20	10	1	33





11. How satisfie	d are you	with the ease	of access of	complaint co	entre/customer	care or helpline	?
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	111	5	106	35	3	149
(Total)	%	74.5	3.4	71.1	23.5	2.0	100
Vodafone	Count	80	0	80	27	0	107
(Urban)	%	74.8	0.0	74.8	25.2	0.0	100
Vodafone	Count	31	5	26	8	3	42
(Rural)	%	73.8	11.9	61.9	19.0	7.1	100
Overall	Count	996	66	930	435	20	1451
Overall	%	68.6	4.5	64.1	30.0	1.4	100
Overall	Count	713	25	688	318	11	1042
(Urban)	%	68.4	2.4	66.0	30.5	1.1	100
Overall (Rural)	Count	283	41	242	117	9	409
Overall (Itulal)	%	69.2	10.0	59.2	28.6	2.2	100





12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?									
Service Prov	/iders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
Aireal (Total)	Count	130	12	118	47	5	182		
Aircel (Total)	%	71.4	6.6	64.8	25.8	2.7	100		
Aireal (Lirban)	Count	90	7	83	36	0	126		
Aircel (Urban)	%	71.5	5.6	65.9	28.6	0.0	100		
Aircel (Rural)	Count	40	5	35	11	5	56		
Allcel (Rulal)	%	71.4	8.9	62.5	19.6	8.9	100		
Airtel (Total)	Count	134	6	128	44	3	181		
Alitei (Total)	%	74	3.3	70.7	24.3	1.7	100		
Airtel (Urban)	Count	79	2	77	30	2	111		
Anter (Orban)	%	71.2	1.8	69.4	27.0	1.8	100		
Airtol (Burol)	Count	55	4	51	14	1	70		
Airtel (Rural)	%	78.6	5.7	72.9	20.0	1.4	100		
BSNL (Total)	Count	94	3	91	60	7	161		
DOINE (TOIdI)	%	58.4	1.9	56.5	37.3	4.3	100		
RQNI /Lirban)	Count	67	2	65	44	6	117		
BSNL (Urban)	%	57.3	1.7	55.6	37.6	5.1	100		
BSNL (Rural)	Count	27	1	26	16	1	44		
DOINE (Ruiai)	%	61.4	2.3	59.1	36.4	2.3	100		
Idea (Total)	Count	109	7	102	72	2	183		
ldea (Total)	%	59.5	3.8	55.7	39.3	1.1	100		
lala a (l lub a a)	Count	77	3	74	55	2	134		
Idea (Urban) %	%	57.4	2.2	55.2	41.0	1.5	100		
Idea (Rural)	Count	32	4	28	17	0	49		
	%	65.3	8.2	57.1	34.7	0.0	100		
D-1 O (T-1-1)	Count	93	5	88	38	1	132		
Rel Com (Total)	%	70.5	3.8	66.7	28.8	0.8	100		
Rel Com	Count	76	4	72	30	1	107		
(Urban)	%	71	3.7	67.3	28.0	0.9	100		
Rel Com	Count	17	1	16	8	0	25		
(Rural)	%	68	4.0	64.0	32.0	0.0	100		
	Count	98	14	84	56	2	156		
Rel Tel (Total)	%	62.8	9.0	53.8	35.9	1.3	100		
Dalta (U.)	Count	67	4	63	41	1	109		
Rel Tel (Urban)	%	61.5	3.7	57.8	37.6	0.9	100		
D-1.T-1 /D "	Count	31	10	21	15	1	47		
Rel Tel (Rural)	%	66	21.3	44.7	31.9	2.1	100		
TATA /T : "	Count	123	8	115	57	0	180		
TATA (Total)	%	68.3	4.4	63.9	31.7	0.0	100		
TATA (11: `	Count	93	4	89	44	0	137		
TATA (Urban)	%	67.9	2.9	65.0	32.1	0.0	100		
TATA (D	Count	30	4	26	13	0	43		
TATA (Rural)	%	69.8	9.3	60.5	30.2	0.0	100		
	Count	82	3	79	44	1	127		
Uninor (Total)	%	64.6	2.4	62.2	34.6	0.8	100		
	Count	60	1	59	34	0.0	94		
Uninor (Urban)	%	63.9	1.1	62.8	36.2	0.0	100		
	Count	22	2	20	10	1	33		
Uninor (Rural)	%	66.7	6.1	60.6	30.3	3.0	100		





12. How satisfie	d are you	with the ease	of getting an	option for "	talking to a cust	omer care exec	utive"?
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	115	6	109	32	2	149
(Total)	%	77.2	4.0	73.2	21.5	1.3	100
Vodafone	Count	82	1	81	25	0	107
(Urban)	%	76.6	0.9	75.7	23.4	0.0	100
Vodafone	Count	33	5	28	7	2	42
(Rural)	%	78.6	11.9	66.7	16.7	4.8	100
Overall	Count	978	64	914	450	23	1451
Overall	%	67.4	4.4	63.0	31.0	1.6	100
Overall	Count	691	28	663	339	12	1042
(Urban)	%	66.3	2.7	63.6	32.5	1.2	100
Overall (Rural)	Count	287	36	251	111	11	409
Overall (Kurai)	%	70.2	8.8	61.4	27.1	2.7	100





13. How satisfie	d are you	-	onse time tak	en to answe	r your call by a	customer care e	xecutive?
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	134	10	124	47	1	182
7 arcci (Total)	%	73.6	5.5	68.1	25.8	0.5	100
Aircel (Urban)	Count	89	3	86	37	0	126
7 aroor (Orbarr)	%	70.7	2.4	68.3	29.4	0.0	100
Aircel (Rural)	Count	45	7	38	10	1	56
7 aroci (rtarar)	%	80.4	12.5	67.9	17.9	1.8	100
Airtel (Total)	Count	132	6	126	47	2	181
7 (1 0)	%	72.9	3.3	69.6	26.0	1.1	100
Airtel (Urban)	Count	76	2	74	34	1	111
7 into (Orban)	%	68.5	1.8	66.7	30.6	0.9	100
Airtel (Rural)	Count	56	4	52	13	1	70
	%	80.0	5.7	74.3	18.6	1.4	100
BSNL (Total)	Count	111	2	109	45	5	161
(. 0.0.)	%	68.9	1.2	67.7	28.0	3.1	100
BSNL (Urban)	Count	80	0	80	33	4	117
	%	68.4	0.0	68.4	28.2	3.4	100
BSNL (Rural)	Count	31	2	29	12	1	44
	%	70.4	4.5	65.9	27.3	2.3	100
Idea (Total)	Count	129	7	122	52	2	183
Taba (Total)	%	70.5	3.8	66.7	28.4	1.1	100
Idea (Urban)	Count	96	2	94	36	2	134
idea (erbarr)	%	71.6	1.5	70.1	26.9	1.5	100
Idea (Rural)	Count	33	5	28	16	0	49
- Idoa (Italai)	%	67.3	10.2	57.1	32.7	0.0	100
Rel Com (Total)	Count	90	2	88	40	2	132
	%	68.2	1.5	66.7	30.3	1.5	100
Rel Com	Count	74	0	74	31	2	107
(Urban)	%	69.2	0.0	69.2	29.0	1.9	100
Rel Com	Count	16	2	14	9	0	25
(Rural)	%	64.0	8.0	56.0	36.0	0.0	100
Rel Tel (Total)	Count	109	12	97	46	1	156
	%	69.9	7.7	62.2	29.5	0.6	100
Rel Tel (Urban)	Count	76	2	74	33	0	109
	%	69.7	1.8	67.9	30.3	0.0	100
Rel Tel (Rural)	Count	33	10	23	13	1	47
. ,	%	70.2	21.3	48.9	27.7	2.1	100
TATA (Total)	Count	127	4	123	53	0	180
. ,	%	70.5	2.2	68.3	29.4	0.0	100
TATA (Urban)	Count	96	1	95	41	0	137
, ,	%	70.0	0.7	69.3	29.9	0.0	100
TATA (Rural)	Count	31	3	28	12	0	43
	%	72.1	7.0	65.1	27.9	0.0	100
Uninor (Total)	Count	94	2	92	32	1	127
. ,	%	74.0	1.6	72.4	25.2	0.8	100
Uninor (Urban)	Count	71	0	71	23	0	94
,,	%	75.5	0.0	75.5	24.5	0.0	100
Uninor (Rural)	Count	23	2	21	9	1	33
()	%	69.7	6.1	63.6	27.3	3.0	100





13. How satisfie	d are you	with the respo	onse time tak	en to answe	r your call by a	customer care e	executive?
Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	109	5	104	38	2	149
(Total)	%	73.2	3.4	69.8	25.5	1.3	100
Vodafone	Count	77	1	76	30	0	107
(Urban)	%	71.9	0.9	71.0	28.0	0.0	100
Vodafone	Count	32	4	28	8	2	42
(Rural)	%	76.2	9.5	66.7	19.0	4.8	100
Overall	Count	1035	50	985	400	16	1451
Overall	%	71.3	3.4	67.9	27.6	1.1	100
Overall	Count	735	11	724	298	9	1042
(Urban)	%	70.6	1.1	69.5	28.6	0.9	100
Overall (Rural)	Count	300	39	261	102	7	409
Overall (Rural)	%	73.3	9.5	63.8	24.9	1.7	100





Overall A Von. B C D Von.										
Service Pro	viders	satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
A: 1/= (D	Count	127	10	117	54	1	182			
Aircel (Total)	%	69.8	5.5	64.3	29.7	0.5	100			
	Count	83	2	81	42	1	126			
Aircel (Urban)	%	65.9	1.6	64.3	33.3	0.8	100			
	Count	44	8	36	12	0	56			
Aircel (Rural)	%	78.6	14.3	64.3	21.4	0.0	100			
	Count	132	7	125	46	3	181			
Airtel (Total)	%	73	3.9	69.1	25.4	1.7	100			
	Count	81	2	79	30	0	111			
Airtel (Urban)	%	73	1.8	71.2	27.0	0.0	100			
	Count	51	5	46	16	3	70			
Airtel (Rural)	%	72.8	7.1	65.7	22.9	4.3	100			
	Count	129	1	128	30	2	161			
BSNL (Total)	%	80.1	0.6	79.5	18.6	1.2	100			
	Count	100	0.6	100	16.0	1.2	117			
BSNL (Urban)	%	85.5	0.0	85.5	13.7	0.9	100			
	Count	29	1	28	14	1	44			
BSNL (Rural)	%	65.9	2.3	63.6	31.8	2.3	100			
	Count	-	7			3				
ldea (Total)	%	148		141	32		183			
	Count	80.8 115	3.8	77.0 111	17.5 17	1.6 2	100			
ldea (Urban)	%	85.8		82.8		1.5	134			
	Count	33	3.0	30	12.7 15		100			
ldea (Rural)	%		3			1	49			
	Count	67.3	6.1	61.2	30.6	2.0	100			
Rel Com (Total)	%	94	3	91	37	1	132			
Rel Com	Count	71.2	2.3	68.9	28.0	0.8	100			
(Urban)	%	82	1	81	25	0	107			
• •	Count	76.6	0.9	75.7	23.4	0.0	100			
Rel Com		12	2	10	12	1	25			
(Rural)	%	48	8.0	40.0	48.0	4.0	100			
Rel Tel (Total)	Count	114	10	104	41	1	156			
	%	73.1	6.4	66.7	26.3	0.6	100			
Rel Tel (Urban)	Count	84	0	84	25	0	109			
	%	77.1	0.0	77.1	22.9	0.0	100			
Rel Tel (Rural)	Count	30	10	20	16	1	47			
	%	63.9	21.3	42.6	34.0	2.1	100			
TATA (Total)	Count	143	6	137	37	0	180			
· ,	%	79.4	3.3	76.1	20.6	0.0	100			
TATA (Urban)	Count	115	2	113	22	0	137			
. ,	%	84	1.5	82.5	16.1	0.0	100			
TATA (Rural)	Count	28	4	24	15	0	43			
(-)	%	65.1	9.3	55.8	34.9	0.0	100			
Uninor (Total)	Count	104	6	98	22	1	127			
	%	81.9	4.7	77.2	17.3	0.8	100			
Uninor (Urban)	Count	80	4	76	14	0	94			
	%	85.2	4.3	80.9	14.9	0.0	100			
Uninor (Rural)	Count	24	2	22	8	1	33			
orinioi (ixuiai)	%	72.8	6.1	66.7	24.2	3.0	100			





14. How satisfie	d are you	with the probl	em solving a	bility of the	customer care e	xecutive(s)?	
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	131	3	128	15	3	149
(Total)	%	87.9	2.0	85.9	10.1	2.0	100
Vodafone	Count	95	1	94	11	1	107
(Urban)	%	88.8	0.9	87.9	10.3	0.9	100
Vodafone	Count	36	2	34	4	2	42
(Rural)	%	85.8	4.8	81.0	9.5	4.8	100
Overall	Count	1122	53	1069	314	15	1451
Overall	%	77.4	3.7	73.7	21.6	1.0	100
Overall	Count	835	16	819	202	5	1042
(Urban)	%	80.1	1.5	78.6	19.4	0.5	100
Overall (Rural)	Count	287	37	250	112	10	409
Overall (Kurai)	%	70.1	9.0	61.1	27.4	2.4	100





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

		Overall					
Service Prov	viders	satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	115	6	109	66	1	182
Aircel (Total)	%	63.2	3.3	59.9	36.3	0.5	100
Aireal (Lirban)	Count	79	0	79	46	1	126
Aircel (Urban)	%	62.7	0.0	62.7	36.5	0.8	100
Ains al (Demail)	Count	36	6	30	20	0	56
Aircel (Rural)	%	64.3	10.7	53.6	35.7	0.0	100
Airtal (Total)	Count	126	4	122	52	3	181
Airtel (Total)	%	69.6	2.2	67.4	28.7	1.7	100
Airtal (Lirban)	Count	74	0	74	35	2	111
Airtel (Urban)	%	66.7	0.0	66.7	31.5	1.8	100
Airtal (Dural)	Count	52	4	48	17	1	70
Airtel (Rural)	%	74.3	5.7	68.6	24.3	1.4	100
DCNI /Total\	Count	94	2	92	51	16	161
BSNL (Total)	%	58.3	1.2	57.1	31.7	9.9	100
DCNII (Link on)	Count	73	1	72	37	7	117
BSNL (Urban)	%	62.4	0.9	61.5	31.6	6.0	100
DCNI (Durol)	Count	21	1	20	14	9	44
BSNL (Rural)	%	47.8	2.3	45.5	31.8	20.5	100
Idea (Tatal)	Count	125	6	119	54	4	183
Idea (Total)	%	68.3	3.3	65.0	29.5	2.2	100
Idaa (I Irban)	Count	94	3	91	37	3	134
Idea (Urban)	%	70.1	2.2	67.9	27.6	2.2	100
Idea (Dural)	Count	31	3	28	17	1	49
Idea (Rural)	%	63.2	6.1	57.1	34.7	2.0	100
Pol Com (Total)	Count	103	4	99	26	3	132
Rel Com (Total)	%	78.0	3.0	75.0	19.7	2.3	100
Rel Com	Count	92	3	89	14	1	107
(Urban)	%	86.0	2.8	83.2	13.1	0.9	100
Rel Com	Count	11	1	10	12	2	25
(Rural)	%	44.0	4.0	40.0	48.0	8.0	100
Rel Tel (Total)	Count	97	16	81	58	1	156
Rei Tei (Totai)	%	62.2	10.3	51.9	37.2	0.6	100
Dal Tal (linkan)	Count	69	6	63	40	0	109
Rel Tel (Urban)	%	63.3	5.5	57.8	36.7	0.0	100
DalTal /D "	Count	28	10	18	18	1	47
Rel Tel (Rural)	%	59.6	21.3	38.3	38.3	2.1	100
TATA (T-4-1)	Count	126	10	116	51	3	180
TATA (Total)	%	70.0	5.6	64.4	28.3	1.7	100
TATA (Lirkan)	Count	98	5	93	38	1	137
TATA (Urban)	%	71.5	3.6	67.9	27.7	0.7	100
TATA (Rural)	Count	28	5	23	13	2	43
.//. (i.turai)	%	65.1	11.6	53.5	30.2	4.7	100





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

Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	88	2	86	38	1	127
Official (Total)	%	69.3	1.6	67.7	29.9	8.0	100
Uninor (Urban)	Count	66	0	66	28	0	94
Offilior (Ofbari)	%	70.2	0.0	70.2	29.8	0.0	100
Uninor (Rural)	Count	22	2	20	10	1	33
Offilior (Kurai)	%	66.7	6.1	60.6	30.3	3.0	100
Vodafone	Count	108	5	103	38	3	149
(Total)	%	72.5	3.4	69.1	25.5	2.0	100
Vodafone	Count	76	1	75	30	1	107
(Urban)	%	71.0	0.9	70.1	28.0	0.9	100
Vodafone	Count	32	4	28	8	2	42
(Rural)	%	76.2	9.5	66.7	19.0	4.8	100
Overall	Count	982	55	927	434	35	1451
Overall	%	67.7	3.8	63.9	29.9	2.4	100
Overall	Count	721	19	702	305	16	1042
(Urban)	%	69.2	1.8	67.4	29.3	1.5	100
Overall (Rural)	Count	261	36	225	129	19	409
Overall (Itulal)	%	63.8	8.8	55.0	31.5	4.6	100





NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfie	d are you		ability of sigr	nal of your se	rvice provider i	n your locality?	
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	313	19	294	74	4	391
7 tiloci (Total)	%	80.1	4.9	75.2	18.9	1.0	100
Aircel (Urban)	Count	221	8	213	51	1	273
Alloci (Orban)	%	80.9	2.9	78.0	18.7	0.4	100
Aircel (Rural)	Count	92	11	81	23	3	118
Alloci (Rarai)	%	77.9	9.3	68.6	19.5	2.5	100
Airtel (Total)	Count	336	20	316	55	1	392
runtor (Total)	%	85.7	5.1	80.6	14.0	0.3	100
Airtel (Urban)	Count	228	9	219	40	0	268
rantor (Orban)	%	85.1	3.4	81.7	14.9	0.0	100
Airtel (Rural)	Count	108	11	97	15	1	124
or (realar)	%	87.1	8.9	78.2	12.1	0.8	100
BSNL (Total)	Count	272	26	246	112	6	390
	%	69.8	6.7	63.1	28.7	1.5	100
BSNL (Urban)	Count	195	15	180	77	2	274
	%	71.2	5.5	65.7	28.1	0.7	100
BSNL (Rural)	Count	77	11	66	35	4	116
DOINE (INUIAI)	%	66.4	9.5	56.9	30.2	3.4	100
ldea (Total)	Count	287	18	269	90	8	385
idea (Total)	%	74.6	4.7	69.9	23.4	2.1	100
ldea (Urban)	Count	212	10	202	53	5	270
idea (Olbali)	%	78.5	3.7	74.8	19.6	1.9	100
Idea (Rural)	Count	75	8	67	37	3	115
idea (itulai)	%	65.3	7.0	58.3	32.2	2.6	100
Rel Com (Total)	Count	292	19	273	84	9	385
Rei Com (Total)	%	75.8	4.9	70.9	21.8	2.3	100
Rel Com	Count	246	14	232	68	7	321
(Urban)	%	76.7	4.4	72.3	21.2	2.2	100
Rel Com	Count	46	5	41	16	2	64
(Rural)	%	71.9	7.8	64.1	25.0	3.1	100
Dal Tal (Tatal)	Count	297	29	268	89	7	393
Rel Tel (Total)	%	75.6	7.4	68.2	22.6	1.8	100
Dol Tol (Urban)	Count	219	14	205	50	6	275
Rel Tel (Urban)	%	79.6	5.1	74.5	18.2	2.2	100
Dol Tol (Durol)	Count	78	15	63	39	1	118
Rel Tel (Rural)	%	66.1	12.7	53.4	33.1	0.8	100
TATA (Tatal)	Count	293	25	268	89	6	388
TATA (Total)	%	75.5	6.4	69.1	22.9	1.5	100
TATA /! !=!= \	Count	193	10	183	74	4	271
TATA (Urban)	%	71.2	3.7	67.5	27.3	1.5	100
TATA (D. 1)	Count	100	15	85	15	2	117
TATA (Rural)	%	85.4	12.8	72.6	12.8	1.7	100
· · · · · · · · · · · · · · · · · · ·	Count	296	13	283	83	8	387
Uninor (Total)	%	76.5	3.4	73.1	21.4	2.1	100
	Count	253	9	244	61	5	319
Uninor (Urban)	%	79.3	2.8	76.5	19.1	1.6	100
	Count	43	4	39	22	3	68
Uninor (Rural)	%	63.3	5.9	57.4	32.4	4.4	100





16. How satisfie	d are you	with the availa	ability of sigr	nal of your se	rvice provider i	n your locality?	
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	344	19	325	42	2	388
(Total)	%	88.7	4.9	83.8	10.8	0.5	100
Vodafone	Count	240	10	230	27	0	267
(Urban)	%	89.8	3.7	86.1	10.1	0.0	100
Vodafone	Count	104	9	95	15	2	121
(Rural)	%	85.9	7.4	78.5	12.4	1.7	100
Overall	Count	2730	188	2542	718	51	3499
Overall	%	78.0	5.4	72.6	20.5	1.5	100
Overall	Count	2007	99	1908	501	30	2538
(Urban)	%	79.1	3.9	75.2	19.7	1.2	100
Overall (Rural)	Count	723	89	634	217	21	961
Overall (Kurai)	%	75.3	9.3	66.0	22.6	2.2	100





Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	337	29	308	54	0	391
Aircel (Total)	%	86.2	7.4	78.8	13.8	0.0	100
	Count	234	11	223	39	0	273
Aircel (Urban)	%	85.7	4.0	81.7	14.3	0.0	100
	Count	103	18	85	15	0	118
Aircel (Rural)	%	87.3	15.3	72.0	12.7	0.0	100
	Count	338	20	318	52	2	392
Airtel (Total)	%	86.2	5.1	81.1	13.3	0.5	100
	Count	231	10	221	37	0	268
Airtel (Urban)	%	86.2	3.7	82.5	13.8	0.0	100
	Count	107	10	97	15	2	124
Airtel (Rural)	%	86.3	8.1	78.2	12.1	1.6	100
	Count	302	19	283	86	2	390
BSNL (Total)	%	77.5	4.9	72.6	22.1	0.5	100
	Count	211	11	200	62	1	274
BSNL (Urban)	%	77	4.0	73.0	22.6	0.4	100
	Count	91	8	83	24	1	116
BSNL (Rural)	%	78.5	6.9	71.6	20.7	0.9	100
	Count	306	14	292	73	6	385
dea (Total)	%	79.4	3.6	75.8	19.0	1.6	100
	Count	220	9	211	46	4	270
dea (Urban)	%	81.4	3.3	78.1	17.0	1.5	100
	Count	86	5	81	27	2	115
dea (Rural)	%	74.7	4.3	70.4	23.5	1.7	100
	Count	297	20	277	81	7	385
Rel Com (Total)	%	77.1	5.2	71.9	21.0	1.8	100
Rel Com	Count	248	17	231	69	4	321
(Urban)	%	77.3	5.3	72.0	21.5	1.2	100
Rel Com	Count	49	3.3	46	12	3	64
(Rural)	%	76.6	4.7	71.9	18.8	4.7	100
` ,	Count	303	28	275	85	5	393
Rel Tel (Total)	%	77.1	7.1	70.0	21.6	1.3	100
	Count	218	12	206	52	5	275
Rel Tel (Urban)	%	79.3	4.4	74.9	18.9	1.8	100
	Count	85	16	69	33	0	118
Rel Tel (Rural)	%	72.1	13.6	58.5	28.0	0.0	100
	Count	324	23	30.3	61	3	388
ΓΑΤΑ (Total)	%	83.5	5.9	77.6	15.7	0.8	100
	Count	220	7	213	50	1	271
ΓΑΤΑ (Urban)	%	81.2	2.6	78.6	18.5	0.4	100
	Count	104	16	88	11	2	117
ΓΑΤΑ (Rural)	%	88.9	13.7	75.2	9.4	1.7	100
	Count	303	15.7	288	78	6	387
Jninor (Total)	%	78.3	3.9	74.4	20.2	1.6	100
	Count	259	3.9	248	55	5	319
Jninor (Urban)	%	81.1	3.4	77.7	17.2	1.6	100
	Count	44	3.4 4	40	23	1.0	68
Uninor (Rural)	%	64.7	5.9	58.8	33.8	1.5	100





17. How satisfie	d are you	17. How satisfied are you with the ability to make or receive calls easily?								
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
Vodafone	Count	354	16	338	32	2	388			
(Total)	%	91.2	4.1	87.1	8.2	0.5	100			
Vodafone	Count	244	6	238	23	0	267			
(Urban)	%	91.3	2.2	89.1	8.6	0.0	100			
Vodafone	Count	110	10	100	9	2	121			
(Rural)	%	90.9	8.3	82.6	7.4	1.7	100			
Overall	Count	2864	184	2680	602	33	3499			
Overall	%	81.9	5.3	76.6	17.2	0.9	100			
Overall	Count	2085	94	1991	433	20	2538			
(Urban)	%	82.1	3.7	78.4	17.1	0.8	100			
Overall (Rural)	Count	779	90	689	169	13	961			
Overall (Kurai)	%	81.1	9.4	71.7	17.6	1.4	100			





Service Pro	viders	Very Frequently	Frequently	Occasionally	Never	Total
Aireal (Tatal)	Count	2	21	281	87	391
Aircel (Total)	%	0.5	5.4	71.9	22.3	100
A:	Count	2	13	206	52	273
Aircel (Urban)	%	0.7	4.8	75.5	19.0	100
Aireal (Dural)	Count	0	8	75	35	118
Aircel (Rural)	%	0.0	6.8	63.6	29.7	100
Airtal (Tatal)	Count	2	27	278	85	392
Airtel (Total)	%	0.5	6.9	70.9	21.7	100
Airtal (Llaban)	Count	2	17	194	55	268
Airtel (Urban)	%	0.7	6.3	72.4	20.5	100
Aintal (Dunal)	Count	0	10	84	30	124
Airtel (Rural)	%	0.0	8.1	67.7	24.2	100
PONI (Total)	Count	3	51	273	63	390
BSNL (Total)	%	0.8	13.1	70.0	16.2	100
DONI (Lirbon)	Count	1	37	198	38	274
BSNL (Urban)	%	0.4	13.5	72.3	13.9	100
DONI (Durol)	Count	2	14	75	25	116
BSNL (Rural)	%	1.7	12.1	64.7	21.6	100
doc (Total)	Count	4	47	273	61	385
dea (Total)	%	1.0	12.2	70.9	15.8	100
-l (1 l-l)	Count	3	24	207	36	270
dea (Urban)	%	1.1	8.9	76.7	13.3	100
doo (Durol)	Count	1	23	66	25	115
dea (Rural)	%	0.9	20.0	57.4	21.7	100
Rel Com (Total)	Count	4	60	253	68	385
Rei Com (Total)	%	1.0	15.6	65.7	17.7	100
Rel Com	Count	4	44	211	62	321
Urban)	%	1.2	13.7	65.7	19.3	100
Rel Com (Rural)	Count	0	16	42	6	64
Rei Com (Rurai)	%	0.0	25.0	65.6	9.4	100
Rel Tel (Total)	Count	2	45	283	63	393
Rei Tei (Totai)	%	0.5	11.5	72.0	16.0	100
Rel Tel (Urban)	Count	2	20	210	43	275
ver rer (Orban)	%	0.7	7.3	76.4	15.6	100
Rel Tel (Rural)	Count	0	25	73	20	118
ver rer (izulai)	%	0.0	21.2	61.9	16.9	100
ΓΑΤΑ (Total)	Count	2	26	299	61	388
IAIA (TUIdI)	%	0.5	6.7	77.1	15.7	100
ΓΑΤΑ (Urban)	Count	0	17	223	31	271
ATA (UIDAII)	%	0.0	6.3	82.3	11.4	100
「ATA (Rural)	Count	2	9	76	30	117
ATA (Nulai)	%	1.7	7.7	65.0	25.6	100
Iningr (Total)	Count	2	45	295	45	387
Jninor (Total)	%	0.5	11.6	76.2	11.6	100
Iningr (Linkson)	Count	1	29	255	34	319
Jninor (Urban)	%	0.3	9.1	79.9	10.7	100
Inings (Descal)	Count	1	16	40	11	68
Jninor (Rural)	%	1.5	23.5	58.8	16.2	100





18. How often do	oes your ca	III drop during co	nversation?				
Service Prov	viders	Very Frequently	Frequently	Occasionally Never		Total	
Vodafone	Count	4	11	299	74	388	
(Total)	%	1.0	2.8	77.1	19.1	100	
Vodafone	Count	2	6	216	43	267	
(Urban)	%	0.7	2.2	80.9	16.1	100	
Vodafone	Count	2	5	83	31	121	
(Rural)	%	1.7	4.1	68.6	25.6	100	
Overall	Count	25	333	2534	607	3499	
Overall	%	0.7	9.5	72.4	17.3	100	
Overall (Urban)	Count	17	207	1920	394	2538	
Overall (Orball)	%	0.7	8.2	75.7	15.5	100	
Overall (Rural)	Count	8	126	614	213	961	
Overall (Rural)	%	0.8	13.1	63.9	22.2	100	





Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	352	23	329	38	1	391
Aircel (Total)	%	90	5.9	84.1	9.7	0.3	100
Aircel (Urban)	Count	250	8	242	23	0	273
Aircei (Orban)	%	91.5	2.9	88.6	8.4	0.0	100
Aireal (Dural)	Count	102	15	87	15	1	118
Aircel (Rural)	%	86.4	12.7	73.7	12.7	0.8	100
∧:	Count	348	16	332	42	2	392
Airtel (Total)	%	88.8	4.1	84.7	10.7	0.5	100
Λ:t ο Ι / Ι Ι ο ο ο .	Count	246	6	240	22	0	268
Airtel (Urban)	%	91.8	2.2	89.6	8.2	0.0	100
Aintal (Danal)	Count	102	10	92	20	2	124
Airtel (Rural)	%	82.3	8.1	74.2	16.1	1.6	100
DONII /T-4-!\	Count	322	23	299	65	3	390
BSNL (Total)	%	82.6	5.9	76.7	16.7	0.8	100
DONII (LL-L-)	Count	228	13	215	44	2	274
BSNL (Urban)	%	83.2	4.7	78.5	16.1	0.7	100
DOLU (D. 1)	Count	94	10	84	21	1	116
BSNL (Rural)	%	81	8.6	72.4	18.1	0.9	100
	Count	313	18	295	68	4	385
dea (Total)	%	81.3	4.7	76.6	17.7	1.0	100
	Count	225	9	216	42	3	270
Idea (Urban)	%	83.3	3.3	80.0	15.6	1.1	100
Idea (Rural)	Count	88	9	79	26	1	115
	%	76.5	7.8	68.7	22.6	0.9	100
	Count	313	13	300	71	1	385
Rel Com (Total)	%	81.3	3.4	77.9	18.4	0.3	100
Rel Com	Count	265	8	257	55	1	321
(Urban)	%	82.6	2.5	80.1	17.1	0.3	100
Rel Com	Count	48	5	43	16	0	64
(Rural)	%	75	7.8	67.2	25.0	0.0	100
	Count	319	21	298	73	1	393
Rel Tel (Total)	%	81.1	5.3	75.8	18.6	0.3	100
	Count	231	11	220	43	1	275
Rel Tel (Urban)	%	84	4.0	80.0	15.6	0.4	100
	Count	88	10	78	30	0	118
Rel Tel (Rural)	%	74.6	8.5	66.1	25.4	0.0	100
	Count	336	21	315	50	2	388
TATA (Total)	%	86.6	5.4	81.2	12.9	0.5	100
	Count	232	5	227	39	0	271
ΓΑΤΑ (Urban)	%	85.6	1.8	83.8	14.4	0.0	100
	Count	104	1.6	88	11	2	117
ΓΑΤΑ (Rural)	%	88.9	13.7	75.2	9.4	1.7	100
	Count	313	8	305	71	3	387
Jninor (Total)	%	80.9	2.1	78.8	18.3	0.8	100
	Count						
Jninor (Urban)	%	265	5	260	53	1	319
	Count	83.1	1.6	81.5	16.6	0.3	100
Uninor (Rural)	%	48	3	45	18	2	68
	70	70.6	4.4	66.2	26.5	2.9	100





19. How satisfie	d are you	with the voice	quality?				
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	353	18	335	31	4	388
(Total)	%	90.9	4.6	86.3	8.0	1.0	100
Vodafone	Count	244	5	239	21	2	267
(Urban)	%	91.4	1.9	89.5	7.9	0.7	100
Vodafone	Count	109	13	96	10	2	121
(Rural)	%	90	10.7	79.3	8.3	1.7	100
Overall	Count	2969	161	2808	509	21	3499
Overall	%	84.9	4.6	80.3	14.5	0.6	100
Overall	Count	2186	70	2116	342	10	2538
(Urban)	%	86.2	2.8	83.4	13.5	0.4	100
Overall (Rural)	Count	783	91	692	167	11	961
Overall (Kural)	%	81.5	9.5	72	17.4	1.1	100





20. How often do you face signal problems?

Service Prov	viders	Very Frequently	Frequently	Occasionally	Never	Total
A: 1 (T ())	Count	1	35	299	56	391
Aircel (Total)	%	0.3	9.0	76.5	14.3	100
	Count	1	21	217	34	273
Aircel (Urban)	%	0.4	7.7	79.5	12.5	100
	Count	0	14	82	22	118
Aircel (Rural)	%	0.0	11.9	69.5	18.6	100
	Count	4	35	253	100	392
Airtel (Total)	%	1.0	8.9	64.5	25.5	100
	Count	2	27	167	72	268
Airtel (Urban)	%	0.7	10.1	62.3	26.9	100
	Count	2	8	86	28	124
Airtel (Rural)	%	1.6	6.5	69.4	22.6	100
	Count	5	60	178	147	
BSNL (Total)	%	1.3	15.4			390
	Count			45.6	37.7	100
BSNL (Urban)	%	2	42	106	124	274
	% Count	0.7	15.3	38.7	45.3	100
BSNL (Rural)		3	18	72	23	116
	%	2.6	15.5	62.1	19.8	100
ldea (Total)	Count	3	61	176	145	385
	%	0.8	15.8	45.7	37.7	100
ldea (Urban)	Count	3	33	103	131	270
	%	1.1	12.2	38.1	48.5	100
ldea (Rural)	Count	0	28	73	14	115
	%	0.0	24.3	63.5	12.2	100
Rel Com (Total)	Count	1	39	155	190	385
rtor com (rotal)	%	0.3	10.1	40.3	49.4	100
Rel Com	Count	0	22	111	188	321
(Urban)	%	0.0	6.9	34.6	58.6	100
Rel Com (Rural)	Count	1	17	44	2	64
ixer Com (ixurai)	%	1.6	26.6	68.8	3.1	100
Dal Tal (Tatal)	Count	1	51	193	148	393
Rel Tel (Total)	%	0.3	13.0	49.1	37.7	100
D-1.T-1 (11-1)	Count	0	21	117	137	275
Rel Tel (Urban)	%	0.0	7.6	42.5	49.8	100
D.I.T. I. (D. 1)	Count	1	30	76	11	118
Rel Tel (Rural)	%	0.8	25.4	64.4	9.3	100
	Count	2	44	218	124	388
TATA (Total)	%	0.5	11.3	56.2	32.0	100
	Count	0	32	133	106	271
TATA (Urban)	%	0.0	11.8	49.1	39.1	100
	Count	2	12	85	18	117
TATA (Rural)	%	1.7	10.3	72.6	15.4	100
	Count	3	55	140	189	387
Uninor (Total)	%	0.8				
			14.2	36.2	48.8	100
Uninor (Urban)	Count	1	40	94	184	319
	%	0.3	12.5	29.5	57.7	100
Uninor (Rural)	Count	2	15	46	5	68
•	%	2.9	22.1	67.6	7.4	100



Count

Count

Count

%

%

%

Overall

Overall (Urban)

Overall (Rural)



100

3499

100

2538

100

961

100

1267

36.2

1113

43.9

154

16.0

20. How often do you face signal problems? Very **Service Providers** Frequently Occasionally Never **Total** Frequently Vodafone Count 388 16 200 168 (Total) % 1.0 4.1 43.3 100 51.5 Vodafone Count 7 122 137 267 1 (Urban) % 0.4 2.6 45.7 51.3 100 Vodafone Count 3 9 78 31 121 (Rural) % 7.4 64.5 25.6

396

11.3

245

9.7

151

15.7

1812

51.8

1170

46.1

642

66.8

2.5

24

0.7

10

0.4

14

1.5





		Overall				D.V	
Service Pro	viders	satisfied=	A-Very	B-	C-	D-Very	Total
		(A+B)	Satisfied	Satisfied	Dissatisfied	Dissatisfied	
Aireal (Tatal)	Count	331	10	321	60	0	391
Aircel (Total)	%	84.7	2.6	82.1	15.3	0.0	100
A: (Count	236	2	234	37	0	273
Aircel (Urban)	%	86.4	0.7	85.7	13.6	0.0	100
A: L (D I)	Count	95	8	87	23	0	118
Aircel (Rural)	%	80.5	6.8	73.7	19.5	0.0	100
A: /T \	Count	337	11	326	53	2	392
Airtel (Total)	%	86	2.8	83.2	13.5	0.5	100
	Count	232	7	225	36	0	268
Airtel (Urban)	%	86.6	2.6	84.0	13.4	0.0	100
	Count	105	4	101	17	2	124
Airtel (Rural)	%	84.7	3.2	81.5	13.7	1.6	100
	Count	285	15	270	99	6	390
BSNL (Total)	%	73	3.8	69.2	25.4	1.5	100
	Count	202	7	195	69	3	274
BSNL (Urban)	%	73.8	2.6	71.2	25.2	1.1	100
	Count	83	8	75	30	3	116
BSNL (Rural)	%	71.6	6.9	64.7	25.9	2.6	100
	Count	283	6	277	98	4	385
ldea (Total)	%	73.5	1.6	71.9	25.5	1.0	100
Idea (Urban)	Count	208	3	205	60	2	270
	%	77	1.1	75.9	22.2	0.7	100
Idea (Rural)	Count	75	3	73.9	38	2	115
	%	65.2	2.6	62.6	33.0	1.7	100
	Count	316	4	312	65	4	385
Rel Com (Total)	%	82	1.0	81.0	16.9	1.0	100
Rel Com	Count	270	3	267	47	4	321
(Urban)	%	84.1	0.9	83.2	14.6	1.2	100
Rel Com	Count	46	1	45	18	0	64
(Rural)	%			70.3			
(Itulai)	Count	71.9	1.6		28.1	0.0	100
Rel Tel (Total)	%	301	10	291	91	1	393
	Count	76.5	2.5	74.0	23.2	0.3	100
Rel Tel (Urban)	%	222	2	220	52	1	275
	Count	80.7	0.7	80.0	18.9	0.4	100
Rel Tel (Rural)	%	79	8	71	39	0	118
		67	6.8	60.2	33.1	0.0	100
TATA (Total)	Count %	306	10	296	79	3	388
		78.9	2.6	76.3	20.4	0.8	100
TATA (Urban)	Count	208	4	204	63	0	271
	%	76.8	1.5	75.3	23.2	0.0	100
TATA (Rural)	Count	98	6	92	16	3	117
· ,	%	83.7	5.1	78.6	13.7	2.6	100
Uninor (Total)	Count	302	6	296	80	5	387
, ,	%	78.1	1.6	76.5	20.7	1.3	100
Uninor (Urban)	Count	258	4	254	58	3	319
	%	80.9	1.3	79.6	18.2	0.9	100
Uninor (Rural)	Count	44	2	42	22	2	68
Cor (reard)	%	64.7	2.9	61.8	32.4	2.9	100





21. How satisfie	d are you	with the availa	ability of sigr	nal in your ar	ea?		
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	348	12	336	37	3	388
(Total)	%	89.7	3.1	86.6	9.5	0.8	100
Vodafone	Count	240	1	239	26	1	267
(Urban)	%	89.9	0.4	89.5	9.7	0.4	100
Vodafone	Count	108	11	97	11	2	121
(Rural)	%	89.3	9.1	80.2	9.1	1.7	100
Overall	Count	2809	84	2725	662	28	3499
Overall	%	80.3	2.4	77.9	18.9	0.8	100
Overall	Count	2076	33	2043	448	14	2538
(Urban)	%	81.8	1.3	80.5	17.7	0.6	100
Overall (Rural)	Count	733	51	682	214	14	961
Overall (Kurai)	%	76.3	5.3	71.0	22.3	1.5	100





Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cotal Cotal	Count %	Overall satisfied= (A+B) 325 83.1 237 86.8 88 74.6 335 85.5 231 86.1	7 1.8 1 0.4 6 5.1 5	B- Satisfied 318 81.3 236 86.4 82 69.5 330	C- Dissatisfied 63 16.1 35 12.8 28 23.7	D-Very Dissatisfied 3 0.8 1 0.4 2	391 100 273 100
Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cotal Cotal	% Count	83.1 237 86.8 88 74.6 335 85.5 231 86.1	1.8 1 0.4 6 5.1 5 1.3	81.3 236 86.4 82 69.5	16.1 35 12.8 28	0.8 1 0.4	100 273
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban)	Count % Count % Count % Count % Count % Count % Count Count	237 86.8 88 74.6 335 85.5 231 86.1	1 0.4 6 5.1 5 1.3	236 86.4 82 69.5	35 12.8 28	1 0.4	273
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban)	% Count % Count % Count % Count % Count % Count Count	86.8 88 74.6 335 85.5 231 86.1	0.4 6 5.1 5 1.3	86.4 82 69.5	12.8 28	0.4	
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cotal	Count % Count % Count % Count % Count % Count Count	88 74.6 335 85.5 231 86.1	6 5.1 5 1.3	82 69.5	28		100
Airtel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cotal	% Count % Count % Count % Count Count %	74.6 335 85.5 231 86.1	5.1 5 1.3	69.5		2	100
Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) (1) (2) (3) (4) (4) (5) (6) (7) (7) (7) (8) (9) (9) (9) (9) (9) (10) (10) (10) (10) (10) (10) (10) (10	Count % Count % Count % Count % Count	335 85.5 231 86.1	5 1.3		23.7		118
Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) (a) (b) (c) (c) (d) (d) (d) (d) (d) (d	% Count % Count % Count Count	85.5 231 86.1	1.3	330	20.1	1.7	100
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) (data (Total)	Count % Count % Count	231 86.1			56	1	392
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) (1) (2) (3) (4) (5) (6) (7) (7) (7) (7) (7) (8) (9) (9) (9) (9) (10) (10) (10) (10) (10) (10) (10) (10	% Count % Count	86.1		84.2	14.3	0.3	100
Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) (c) (d) (d) (d) (d) (d) (d) (d) (d) (d) (d	Count % Count		2	229	36	1	268
Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) (c) (d) (d) (d) (d) (d) (d) (d) (d) (d) (d	% Count		0.7	85.4	13.4	0.4	100
BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) (1) (2) (3) (4) (5) (6) (7) (7) (7) (7) (8) (8) (9) (9) (9) (9) (9) (9) (9) (9) (9) (9	Count	104	3	101	20	0	124
BSNL (Total) BSNL (Urban) BSNL (Rural) (dea (Total) (dea (Urban)		83.9	2.4	81.5	16.1	0.0	100
BSNL (Urban) BSNL (Rural) Idea (Total) (dea (Urban)	%	296	16	280	86	8	390
BSNL (Urban) BSNL (Rural) (c) (d) (dea (Total) (d) (dea (Urban)	70	75.9	4.1	71.8	22.1	2.1	100
BSNL (Urban) BSNL (Rural) (c) (d) (dea (Total) (d) (dea (Urban)	Count	212	8	204	58	4	274
Idea (Urban)	%	77.4	2.9	74.5	21.2	1.5	100
Idea (Total)	Count	84	8	76	28	4	116
Idea (Total) (Idea (Urban)	%	72.4	6.9	65.5	24.1	3.4	100
Idea (Urban)	Count	284	6	278	98	3	385
dea (Urban)	%	73.8	1.6	72.2	25.5	0.8	100
dea (Urban)	Count	211	3	208	58	1	270
	%	78.1	1.1	77.0	21.5	0.4	100
ldea (Rural)	Count	73	3	70	40	2	115
	%	63.5	2.6	60.9	34.8	1.7	100
	Count	307	4	303	74	4	385
Rel Com (Total) L	%	79.7	1.0	78.7	19.2	1.0	100
	Count	262	3	259	55	4	321
	%	81.6	0.9	80.7	17.1	1.2	100
` '	Count	45	1	44	19	0	64
	%	70.4	1.6	68.8	29.7	0.0	100
()	Count	297	12	285	93	3	393
Rel Lel (Total) L	%	75.6	3.1	72.5	23.7	0.8	100
(Count	220	1	219	53	2	275
Rallal (Hrhan) I	%	80	0.4	79.6	19.3	0.7	100
(Count	77	11	66	40	1	118
Rel Lel (Rural) 🗀	%	65.2	9.3	55.9	33.9	0.8	100
	Count	305	10	295	80	3	388
TATA (Total) L	%	78.6	2.6	76.0	20.6	0.8	100
(Count	206	3	203	64	1	271
IAIA (Urhan) 🗀	%	76	1.1	74.9	23.6	0.4	100
(Count	99	7	92	16	0.4	117
IAIA (Rural)	%						
		84.6	6.0	78.6	13.7	1.7	100
Uninor (Lotal) 🗀	Count	302	8	294	82	3	387
	%	78.1	2.1	76.0	21.2	0.8	100
l Ininor (Hirhan)	Count	259	6	253	58	2	319
		04.0	1.9	79.3	18.2		100
Uninor (Rural)	% Count	81.2 43	2	41	24	0.6	100 68





22. How satisfie	d are you	with the resto	ration of net	work (signal)	problems?		
Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	339	8	331	46	3	388
(Total)	%	87.4	2.1	85.3	11.9	0.8	100
Vodafone	Count	237	1	236	29	1	267
(Urban)	%	88.8	0.4	88.4	10.9	0.4	100
Vodafone	Count	102	7	95	17	2	121
(Rural)	%	84.3	5.8	78.5	14.0	1.7	100
Overall	Count	2790	76	2714	678	31	3499
Overall	%	79.8	2.2	77.6	19.4	0.9	100
Overall	Count	2075	28	2047	446	17	2538
(Urban)	%	81.8	1.1	80.7	17.6	0.7	100
Overall (Rural)	Count	715	48	667	232	14	961
Overall (Rural)	%	74.4	5	69.4	24.1	1.5	100





SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

Service Pro	viders	Yes	No	Total
Aireal (T-t-1)	Count	63	328	391
Aircel (Total)	%	16.1	83.9	100
Aireal (Lirban)	Count	40	233	273
Aircel (Urban)	%	14.7	85.3	100
Aireal (Burel)	Count	23	95	118
Aircel (Rural)	%	19.5	80.5	100
A: (T-+-1)	Count	48	344	392
Airtel (Total)	%	12.2	87.8	100
Aintal (Linhana)	Count	24	244	268
Airtel (Urban)	%	9	91	100
A: (1/D 1)	Count	24	100	124
Airtel (Rural)	%	19.4	80.6	100
DONII (T. t. I)	Count	45	345	390
BSNL (Total)	%	11.5	88.5	100
DONII (IIII)	Count	34	240	274
BSNL (Urban)	%	12.4	87.6	100
DONII (D. "	Count	11	105	116
BSNL (Rural)	%	9.5	90.5	100
	Count	51	334	385
Idea (Total)	%	13.2	86.8	100
Idea (Urban)	Count	36	234	270
	%	13.3	86.7	100
Idea (Rural)	Count	15	100	115
	%	13	87	100
D.10 (T.1)	Count	40	345	385
Rel Com (Total)	%	10.4	89.6	100
D 10 (111)	Count	30	291	321
Rel Com (Urban)	%	9.3	90.7	100
D 10 (D 1)	Count	10	54	64
Rel Com (Rural)	%	15.6	84.4	100
D 1 T 1 (T + 1)	Count	46	347	393
Rel Tel (Total)	%	11.7	88.3	100
D.I.T. 1. (1.1.)	Count	31	244	275
Rel Tel (Urban)	%	11.3	88.7	100
D-1T-1 /D "	Count	15	103	118
Rel Tel (Rural)	%	12.7	87.3	100
TATA (T : "	Count	63	325	388
TATA (Total)	%	16.2	83.8	100
TATA (111)	Count	49	222	271
TATA (Urban)	%	18.1	81.9	100
TATA (5	Count	14	103	117
TATA (Rural)	%	12	88	100
:	Count	29	358	387
Uninor (Total)	%	7.5	92.5	100
	Count	19	300	319
Uninor (Urban)	%	6	94	100
	Count	10	58	68
Uninor (Rural)	Journ	IU	00	OO





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

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	37	351	388
Vouaione (Total)	%	9.5	90.5	100
Vodafone (Urban)	Count	25	242	267
vodalone (Orban)	%	9.4	90.6	100
Vodafone (Rural)	Count	12	109	121
Vodalone (Italai)	%	9.9	90.1	100
Overall	Count	422	3077	3499
Overall	%	12.1	87.9	100
Overall (Urban)	Count	288	2250	2538
Overall (Orbail)	%	11.3	88.7	100
Overall (Rural)	Count	134	827	961
Overall (Italial)	%	13.9	86.1	100





24. How satisfied are you with the quality of the supplementary services / value added service provided?								
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
Aireal (Total)	Count	51	2	49	9	3	63	
Aircel (Total)	%	81.0	3.2	77.8	14.3	4.8	100	
Λ:===! (! !=====)	Count	34	0	34	6	0	40	
Aircel (Urban)	%	85.0	0.0	85.0	15.0	0.0	100	
Aireal (Dural)	Count	17	2	15	3	3	23	
Aircel (Rural)	%	73.9	8.7	65.2	13.0	13.0	100	
Airtal (Tatal)	Count	40	0	40	7	1	48	
Airtel (Total)	%	83.3	0.0	83.3	14.6	2.1	100	
Airtal (Lirban)	Count	22	0	22	2	0	24	
Airtel (Urban)	%	91.7	0.0	91.7	8.3	0.0	100	
Aintal (Dural)	Count	18	0	18	5	1	24	
Airtel (Rural)	%	75.0	0.0	75.0	20.8	4.2	100	
DONI /Tatal\	Count	38	2	36	6	1	45	
BSNL (Total)	%	84.4	4.4	80.0	13.3	2.2	100	
DONII /Llb =\	Count	29	2	27	4	1	34	
BSNL (Urban)	%	85.3	5.9	79.4	11.8	2.9	100	
DONII. (DI)	Count	9	0	9	2	0	11	
BSNL (Rural)	%	81.8	0.0	81.8	18.2	0.0	100	
Idea (Total)	Count	44	5	39	6	1	51	
	%	86.3	9.8	76.5	11.8	2.0	100	
	Count	30	2	28	5	1	36	
Idea (Urban)	%	83.4	5.6	77.8	13.9	2.8	100	
Idea (Rural)	Count	14	3	11	1	0	15	
	%	93.3	20.0	73.3	6.7	0.0	100	
	Count	34	1	33	5	1	40	
Rel Com (Total)	%	85.0	2.5	82.5	12.5	2.5	100	
Rel Com	Count	27	1	26	2	1	30	
(Urban)	%	90.0	3.3	86.7	6.7	3.3	100	
Rel Com	Count	7	0	7	3	0	10	
(Rural)	%	70.0	0.0	70.0	30.0	0.0	100	
	Count	37	0.0	37	8	1	46	
Rel Tel (Total)	%	80.4	0.0	80.4	17.4	2.2	100	
	Count	26	0	26	5	0	31	
Rel Tel (Urban)	%	83.9	0.0	83.9	16.1	0.0	100	
	Count	11	0	11	3	1	15	
Rel Tel (Rural)	%	73.3	0.0	73.3	20.0	6.7	100	
	Count	60	1	59	2	1	63	
TATA (Total)	%	95.3	1.6	93.7	3.2	1.6	100	
	Count	46	1.0	45	2	1	49	
ΓΑΤΑ (Urban)	%	93.8	2.0	91.8	4.1	2.0	100	
	Count	14	0	14	0	0	14	
TATA (Rural)	%	100	0.0	100	0.0	0.0	100	
	Count	21	0.0	21	5	3	29	
Uninor (Total)	%	72.4	0.0	72.4	17.2	10.3	100	
	Count	13	0.0	13	3	3	19	
Uninor (Urban)	%	68.4	0.0	68.4	15.8	15.8	100	
	1 /0	00.4	0.0	00.4	10.0	10.0	100	
	Count	8	0	8	2	0	10	





24. How satisfie	d are you	with the quali	ty of the sup	plementary s	ervices / value	added service p	rovided?
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	30	2	28	6	1	37
(Total)	%	81.1	5.4	75.7	16.2	2.7	100
Vodafone	Count	19	2	17	6	0	25
(Urban)	%	76.0	8.0	68.0	24.0	0.0	100
Vodafone	Count	11	0	11	0	1	12
(Rural)	%	91.7	0.0	91.7	0.0	8.3	100
Overall	Count	355	13	342	54	13	422
Overall	%	84.1	3.1	81.0	12.8	3.1	100
Overall	Count	246	8	238	35	7	288
(Urban)	%	85.4	2.8	82.6	12.2	2.4	100
Overall (Rural)	Count	109	5	104	19	6	134
Overall (Kurai)	%	81.3	3.7	77.6	14.2	4.5	100





25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?

Service Providers	unsubscribing?								
Aircel (Total) Aircel (Urban) Aircel (Rural) Aircel (Rural) Aircel (Urban) Aircel	Service Prov	viders		_	_	_	-	Total	
Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural)		Count	. ,	1	49	12	1	63	
Aircel (Urban) Count 19	Aircel (Total)	%					1.6	100	
Aricel (Urban) Aircel (Rural) Count 19 1 18 4 0 23 Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Count 19 1 1 18 4 0 0 23 Aircel (Count 19 1 1 18 4 0 0 23 Aircel (Count 41 0 41 7 0 48 Aircel (Urban) Aircel (Urban) Count 23 0 23 1 1 0 24 Aircel (Urban) Aircel (Rural) Count 18 0 18 6 0 24 Aircel (Rural) Count 32 0 23 1 1 0 24 Aircel (Rural) Count 18 0 18 6 0 25 Aircel (Rural) Count 32 0 32 12 1 1 45 BSNL (Urban) Count 24 0 24 9 1 34 BSNL (Urban) Count 24 0 24 9 1 3 34 BSNL (Rural) Count 8 0 8 3 0 11 BSNL (Rural) Count 8 0 8 3 0 11 BSNL (Rural) Count 33 7 0 8 3 3 0 11 Idea (Total) Aircel (Count 43 7 36 7 1 51 Aircel (Rural) Count 30 4 26 5 1 38 Idea (Urban) Count 13 3 10 2 0 15 Aircel (Rural) Count 13 3 10 2 0 15 Aircel (Rural) Count 13 3 10 2 0 15 Aircel (Rural) Aircel (Rural) Count 13 3 10 2 0 15 Aircel (Rural) Count 24 26 5 1 3 30 Aircel (Rural) Aircel (Rural) Count 30 4 26 5 5 1 3 Aircel (Rural) Airc	Co	Count							
Aircel (Rural) Count 19 1 18 4 0 23 Airtel (Total) Count 41 0 41 7 0 48 Airtel (Urban) Count 23 0 23 1 0 48 Airtel (Rural) Count 23 0 23 1 0 24 Airtel (Rural) Count 18 0 95.8 4.2 0.0 100 BSNL (Total) Count 18 0 18 6 0 24 BSNL (Urban) Count 32 0 32 12 1 45 BSNL (Urban) Count 24 0 24 9 1 34 BSNL (Rural) Count 8 0 8 3 0 11 BSNL (Urban) Count 43 7 36 7 1 51 Idea (Total) We 38.3 13.7 70.6 13.7	Aircel (Urban)					20.0	2.5	100	
Aircei (Rural) Aircei (Rural) Aircei (Rural) Count Air d Aircei (Rural) Count Aircei (Rural) Air	Count	19	1	18	4	0	23		
Aritel (Inda) Airtel (Urban) Count 23 0 23 1 0 24 Airtel (Urban) Count 18 0 18 6 0 0 24 Airtel (Rural) Airtel (Rural) Count 32 0 32 12 1 0 0 24 BSNL (Total) Count 32 0 32 12 1 1 0 24 BSNL (Urban) Count 32 0 32 12 1 1 45 Count 24 0 71.1 0.0 71.1 26.7 2.2 100 BSNL (Rural) Count 34 0 24 9 1 34 Count 8 0 8 3 0 11 Count 13 7 36 7 1 51 Count 13 7 36 7 1 51 Count 13 3 10 2 0 15 Count 30 4 26 5 1 38 Count 30 4 26 5 1 38 Count 30 4 26 5 1 38 Count 13 3 10 2 0 0 15 Count 13 3 10 2 0 0 15 Count 30 4 26 5 1 0 0 15 Count 30 4 26 5 1 0 0 15 Count 30 4 26 5 1 0 0 0 15 Count 30 4 26 1 0 0 0 0 15 Count 30 4 26 1 0 0 0 0 100 Count 48 1 7 7 2 0 0 10 Count 88 1 7 7 0 0 31 Count 36 6 6 30 9 1 1 0 0 0 30 Count 36 6 6 30 9 1 1 0 0 10 Count 36 6 6 30 9 1 1 0 0 0 30 Count 36 6 6 30 9 1 1 0 0 0 30 Count 37 7 7 7 1 10 0 0 30 Count 38 1 7 7 10 0 0 31 Count 36 6 6 30 9 1 1 0 0 0 49 Count 37 7 7 7 7 1 16 1 12 0 0 63 Count 39 2 37 10 0 0 49 Count 30 6 6 7 75.9 24.1 0.0 100 Count 30 6 6 6 7 75.9 24.1 0.0 100 Count 30 6 6 6 75 75.9 24.1 0.0 100 Count 12 2 0 0 22 7 0 0 29 Count 30 6 66.3 76.9 24.1 0.0 100 Count 13 0 0 13 6 6 0 0 19 Count 14 13 0 0 13 6 6 0 0 19 Count 15 0 6 6 6 7 10 0 0 6 6 7 10 0 0 100 Count 17 0 0 6 6 6 7 10 0 0 6 6 7 1	Aircei (Rurai)	%	82.6	4.3	78.3	17.4	0.0	100	
Martel (Urban) Count 23 0 23 1 0 24	A:-+-1 /T-+-1)	Count	41	0	41	7	0	48	
Airtel (Urban) Airtel (Rural) Airtel (Rural) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Urban) BSNL (Rural) Count BSNL (Urban) BSNL (Rural) Count BSNL (Urban) BSNL (U	Airtei (Total)	%	85.4	0.0	85.4	14.6	0.0	100	
Section Sect	Airtal (Lirban)	Count	23	0	23	1	0	24	
Airtel (Rural) % 75	Airtei (Urban)	%	95.8	0.0	95.8	4.2	0.0	100	
BSNL (Total) Count 32 0 32 12 1 455	Aintal (Dunal)	Count	18	0	18	6	0	24	
BSNL (Total) % 71.1 0.0 71.1 26.7 2.2 100	Airtei (Rurai)	%	75	0.0	75.0	25.0	0.0	100	
BSNL (Urban) Count 24	RSNI (Total)	Count	32	0	32	12	1	45	
BSNL (Urban) % 70.6 0.0 70.6 26.5 2.9 100 BSNL (Rural) Count 8 0 8 3 0 11 % 72.7 0.0 72.7 27.3 0.0 100 Idea (Total) Count 43 7 36 7 1 51 Ke (Urban) Count 30 4 26 5 1 36 Idea (Hurban) Count 13 3 10 2 0 15 Kel Com (Total) Count 13 3 10 2 0 15 Rel Com (Total) Count 28 4 24 12 0 40 Rel Com (Total) Count 28 4 24 12 0 40 Rel Com (Total) Count 28 4 24 12 0 40 Rel Com (Total) 66.7 10.0 66.7 13.3 0.0	DOINE (10tal)	%	71.1	0.0	71.1	26.7	2.2	100	
BSNL (Rural) Count 8	BSMI (Lirhan)	Count	24	0	24	9	1	34	
BSNL (Rural) % 72.7 0.0 72.7 27.3 0.0 100 Idea (Total) % 84.3 7 36 7 1 51 % 84.3 13.7 70.6 13.7 2.0 100 Mea (Urban) % 83.3 11.1 72.2 13.9 2.8 100 Idea (Rural) % 86.7 20.0 66.7 13.3 0.0 100 Rel Com (Total) % 86.7 20.0 66.7 13.3 0.0 100 Rel Com (Count 28 4 24 12 0 40 % 70 10.0 60.0 30.0 0.0 100 Rel Com (Count 20 3 17 10 0 30 (Urban) % 66.7 10.0 56.7 33.3 0.0 100 Rel Com (Count 3 1 7 2 0 10 (Rural) % 80 10.0 70.0 20.0 0.0 100 Rel Tel (Total) % 77.4 16.1 61.3 22.6 0.0 100 Rel Tel (Rural) % 80 6.7 73.3 13.3 6.7 100 TATA (Total) % 80.9 6.3 74.6 19.0 0.0 100 TATA (Urban) % 85.7 14.3 71.4 14.3 0.0 100 TATA (Rural) % 85.7 14.3 71.4 14.3 0.0 100 Uninor (Total) % 75.9 0.0 75.9 24.1 0.0 100 Uninor (Rural) % 66.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) Main (Rural) % 66.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) Main (Rural) % 66.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) Count 13 0 13 6 0 100 Uninor (Rural) Count 13 0 13 6 0 0		70.6	0.0	70.6	26.5	2.9	100		
No. 100	BSNL (Rural)	Count	8	0	8	3	0	11	
Idea (Total) % 84.3 13.7 70.6 13.7 2.0 100 Idea (Urban) % 83.3 11.1 72.2 13.9 2.8 100 Idea (Rural) % 86.7 20.0 66.7 13.3 0.0 100 Rel Com (Total) % 70 10.0 60.0 30.0 0.0 100 Rel Com (Urban) % 66.7 10.0 56.7 33.3 0.0 100 Rel Com (Rural) % 66.7 10.0 56.7 33.3 0.0 100 Rel Com (Count 20 3 17 10 0 30 (Urban) % 66.7 10.0 56.7 33.3 0.0 100 Rel Com (Rural) % 80 10.0 70.0 20.0 0.0 100 Rel Tel (Total) % 80 10.0 70.0 20.0 0.0 100 Rel Tel (Urban) % 77.4 16.1 61.3 22.6 0.0 100 Rel Tel (Rural) % 80 6.7 73.3 13.3 6.7 100 TATA (Total) % 80.9 6.3 74.6 19.0 0.0 100 TATA (Urban) % 80.9 6.3 74.6 19.0 0.0 100 TATA (Rural) % 85.7 14.3 71.4 14.3 0.0 100 TATA (Rural) % 85.7 14.3 71.4 14.3 0.0 100 Uninor (Urban) % 75.9 0.0 75.9 24.1 0.0 100 Uninor (Rural) % 66.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 66.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) % % 68.4 0.0 68.4 31.6 0.0 100		%	72.7	0.0	72.7	27.3	0.0	100	
Mathematical Reservation Mathematical Reserv		Count	43	7	36	7	1	51	
Rel Count Rel Tel (Urban) Count 12 13.0 2.8 10.0 Rel Tel (Rural) Count 13 3 10 2 0 10.0 Rel Tel (Rural) Count 36 80.9 6.3 74.6 19.0 0.0 10.0 TATA (Total) TATA (Rural) Count 39 2.8 3.3 3.0 3.0 10.0 10.0 TATA (Rural) Count Count 12 2 10 2.0 10.0 TATA (Rural) Count 39 0 9 1 0.0 10.0 Uninor (Curtal) Count 12 2 10 2.0 10.0 Count 39 0 9 1 0.0 10.0 Count 12 2 10 2.0 0.0 10.0 Count 13 3 2.8 10.0 2.0 2.0 2.0 Count		%	84.3	13.7	70.6	13.7	2.0	100	
Mathematics	Idoa (Lirban)	Count	30	4	26	5	1	36	
Rel Com (Total) % 86.7 20.0 66.7 13.3 0.0 100	idea (Olbail)	%	83.3	11.1	72.2	13.9	2.8	100	
Rel Com (Total)	Idoa (Pural)	Count	13	3	10	2	0	15	
Rel Com (Total) % 70 10.0 60.0 30.0 0.0 100 Rel Com (Urban) Count 20 3 17 10 0 30 (Urban) % 66.7 10.0 56.7 33.3 0.0 100 Rel Com (Rural) Count 8 1 7 2 0 10 Rel Tel (Total) % 80 10.0 70.0 20.0 0.0 100 Rel Tel (Total) % 86 6 30 9 1 46 % 78.2 13.0 65.2 19.6 2.2 100 Rel Tel (Urban) % 77.4 16.1 61.3 22.6 0.0 100 Rel Tel (Rural) Count 12 1 11 2 1 15 TATA (Total) % 80 6.7 73.3 13.3 6.7 100 TATA (Urban) % 80.9 6.3 74.6	idea (Kulai)	%	86.7	20.0	66.7	13.3	0.0	100	
Rel Com (Urban)	Pel Com (Total)	Count	28	4	24	12	0	40	
Curban % 66.7 10.0 56.7 33.3 0.0 100	Rei Com (Total)	%	70	10.0	60.0	30.0	0.0	100	
Rel Com (Rural) Count 8 1 7 2 0 10 Rel Tel (Total) % 80 10.0 70.0 20.0 0.0 10 Rel Tel (Total) Count 36 6 30 9 1 46 % 78.2 13.0 65.2 19.6 2.2 100 Rel Tel (Urban) Count 24 5 19 7 0 31 Rel Tel (Rural) Count 12 1 11 2 1 15 Rel Tel (Rural) Count 12 1 11 2 1 15 Rel Tel (Rural) 80 6.7 73.3 13.3 6.7 100 TATA (Total) 6 80 6.7 73.3 13.3 6.7 100 TATA (Urban) 6 80.9 6.3 74.6 19.0 0.0 100 TATA (Rural) 79.6 4.1 75.5 20.4 <th< td=""><td>Rel Com</td><td>Count</td><td>20</td><td>3</td><td>17</td><td>10</td><td>0</td><td>30</td></th<>	Rel Com	Count	20	3	17	10	0	30	
(Rural) % 80 10.0 70.0 20.0 0.0 100 Rel Tel (Total) Count 36 6 30 9 1 46 % 78.2 13.0 65.2 19.6 2.2 100 Rel Tel (Urban) Count 24 5 19 7 0 31 Rel Tel (Rural) Count 12 1 11 2 1 15 % 80 6.7 73.3 13.3 6.7 100 TATA (Total) % 80.9 6.3 74.6 19.0 0.0 100 TATA (Urban) Count 39 2 37 10 0 49 TATA (Rural) % 79.6 4.1 75.5 20.4 0.0 100 TATA (Rural) Count 12 2 10 2 0 14 White Tell (Urban) % 85.7 14.3 71.4 14.3 0.0 <td>(Urban)</td> <td>%</td> <td>66.7</td> <td>10.0</td> <td>56.7</td> <td>33.3</td> <td>0.0</td> <td>100</td>	(Urban)	%	66.7	10.0	56.7	33.3	0.0	100	
Rel Tel (Total) Count % 36 6 30 9 1 46 % 78.2 13.0 65.2 19.6 2.2 100 Rel Tel (Urban) Count 24 5 19 7 0 31 Rel Tel (Rural) % 77.4 16.1 61.3 22.6 0.0 100 Rel Tel (Rural) Count 12 1 11 2 1 15 % 80 6.7 73.3 13.3 6.7 100 TATA (Total) % 80.9 6.3 74.6 19.0 0.0 100 TATA (Urban) % 80.9 6.3 74.6 19.0 0.0 100 TATA (Urban) % 79.6 4.1 75.5 20.4 0.0 100 TATA (Rural) Count 12 2 10 2 0 14 Uninor (Total) % 85.7 14.3 71.4 14.3	Rel Com	Count	8	1	7	2	0	10	
Rel Tel (Total) % 78.2 13.0 65.2 19.6 2.2 100	(Rural)	%	80	10.0	70.0	20.0	0.0	100	
Rel Tel (Urban) Rel Tel (Urban) Count Rel Tel (Rural) Count Rel Tel (Rural) Count Rel Tel (Rural) Count C	Rel Tel (Total)		36	6	30	9	1	46	
Rel Tel (Urban) Rel Tel (Rural) Rel Te	iter rer (Total)	%	78.2	13.0	65.2	19.6	2.2	100	
Rel Tel (Rural)	Rel Tel (Lirban)		24	5	19	7	0	31	
Rel Tel (Rural) % 80 6.7 73.3 13.3 6.7 100 TATA (Total) Count 51 4 47 12 0 63	(Olbail)		77.4	16.1	61.3	22.6	0.0	100	
TATA (Total) Count S1 4 47 12 0 63 TATA (Urban) Count 39 2 37 10 0 49 Count TATA (Urban) Count 79.6 4.1 75.5 20.4 0.0 100 TATA (Rural) Count 85.7 14.3 71.4 14.3 0.0 100 Uninor (Total) Count Count 13 0 22 0 22 7 0 29 Uninor (Urban) Count 13 0 13 6 0 19 Uninor (Rural) Count 13 0 13 6 0 19 Uninor (Rural) Count 9 0 9 1 0 100	Rel Tel (Rural)		12	1	11	2	1	15	
TATA (Total) % 80.9 6.3 74.6 19.0 0.0 100 TATA (Urban) Count 39 2 37 10 0 49 % 79.6 4.1 75.5 20.4 0.0 100 TATA (Rural) Count 12 2 10 2 0 14 % 85.7 14.3 71.4 14.3 0.0 100 Uninor (Total) Count 22 0 22 7 0 29 % 75.9 0.0 75.9 24.1 0.0 100 Uninor (Urban) Count 13 0 13 6 0 19 Uninor (Rural) Count 9 0 9 1 0 10	Tion for (Italian)		80	6.7	73.3	13.3	6.7	100	
Mathematical Count Mathema	TATA (Total)		51	4	47	12	0	63	
TATA (Orban) % 79.6 4.1 75.5 20.4 0.0 100 TATA (Rural) Count 12 2 10 2 0 14 % 85.7 14.3 71.4 14.3 0.0 100 Uninor (Total) Count 22 0 22 7 0 29 % 75.9 0.0 75.9 24.1 0.0 100 Uninor (Urban) Count 13 0 13 6 0 19 Uninor (Rural) Count 9 0 9 1 0 100	., (10tal)		80.9	6.3	74.6	19.0	0.0	100	
TATA (Rural) Count 12 2 10 2 0 14	TATA (Lirban)	Count	39	2	37	10	0	49	
TATA (Rural) % 85.7 14.3 71.4 14.3 0.0 100		%	79.6	4.1	75.5	20.4	0.0	100	
Uninor (Total) Count 22 0 22 7 0 29 Uninor (Urban) Count 13 0 75.9 24.1 0.0 100 Uninor (Urban) Count 13 0 13 6 0 19 Uninor (Rural) Count 9 0 9 1 0 10	TATA (Rural)		12	2	10	2	0	14	
Uninor (Total) % 75.9 0.0 75.9 24.1 0.0 100 Uninor (Urban) Count 13 0 13 6 0 19 % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) Count 9 0 9 1 0 10			85.7	14.3	71.4	14.3	0.0	100	
W 75.9 0.0 75.9 24.1 0.0 100 Uninor (Urban) Count 13 0 13 6 0 19 % 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) Count 9 0 9 1 0 10	Uningr (Total)		22	0	22	7	0	29	
Uninor (Urban)	orinior (Total)	%	75.9	0.0	75.9	24.1	0.0	100	
% 68.4 0.0 68.4 31.6 0.0 100 Uninor (Rural) Count 9 0 9 1 0 10	Uningr (Urban)	Count	13	0	13	6	0	19	
Uninor (Rural)	Offition (Ofbari)	%	68.4	0.0	68.4	31.6	0.0	100	
Ullillo (Nulai)	Unings (Dural)	Count	9	0	9	1	0	10	
% 90 0.0 90.0 10.0 0.0 100	Uninor (Rurai)	%	90	0.0	90.0	10.0	0.0	100	





25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?

Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
Vodafone	Count	28	1	27	8	1	37	
(Total)	%	75.7	2.7	73.0	21.6	2.7	100	
Vodafone	Count	17	1	16	8	0	25	
(Urban)	%	68	4.0	64.0	32.0	0.0	100	
Vodafone	Count	11	0	11	0	1	12	
(Rural)	%	91.7	0.0	91.7	0.0	8.3	100	
Overall	Count	331	23	308	86	5	422	
Overall	%	78.5	5.5	73.0	20.4	1.2	100	
Overall	Count	221	15	206	64	3	288	
(Urban)	%	76.7	5.2	71.5	22.2	1.0	100	
Overall (Rural)	Count	110	8	102	22	2	134	
	%	82.1	6.0	76.1	16.4	1.5	100	





		asons for your dis		Not informed		
Service Pro	viders	Not informed of charges	Activated without consent	about toll free number for unsubscribing	Others	Tota
	Count	7	6	2	13	7
Aircel (Total)	%	53.8	6	15.4		-
			46.2		100	53.8
Aircel (Urban)	Count	7	4	0	9	7
	%	77.8	44.4	0	100	77.8
Aircel (Rural)	Count %	0	2	2	4	0
		0	50	50	100	0
Airtel (Total)	Count	7	6	2	0	13
	%	53.8	46.2	15.4	0.0	100
Airtel (Urban)	Count	7	4	0	0	9
	%	77.8	44.4	0.0	0.0	100
Airtel (Rural)	Count	0	2	2	0	4
. ,	%	0.0	50.0	50.0	0.0	100
BSNL (Total)	Count	5	2	0	0	7
,,	%	71.4	28.6	0.0	0.0	100
BSNL (Urban)	Count	1	0	0	0	1
()	%	100	0.0	0.0	0.0	100
BSNL (Rural)	Count	4	2	0	0	6
(1 (0.10.1)	%	66.7	33.3	0.0	0.0	100
Idea (Total)	Count	5	2	6	0	13
doa (Total)	%	38.5	15.4	46.2	0.0	100
Idea (Urban)	Count	4	2	4	0	10
	%	40.0	20.0	40.0	0.0	100
Idea (Rural)	Count	1	0	2	0	3
laca (I talai)	%	33.3	0.0	66.7	0.0	100
Rel Com (Total)	Count	2	3	3	0	8
rter com (Total)	%	25.0	37.5	37.5	0.0	100
Rel Com	Count	2	3	1	0	6
(Urban)	%	33.3	50.0	16.7	0.0	100
Rel Com (Rural)	Count	0	0	2	0	2
Rei Com (Ruiai)	%	0.0	0.0	100	0.0	100
Dol Tol (Total)	Count	3	3	6	0	12
Rel Tel (Total)	%	25.0	25.0	50.0	0.0	100
Dal Tal (Ud-an)	Count	3	1	6	0	10
Rel Tel (Urban)	%	30.0	10.0	60.0	0.0	100
D-1T-1 (D	Count	0	2	0	0	2
Rel Tel (Rural)	%	0.0	100	0.0	0.0	100
	Count	3	6	1	0	10
TATA (Total)	%	30.0	60.0	10.0	0.0	100
	Count	3	4	0	0	7
ΓΑΤΑ (Urban)	%	42.9	57.1	0.0	0.0	100
	Count	0	2	1	0.0	3
ΓΑΤΑ (Rural)	%	0.0	66.7	33.3	0.0	100
	Count	5	2	5	0.0	100
Jninor (Total)	%					
	Count	41.7	16.7	41.7	0.0	100
Uninor (Urban)	%	4	2	4	0	10
_		40.0	20.0	40.0	0.0	100
Uninor (Rural)	Count	1	0	1	0	2
(**************************************	%	50.0	0.0	50.0	0.0	100





25(b). Please tell me the reasons for your dissatisfaction.								
Service Providers		Not informed of charges	Activated without consent	without about toll free number for unsubscribing		Total		
Vodafone	Count	0	3	4	0	7		
(Total)	%	0.0	42.9	57.1	0.0	100		
Vodafone	Count	0	2	4	0	6		
(Urban)	%	0.0	33.3	66.7	0.0	100		
Vodafone	Count	0	1	0	0	1		
(Rural)	%	0.0	100	0.0	0.0	100		
Overall	Count	37	31	28	0	91		
Overall	%	40.7	34.1	30.8	0.0	100		
Overall (Urban)	Count	31	22	19	0	67		
Overall (Orball)	%	46.3	32.8	28.4	0.0	100		
Overall (Rural)	Count	6	9	9	0	24		
Overall (Rural)	%	25	37.5	37.5	0.0	100		





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

Service Pro	viders	Yes	No	Total
Aircel (Total)	Count	83	308	391
Alicei (Total)	%	21.2	78.8	100
Aircel (Urban)	Count	66	207	273
Alicei (Olbali)	%	24.2	75.8	100
Aircel (Rural)	Count	17	101	118
Alicei (Ruiai)	%	14.4	85.6	100
Airtel (Total)	Count	82	310	392
Airtei (Totai)	%	20.9	79.1	100
Airtel (Urban)	Count	55	213	268
Airtei (Orban)	%	20.5	79.5	100
Airtal (Dural)	Count	27	97	124
Airtel (Rural)	%	21.8	78.2	100
BSNL (Total)	Count	41	349	390
	%	10.5	89.5	100
DCNI /Linbon	Count	33	241	274
BSNL (Urban)	%	12	88	100
BSNL (Rural)	Count	8	108	116
	%	6.9	93.1	100
(T . D	Count	99	286	385
Idea (Total)	%	25.7	74.3	100
Idea (Urban)	Count	73	197	270
	%	27	73	100
Idea (Rural)	Count	26	89	115
	%	22.6	77.4	100
D-1 O (T-1-1)	Count	66	319	385
Rel Com (Total)	%	17.1	82.9	100
D-1 O (Unb)	Count	61	260	321
Rel Com (Urban)	%	19	81	100
D.10 (D.1)	Count	5	59	64
Rel Com (Rural)	%	7.8	92.2	100
D T (T 1)	Count	105	288	393
Rel Tel (Total)	%	26.7	73.3	100
D. I.T. I. (1111)	Count	77	198	275
Rel Tel (Urban)	%	28	72	100
Dal Tal (D: 1)	Count	28	90	118
Rel Tel (Rural)	%	23.7	76.3	100
TATA (T. 1 1)	Count	56	332	388
TATA (Total)	%	14.4	85.6	100
TATA (III)	Count	41	230	271
TATA (Urban)	%	15.1	84.9	100
TATA (D	Count	15	102	117
TATA (Rural)	%	12.8	87.2	100
	Count	41	346	387
Uninor (Total)	%	10.6	89.4	100
	Count	33	286	319
Uninor (Urban)	%	10.3	89.7	100
	Count	8	60	68
Uninor (Rural)	%	11.8	88.2	100





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

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	96	292	388
vodalone (Total)	%	24.7	75.3	100
Vodafone (Urban)	Count	69	198	267
	%	25.8	74.2	100
Vodafone (Rural)	Count	27	94	121
vouaione (Kurai)	%	22.3	77.7	100
Overall	Count	669	2830	3499
Overall	%	19.1	80.9	100
Overall (Urban)	Count	508	2030	2538
Overall (Olball)	%	20	80	100
Overall (Rural)	Count	161	800	961
	%	16.8	83.2	100





27. Have you complained to your service provider for deactivation of such services and refund of charges levied?

Service Pro	viders	Yes	No	Total
Aircel (Total)	Count	59	24	83
Alicei (Total)	%	71.1	28.9	100
Aircel (Urban)	Count	45	21	66
Alicei (Olbali)	%	68.2	31.8	100
Aircel (Rural)	Count	14	3	17
Alicei (Ruiai)	%	82.4	17.6	100
Airtol (Total)	Count	64	18	82
Airtel (Total)	%	78	22	100
Airtel (Urban)	Count	41	14	55
Airtei (Orban)	%	74.5	25.5	100
Airtal (Dural)	Count	23	4	27
Airtel (Rural)	%	85.2	14.8	100
BSNL (Total)	Count	25	16	41
	%	61	39	100
BSNL (Urban)	Count	18	15	33
	%	54.5	45.5	100
BSNL (Rural)	Count	7	1	8
	%	87.5	12.5	100
Idea (Total)	Count	78	21	99
	%	78.8	21.2	100
	Count	53	20	73
Idea (Urban)	%	72.6	27.4	100
(D. 1)	Count	25	1	26
ldea (Rural)	%	96.2	3.8	100
D-1 O (T-1-1)	Count	40	26	66
Rel Com (Total)	%	60.6	39.4	100
D-1 O (Unb)	Count	36	25	61
Rel Com (Urban)	%	59	41	100
D.10 (D.1)	Count	4	1	5
Rel Com (Rural)	%	80	20	100
D 1 T 1 (T 1 1)	Count	67	38	105
Rel Tel (Total)	%	63.8	36.2	100
D. I.T. I. (1111)	Count	43	34	77
Rel Tel (Urban)	%	55.8	44.2	100
D.I.T.I. (D. II)	Count	24	4	28
Rel Tel (Rural)	%	85.7	14.3	100
TATA (T . I)	Count	42	14	56
TATA (Total)	%	75	25	100
TATA (III.)	Count	31	10	41
TATA (Urban)	%	75.6	24.4	100
TATA (D	Count	11	4	15
TATA (Rural)	%	73.3	26.7	100
	Count	30	11	41
Uninor (Total)	%	73.2	26.8	100
	Count	23	10	33
Uninor (Urban)	%	69.7	30.3	100
	Count	7	1	8
Uninor (Rural)	%	87.5	12.5	100





27. Have you complained to your service provider for deactivation of such services and refund of charges levied?

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	69	27	96
vodalone (Total)	%	71.9	28.1	100
Vodafone (Urban)	Count	48	21	69
	%	69.6	30.4	100
Vodafone (Rural)	Count	21	6	27
voualone (Kulai)	%	77.8	22.2	100
Overall	Count	474	195	669
Overall	%	70.9	29.1	100
Overall (Urban)	Count	338	170	508
Overall (Orball)	%	66.5	33.5	100
Overall (Rural)	Count	136	25	161
	%	84.5	15.5	100





Service Prov	riders	None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
Aircel (Total)	Count	11	41	4	4	0	59
/ liter (Total)	%	18.6	69.5	6.8	6.8	0.0	100
Aircel (Urban)	Count	11	29	2	4	0	45
Alloci (Orban)	%	24.4	64.4	4.4	8.9	0.0	100
Aircel (Rural)	Count	0	12	2	0	0	14
Alloei (Italiai)	%	0.0	85.7	14.3	0.0	0.0	100
Airtel (Total)	Count	10	48	5	1	1	64
Alitei (Total)	%	15.6	75.0	7.8	1.6	1.6	100
Airtel (Urban)	Count	7	29	3	1	1	41
milei (Uibali)	%	17.1	70.7	7.3	2.4	2.4	100
Airtel (Rural)	Count	3	19	2	0	0	23
	%	13.0	82.6	8.7	0.0	0.0	100
DCNII (Total)	Count	9	14	2	0	0	25
BSNL (Total)	%	36.0	56.0	8.0	0.0	0.0	100
DONI /Lirbon	Count	7	10	1	0	0	18
BSNL (Urban)	%	38.9	55.6	5.6	0.0	0.0	100
DCNII (D. mal)	Count	2	4	1	0	0	7
BSNL (Rural)	%	28.6	57.1	14.3	0.0	0.0	100
Idea (Total)	Count	28	37	13	0	1	78
	%	35.9	47.4	16.7	0.0	1.3	100
	Count	22	22	8	0	1	53
ldea (Urban)	%	41.5	41.5	15.1	0.0	1.9	100
(D. 1)	Count	6	15	5	0	0	25
ldea (Rural)	%	24.0	60.0	20.0	0.0	0.0	100
	Count	12	15	9	0	5	40
Rel Com (Total)	%	30.0	37.5	22.5	0.0	12.5	100
Rel Com	Count	12	12	9	0	4	36
(Urban)	%	33.3	33.3	25.0	0.0	11.1	100
Rel Com	Count	0	3	0	0	1	4
(Rural)	%	0.0	75.0	0.0	0.0	25.0	100
· · · · · ·	Count	20	39	7	0	1	67
Rel Tel (Total)	%	29.9	58.2	10.4	0.0	1.5	100
D. I.T. I. (1.1.)	Count	18	20	4	0	1	43
Rel Tel (Urban)	%	41.9	46.5	9.3	0.0	2.3	100
	Count	2	19	3	0	0	24
Rel Tel (Rural)	%	8.3	79.2	12.5	0.0	0.0	100
TATA (T : "	Count	12	21	6	0	3	42
TATA (Total)	%	28.6	50.0	14.3	0.0	7.1	100
	Count	8	14	6	0	3	31
TATA (Urban)	%	25.8	45.2	19.4	0.0	9.7	100
	Count	4	7	0	0.0	0	11
TATA (Rural)	%	36.4	63.6	0.0	0.0	0.0	100
	Count	8	13	9	0.0	1	30
Uninor (Total)	%	26.7	43.3	30.0	0.0	3.3	100
	Count	5	9	8	0.0	3.3 1	23
Uninor (Urban)	%						
	70	21.7	39.1	34.8	0.0	4.3	100





28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?							
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
Uninor (Rural)	Count	3	4	1	0	0	7
Official (Italia)	%	42.9	57.1	14.3	0.0	0.0	100
Vodafone	Count	20	38	11	0	0	69
(Total)	%	29.0	55.1	15.9	0.0	0.0	100
Vodafone	Count	17	24	7	0	0	48
(Urban)	%	35.4	50.0	14.6	0.0	0.0	100
Vodafone	Count	3	14	4	0	0	21
(Rural)	%	14.3	66.7	19.0	0.0	0.0	100
Overall	Count	130	266	66	12	5	474
Overall	%	27.4	56.1	13.9	2.5	1.1	100
Overall	Count	107	169	48	11	5	338
(Urban)	%	31.7	50	14.2	3.3	1.5	100
Overall (Rural)	Count	23	97	18	1	0	136
Overall (Rufal)	%	16.9	71.3	13.2	0.7	0.0	100





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

		Overall					
Service Prov	viders	satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	23	1	22	35	1	59
Aircel (Total)	%	39	1.7	37.3	59.3	1.7	100
	Count	14	0	14	31	0	45
Aircel (Urban)	%	31.1	0	31.1	68.9	0	100
	Count	9	1	8	4	1	14
Aircel (Rural)	%	64.2	7.1	57.1	28.6	7.1	100
	Count	34	0	34	27	3	64
Airtel (Total)	%	53.1	0	53.1	42.2	4.7	100
	Count	19	0	19	19	3	41
Airtel (Urban)	%	46.3	0	46.3	46.3	7.3	100
	Count	15	0	15	8	0	23
Airtel (Rural)	%	65.2	0	65.2	34.8	0	100
	Count	18	1	17	34.8	3	25
RSNI (Total)	%	72	4	68	16	12	100
	Count	13	1	12	3	2	18
BSNL (Urban)	%	72.3	5.6	66.7	16.7	11.1	100
	Count	5	0	5	10.7	11.1	7
BSNL (Rural)	%	71.4	0	71.4	14.3	14.3	100
	Count	36	5	31		9	78
ldea (Total)	%				33		
Idea (Urban)	Count	46.1	6.4	39.7	42.3	11.5	100
	%	24	4	20	21	8	53
		45.2	7.5	37.7	39.6	15.1	100
Idea (Rural)	Count %	12	1	11	12	1	25
		48	4	44	48	4	100
Rel Com (Total)	Count	19	6	13	16	5	40
	%	47.5	15	32.5	40	12.5	100
Rel Com	Count	18	6	12	14	4	36
(Urban)	%	50	16.7	33.3	38.9	11.1	100
Rel Com	Count	1	0	1	2	1	4
(Rural)	%	25	0	25	50	25	100
Rel Tel (Total)	Count	39	12	27	21	7	67
rtor ror (rotal)	%	58.2	17.9	40.3	31.3	10.4	100
Rel Tel (Urban)	Count	26	10	16	11	6	43
	%	60.5	23.3	37.2	25.6	14	100
Rel Tel (Rural)	Count	13	2	11	10	1	24
itel (tulai)	%	54.1	8.3	45.8	41.7	4.2	100
TATA (Tatal)	Count	30	7	23	11	1	42
TATA (Total)	%	71.5	16.7	54.8	26.2	2.4	100
TATA (11-1)	Count	21	5	16	9	1	31
TATA (Urban)	%	67.7	16.1	51.6	29	3.2	100
TATA (D	Count	9	2	7	2	0	11
TATA (Rural)	%	81.8	18.2	63.6	18.2	0	100
	Count	13	1	12	14	3	30
Uninor (Total)	%	43.3	3.3	40	46.7	10	100
	Count	9	1	8	11	3	23
Uninor (Urban)	%	39.1	4.3	34.8	47.8	13	100
	Count	4		4	3	0	7
Uninor (Rural)	%		0				
	70	57.1	0	57.1	42.9	0	100





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

Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Vodafone	Count	39	2	37	23	7	69
(Total)	%	56.5	2.9	53.6	33.3	10.1	100
Vodafone	Count	27	2	25	17	4	48
(Urban)	%	56.3	4.2	52.1	35.4	8.3	100
Vodafone	Count	12	0	12	6	3	21
(Rural)	%	57.1	0.0	57.1	28.6	14.3	100
Overall	Count	251	35	216	184	39	474
Overall	%	53	7.4	45.6	38.8	8.2	100
Overall	Count	171	29	142	136	31	338
(Urban)	%	50.6	8.6	42	40.2	9.2	100
Overall (Rural)	Count	80	6	74	48	8	136
Overali (Rurai)	%	58.8	4.4	54.4	35.3	5.9	100





OVERALL CUSTOMER SATISFACTION

29(a). How satis	29(a). How satisfied are you with the overall quality of your mobile service?						
Service Prov	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	344	20	324	44	3	391
Alicei (Total)	%	88	5.1	82.9	11.3	0.8	100
Aircel (Urban)	Count	245	9	236	27	1	273
Alicei (Olban)	%	89.7	3.3	86.4	9.9	0.4	100
Aircel (Rural)	Count	99	11	88	17	2	118
All Cel (IXulai)	%	83.9	9.3	74.6	14.4	1.7	100
Airtel (Total)	Count	343	16	327	47	2	392
Airtei (Total)	%	87.5	4.1	83.4	12.0	0.5	100
Airtel (Urban)	Count	242	6	236	26	0	268
Airtei (Orbari)	%	90.3	2.2	88.1	9.7	0.0	100
Airtel (Rural)	Count	101	10	91	21	2	124
Alitei (Mulai)	%	81.5	8.1	73.4	16.9	1.6	100
BSNL (Total)	Count	337	19	318	51	2	390
	%	86.4	4.9	81.5	13.1	0.5	100
DCNI /Linh\	Count	248	10	238	25	1	274
BSNL (Urban)	%	90.5	3.6	86.9	9.1	0.4	100
DONI (Dural)	Count	89	9	80	26	1	116
BSNL (Rural)	%	76.8	7.8	69.0	22.4	0.9	100
(T (N	Count	311	20	291	71	3	385
Idea (Total)	%	80.8	5.2	75.6	18.4	0.8	100
(111)	Count	231	13	218	38	1	270
Idea (Urban)	%	85.5	4.8	80.7	14.1	0.4	100
Idea (Dural)	Count	80	7	73	33	2	115
Idea (Rural)	%	69.6	6.1	63.5	28.7	1.7	100
Dal Care (Tatal)	Count	350	11	339	35	0	385
Rel Com (Total)	%	91	2.9	88.1	9.1	0.0	100
Rel Com	Count	297	7	290	24	0	321
(Urban)	%	92.5	2.2	90.3	7.5	0.0	100
Rel Com	Count	53	4	49	11	0	64
(Rural)	%	82.9	6.3	76.6	17.2	0.0	100
D-1.T-1./T-4-1\	Count	318	24	294	74	1	393
Rel Tel (Total)	%	80.9	6.1	74.8	18.8	0.3	100
Dol Tol (link on)	Count	233	10	223	41	1	275
Rel Tel (Urban)	%	84.7	3.6	81.1	14.9	0.4	100
Dol Tol (Durol)	Count	85	14	71	33	0	118
Rel Tel (Rural)	%	72.1	11.9	60.2	28.0	0.0	100
TATA /Tatal)	Count	347	19	328	40	1	388
TATA (Total)	%	89.4	4.9	84.5	10.3	0.3	100
TATA (11=1====)	Count	246	10	236	25	0	271
TATA (Urban)	%	90.8	3.7	87.1	9.2	0.0	100
TATA (D.:==1)	Count	101	9	92	15	1	117
TATA (Rural)	%	86.3	7.7	78.6	12.8	0.9	100
Linings (Tet. N	Count	334	12	322	52	1	387
Uninor (Total)	%	86.3	3.1	83.2	13.4	0.3	100
	Count	288	9	279	30	1	319
Uninor (Urban)	%	90.3	2.8	87.5	9.4	0.3	100
	<u> </u>	9U.3	2.0	07.5	9.4	0.3	100





29(a). How satisfied are you with the overall quality of your mobile service?							
Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
Uninor (Rural)	Count	46	3	43	22	0	68
Offilior (Italia)	%	67.6	4.4	63.2	32.4	0.0	100
Vodafone	Count	354	8	346	30	4	388
(Total)	%	91.3	2.1	89.2	7.7	1.0	100
Vodafone	Count	252	4	248	14	1	267
(Urban)	%	94.4	1.5	92.9	5.2	0.4	100
Vodafone	Count	102	4	98	16	3	121
(Rural)	%	84.3	3.3	81.0	13.2	2.5	100
Overall	Count	3038	149	2889	444	17	3499
Overall	%	86.9	4.3	82.6	12.7	0.5	100
Overall	Count	2282	78	2204	250	6	2538
(Urban)	%	89.9	3.1	86.8	9.9	0.2	100
Overall (Pural)	Count	756	71	685	194	11	961
Overall (Rural)	%	78.7	7.4	71.3	20.2	1.1	100





GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider?						
Service Pro	viders	Broadband	Wireline	Other	None	Tota
Aircel (Total)	Count	3	2	1	385	391
7 tiroor (1 otal)	%	0.8	0.5	0.3	98.5	100
Aircel (Urban)	Count	2	0	0	271	273
Alloci (Orban)	%	0.7	0.0	0.0	99.3	100
Aircel (Rural)	Count	1	2	1	114	118
Alloei (Raiai)	%	0.8	1.7	0.8	96.6	100
Airtel (Total)	Count	1	0	2	389	392
Airtei (Totai)	%	0.3	0.0	0.5	99.2	100
Airtel (Urban)	Count	0	0	1	267	268
Alitei (Olbali)	%	0.0	0.0	0.4	99.6	100
Airtal (Bural)	Count	1	0	1	122	124
Airtel (Rural)	%	0.8	0.0	0.8	98.4	100
DONI /Total\	Count	10	12	0	368	390
BSNL (Total)	%	2.6	3.1	0.0	94.4	100
DONI / Link \	Count	10	6	0	258	274
BSNL (Urban)	%	3.6	2.2	0.0	94.2	100
DONE /Dam 15	Count	0	6	0	110	116
BSNL (Rural)	%	0.0	5.2	0.0	94.8	100
	Count	0	2	1	382	385
Idea (Total)	%	0.0	0.5	0.3	99.2	100
	Count	0	1	1	268	270
Idea (Urban)	%	0.0	0.4	0.4	99.3	100
	Count	0	1	0	114	115
Idea (Rural)	%	0.0	0.9	0.0	99.1	100
	Count	2	0	2	381	385
Rel Com (Total)	%	0.5	0.0	0.5	99.0	100
Rel Com	Count	1	0	2	318	321
(Urban)	%	0.3	0.0	0.6	99.1	100
	Count	1	0	0	63	64
Rel Com (Rural)	%	1.6	0.0	0.0	98.4	100
	Count	4	0	1	388	393
Rel Tel (Total)	%	1.0	0.0	0.3	98.7	100
	Count	2	0	1	272	275
Rel Tel (Urban)	%	0.7	0.0	0.4	98.9	100
	Count	2	0.0	0.4	116	118
Rel Tel (Rural)	%	1.7	0.0	0.0	98.3	100
	Count	1.7	0.0	1	386	388
TATA (Total)	%	0.3	0.0	0.3	99.5	100
	Count	0.3	0.0	0.3 1	269	271
TATA (Urban)	%	0.4	0.0	0.4	99.3	100
	Count	0.4	0.0	0.4	117	117
TATA (Rural)	%	0.0	0.0		100	100
	Count			0.0		
Uninor (Total)	%	0	0	0	387	387
		0.0	0.0	0.0	100	100
Uninor (Urban)	Count	0	0	0	319	319
	%	0.0	0.0	0.0	100	100
Uninor (Rural)	Count	0	0	0	68	68
(/	%	0.0	0.0	0.0	100	100





30. What kind of	30. What kind of other services are you also taking from this service provider?							
Service Pro	Service Providers		Wireline	Other	None	Total		
Vodafone	Count	2	0	2	384	388		
(Total)	%	0.5	0.0	0.5	99.0	100		
Vodafone	Count	1	0	1	265	267		
(Urban)	%	0.4	0.0	0.4	99.3	100		
Vodafone	Count	1	0	1	119	121		
(Rural)	%	0.8	0.0	0.8	98.3	100		
Overall	Count	23	16	10	3450	3499		
Overall	%	0.7	0.5	0.3	98.6	100		
Overall (Urban)	Count	17	7	7	2507	2538		
Overall (Orball)	%	0.7	0.3	0.3	98.8	100		
Overall (Rural)	Count	6	9	3	943	961		
Overall (Rural)	%	0.6	0.9	0.3	98.1	100		





31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?

Service Pro	viders	Yes	No	Total
Airoal (Tatal)	Count	89	302	391
Aircel (Total)	%	22.8	77.2	100
Aireal (Lirban)	Count	69	204	273
Aircel (Urban)	%	25.3	74.7	100
Aireal (Durel)	Count	20	98	118
Aircel (Rural)	%	16.9	83.1	100
Aintal (Tatal)	Count	89	303	392
Airtel (Total)	%	22.7	77.3	100
Airtal (Lirban)	Count	50	218	268
Airtel (Urban)	%	18.7	81.3	100
Aintel (Dunel)	Count	39	85	124
Airtel (Rural)	%	31.5	68.5	100
DON!! (T : !)	Count	126	264	390
BSNL (Total)	%	32.3	67.7	100
DONIL (Lists =)	Count	97	177	274
BSNL (Urban)	%	35.4	64.6	100
DOM: (D. 1)	Count	29	87	116
BSNL (Rural)	%	25	75	100
	Count	149	236	385
Idea (Total)	%	38.7	61.3	100
	Count	102	168	270
Idea (Urban)	%	37.8	62.2	100
	Count	47	68	115
Idea (Rural)	%	40.9	59.1	100
	Count	123	262	385
Rel Com (Total)	%	31.9	68.1	100
	Count	104	217	321
Rel Com (Urban)	%	32.4	67.6	100
	Count	19	45	64
Rel Com (Rural)	%	29.7	70.3	100
	Count	114	279	393
Rel Tel (Total)	%	29	71	100
	Count	69	206	275
Rel Tel (Urban)	%	25.1	74.9	100
	Count	45	73	118
Rel Tel (Rural)	%	38.1	61.9	100
	Count	133	255	388
TATA (Total)	%	34.3	65.7	100
	Count			271
TATA (Urban)	%	90 33.2	181 66.8	100
	Count	43	74	117
TATA (Rural)	%		63.2	100
	Count	36.8	311	387
Uninor (Total)	%	76		
	% Count	19.6	80.4	100
Uninor (Urban)		61	258	319
	%	19.1	80.9	100
Uninor (Rural)	Count	15	53	68
. ,	%	22.1	77.9	100





31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	116	272	388
voualone (Total)	%	29.9	70.1	100
Vodafone (Urban)	Count	86	181	267
vodalone (Orban)	%	32.2	67.8	100
Vodafone (Rural)	Count	30	91	121
vouaione (ixuiai)	%	24.8	75.2	100
Overall	Count	1015	2484	3499
Overall	%	29	71	100
Overall (Urban)	Count	728	1810	2538
Overall (Olball)	%	28.7	71.3	100
Overall (Rural)	Count	287	674	961
Overall (Rural)	%	29.9	70.1	100





32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?

Service Pro	viders	Yes	No	Total
Aireal (Total)	Count	21	68	89
Aircel (Total)	%	23.6	76.4	100
Aireal (Lirban)	Count	15	54	69
Aircel (Urban)	%	21.7	78.3	100
Aireal (Dural)	Count	6	14	20
Aircel (Rural)	%	30	70	100
Airtal (Tatal)	Count	17	72	89
Airtel (Total)	%	19.1	80.9	100
Airtal (Lirban)	Count	9	41	50
Airtel (Urban)	%	18	82	100
Aintal (Dural)	Count	8	31	39
Airtel (Rural)	%	20.5	79.5	100
DONII (Tetal)	Count	38	88	126
BSNL (Total)	%	30.2	69.8	100
DCNI /Lishaw	Count	33	64	97
BSNL (Urban)	%	34	66	100
DCNII (Durrell)	Count	5	24	29
BSNL (Rural)	%	17.2	82.8	100
1-1 (T-4-1)	Count	42	107	149
Idea (Total)	%	28.2	71.8	100
1-1 (1 1-1)	Count	34	68	102
Idea (Urban)	%	33.3	66.7	100
(5. 1)	Count	8	39	47
Idea (Rural)	%	17	83	100
D-10 (T-1-1)	Count	37	86	123
Rel Com (Total)	%	30.1	69.9	100
Del Core (Lirbon)	Count	31	73	104
Rel Com (Urban)	%	29.8	70.2	100
Del Core (Durel)	Count	6	13	19
Rel Com (Rural)	%	31.6	68.4	100
D-1.T-1/T-4-1\	Count	33	81	114
Rel Tel (Total)	%	28.9	71.1	100
D-1.T-1 (11-1)	Count	27	42	69
Rel Tel (Urban)	%	39.1	60.9	100
Del Tel (Durel)	Count	6	39	45
Rel Tel (Rural)	%	13.3	86.7	100
TATA (T-1-1)	Count	39	94	133
TATA (Total)	%	29.3	70.7	100
TATA // Lub = :- \	Count	33	57	90
TATA (Urban)	%	36.7	63.3	100
TATA (D1)	Count	6	37	43
TATA (Rural)	%	14	86	100
Llain an /T (N	Count	18	58	76
Uninor (Total)	%	23.7	76.3	100
	Count	16	45	61
Uninor (Urban)	%	26.2	73.8	100
	Count	2	13	15
Uninor (Rural)	%	13.3	86.7	100





32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	41	75	116
vodalone (Total)	%	35.3	64.7	100
Vodafone (Urban)	Count	35	51	86
vodalone (orban)	%	40.7	59.3	100
Vodafone (Rural)	Count	6	24	30
vodalone (Itulai)	%	20	80	100
Overall	Count	286	729	1015
Overall	%	28.2	71.8	100
Overall (Urban)	Count	233	495	728
Overall (Olball)	%	32	68	100
Overall (Rural)	Count	53	234	287
Overall (Rural)	%	18.5	81.5	100





33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

Service Prov	viders	No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Aireal (Tatal)	Count	3	4	4	10	21
Aircel (Total)	%	14.3	19.0	19.0	47.6	100
A: (Count	2	3	3	7	15
Aircel (Urban)	%	13.3	20.0	20.0	46.7	100
A: 1/D I)	Count	1	1	1	3	6
Aircel (Rural)	%	16.7	16.7	16.7	50.0	100
A: (T-+-1)	Count	0	1	4	12	17
Airtel (Total)	%	0.0	5.9	23.5	70.6	100
A: (1 (111)	Count	0	1	2	6	9
Airtel (Urban)	%	0.0	11.1	22.2	66.7	100
A: (1 (D))	Count	0	0	2	6	8
Airtel (Rural)	%	0.0	0.0	25.0	75.0	100
	Count	10	3	7	18	38
BSNL (Total)	%	26.3	7.9	18.4	47.4	100
DON!! "	Count	10	2	7	14	33
BSNL (Urban)	%	30.3	6.1	21.2	42.4	100
	Count	0	1	0	4	5
BSNL (Rural)	%	0.0	20.0	0.0	80.0	100
_	Count	4	4	5	29	42
Idea (Total)	%	9.5	9.5	11.9	69.0	100
	Count	4	1	4	25	34
Idea (Urban)	%	11.8	2.9	11.8	73.5	100
	Count	0	3	1	4	8
Idea (Rural)	%	0.0	37.5	12.5	50.0	100
	Count	1	6	13	17	37
Rel Com (Total)	%	2.7	16.2	35.1	45.9	100
Rel Com	Count	1	6	10	14	31
(Urban)	%	3.2	19.4	32.3	45.2	100
	Count	0	0	3	3	6
Rel Com (Rural)	%	0.0	0.0	50.0	50.0	100
	Count	3	11	7	12	33
Rel Tel (Total)	%	9.1	33.3	21.2	36.4	100
	Count	2	9	6	10	27
Rel Tel (Urban)	%	7.4	33.3	22.2	37.0	100
	Count	1	2	1	2	6
Rel Tel (Rural)	%	16.7	33.3	16.7	33.3	100
	Count	2	4	6	27	39
TATA (Total)	%	5.1	10.3	15.4	69.2	100
	Count	1	2	5	25	33
TATA (Urban)	%	3.0	6.1	15.2	75.8	100
	Count	1	2	13.2	2	6
TATA (Rural)	%	16.7	33.3	16.7	33.3	100
	Count	10.7	2	3	12	18
Uninor (Total)	%	5.6	11.1	16.7	66.7	100
	Count	0	2	3	11	160
Uninor (Urban)	%	0.0	12.5	18.8	68.8	100
Uninor (Rural)	Count	0.0	0	0	1	2





33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

•						
Service Prov	viders	No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Vodafone	Count	4	4	6	27	41
(Total)	%	9.8	9.8	14.6	65.9	100
Vodafone	Count	4	2	6	23	35
(Urban)	%	11.4	5.7	17.1	65.7	100
Vodafone	Count	0	2	0	4	6
(Rural)	%	0.0	33.3	0.0	66.7	100
Overall	Count	28	39	55	164	286
Overall	%	9.8	13.6	19.2	57.3	100
Overall (Urban)	Count	24	28	46	135	233
Overall (Urban)	%	10.3	12	19.7	57.9	100
Overall (Bural)	Count	4	11	9	29	53
Overall (Rural)	%	7.5	20.8	17	54.7	100





33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?

calls/ SMS even after registering your telephone number?						
Service Pro	viders	Yes	No	Total		
Aircel (Total)	Count	3	18	21		
Alloei (Total)	%	14.3	85.7	100		
Aircel (Urban)	Count	2	13	15		
Alicei (Olbali)	%	13.3	86.7	100		
Aircel (Rural)	Count	1	5	6		
Alicei (Ruiai)	%	16.7	83.3	100		
Airtel (Total)	Count	0	17	17		
Alitei (Total)	%	0.0	100	100		
Λ:t /	Count	0	9	9		
Airtel (Urban)	%	0.0	100	100		
A:t (D)	Count	0	8	8		
Airtel (Rural)	%	0.0	100	100		
DONE (T. (. I)	Count	3	35	38		
BSNL (Total)	%	7.9	92.1	100		
DOME (III.)	Count	3	30	33		
BSNL (Urban)	%	9.1	90.9	100		
	Count	0	5	5		
BSNL (Rural)	%	0.0	100	100		
	Count	5	37	42		
Idea (Total)	%	11.9	88.1	100		
Idea (Urban)	Count	2	32	34		
	%	5.9	94.1	100		
	Count	3	5	8		
Idea (Rural)	%	37.5	62.5	100		
	Count	7	30	37		
Rel Com (Total)	%	18.9	81.1	100		
	Count	7	24	31		
Rel Com (Urban)	%	22.6	77.4	100		
	Count	0	6	6		
Rel Com (Rural)	%	0.0	100	100		
	Count	14	19			
Rel Tel (Total)	%			33		
	Count	42.4	57.6	100		
Rel Tel (Urban)	%	10	17	27		
	Count	37.0	63.0	100		
Rel Tel (Rural)	%	4		6		
	Count	66.7	33.3	100		
TATA (Total)	%	8	31	39		
		20.5	79.5	100		
TATA (Urban)	Count %	5	28	33		
		15.2	84.8	100		
TATA (Rural)	Count	3	3	6		
	%	50.0	50.0	100		
Uninor (Total)	Count	3	15	18		
, ,	%	16.7	83.3	100		
Uninor (Urban)	Count	2	14	16		
ζ - ν - ν	%	12.5	87.5	100		
Uninor (Rural)	Count	1	1	2		
- · (· · · · · ·)	%	50.0	50.0	100		





33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?

Service Pro	viders	Yes	No	Total			
Vodafone (Total)	Count	1	40	41			
Vodalone (Total)	%	2.4	97.6	100			
Vodafone (Urban)	Count	1	34	35			
Vouaione (Orban)	%	2.9	97.1	100			
Vodafone (Rural)	Count	0	6	6			
Vouaione (Itulai)	%	0.0	100	100			
Overall	Count	44	242	286			
Overall	%	0.0 100	100				
Overall (Urban)	Count	32	201	233			
Overall (Orball)	%	13.7	86.3	100			
Overall (Rural)	Count	12	41	53			
Overall (Itulal)	%	22.6	77.4	100			





		whether			ı	
Service Providers		Complaint was registered by the service provider and informed about the action taken on the	complaint was registered by the service provider and did not inform about the action taken on the	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
	Count	complaint 2	complaint	0	0	2
Aircel (Total)	%	66.7	33.3	0.0		3
	Count				0.0	100
Aircel (Urban)	%	1 50.0	1 50.0	0	0	2
		50.0	50.0	0.0	0.0	100
Aircel (Rural)	Count	1	0	0	0	1
,	%	100	0.0	0.0	0.0	100
Airtel (Total)	Count	-	-	-	-	-
	%	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-
anter (Orban)	%	-	-	-	-	-
Airtal (Pural)	Count	-	-	-	-	-
Airtel (Rural)	%	-	-	-	-	-
	Count	1	2	0	0	3
BSNL (Total)	%	33.3	66.7	0.0	0.0	100
	Count	1	2	0	0	3
BSNL (Urban)	%	33.3	66.7	0.0	0.0	100
	Count	0	0	0.0	0.0	0
BSNL (Rural)	%		-		_	
	Count	0.0	0.0	0.0	0.0	0.0
dea (Total)	%	0	1	4	0	5
		0.0	20.0	80.0	0.0	100
ldea (Urban)	Count	0	1	1	0	2
	%	0.0	50.0	50.0	0.0	100
ldea (Rural)	Count	0	0	3	0	3
(10.0.)	%	0.0	0.0	100	0.0	100
Rel Com (Total)	Count	1	1	5	0	7
rter com (Total)	%	14.3	14.3	71.4	0	100
Rel Com	Count	1	1	5	0	7
(Urban)	%	14.3	14.3	71.4	0	100
Del Ce (D	Count	0	0	0	0	0
Rel Com (Rural)	%	0.0	0.0	0.0	0.0	0.0
	Count	0	6	8	0	14
Rel Tel (Total)	%	0.0	42.9	57.1	0.0	100
	Count	0.0	4	6	0	100
Rel Tel (Urban)	%	0.0	40.0	60.0	0.0	100
	Count	0.0	40.0	2	0.0	4
Rel Tel (Rural)	%					
		0.0	50.0	50.0	0.0	100
ΓΑΤΑ (Total)	Count	0	3	4	1	8
• •	%	0.0	37.5	50.0	12.5	100
ΓΑΤΑ (Urban)	Count	0	2	2	1	5
(- · · · · · · · ·)	%	0.0	40.0	40.0	20.0	100
TATA (Rural)	Count	0	1	2	0	3
(Itulal)	%	0.0	33.3	66.7	0.0	100
Inipor (Total)	Count	2	1	0	0	3
Uninor (Total)	%	66.7	33.3	0.0	0.0	100





33(c). If Yes, the	n indicate	whether				
Service Providers		informed about did not inform		Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Uninor (Urban)	Count	1	1	0	0	2
Offilior (Ofbari)	%	50.0	50.0	0.0	0.0	100
Uninor (Rural)	Count	1	0	0	0	1
Official (Rulai)	%	100	0.0	0.0	0.0	100
Vodafone	Count	0	1	0	0	1
(Total)	%	0.0	100	0.0	0.0	100
Vodafone	Count	0	1	0	0	1
(Urban)	%	0.0	100	0.0	0.0	100
Vodafone	Count	0	0	0	0	0
(Rural)	%	0.0	0.0	0.0	0.0	0.0
Overall	Count	6	16	21	1	44
Overali	%	13.6	36.4	47.7	2.3	100
Overall (Hrbers)	Count	4	13	14	1	32
Overall (Urban)	%	12.5	40.6	43.8	3.1	100
Overall (Burel)	Count	2	3	7	0	12
Overall (Rural)	%	16.7	25	58.3	0.0	100





34(a). Are you aware of the facility by which you can change your service provider without changing your mobile number?

Service Pro	viders	Yes	No	Total	
Aircel (Total)	Count	193	198	391	
Alicei (Total)	%	49.4	50.6	100	
Aircel (Urban)	Count	123	150	273	
Alicei (Olbali)	%	45.1	54.9	100	
Aircel (Rural)	Count	70	48	118	
Alicei (Ruiai)	%	59.3	40.7	100	
Airtel (Total)	Count	161	231	392	
Airtei (Totai)	%	41.1	58.9	100	
Airtel (Urban)	Count	93	175	268	
Airtei (Orbari)	%	34.7	65.3	100	
Airtal (Dural)	Count	68	56	124	
Airtel (Rural)	%	54.8	45.2	100	
DONI (T-4-I)	Count	201	189	390	
BSNL (Total)	%	51.5	48.5	100	
DCNII /Link on)	Count	123	151	274	
BSNL (Urban)	%	44.9	55.1	100	
DONII (DI)	Count	78	38	116	
BSNL (Rural)	%	67.2	32.8	100	
- /T-+- \	Count	204	181	385	
Idea (Total)	%	53	47	100	
	Count	130	140	270	
Idea (Urban)	%	48.1	51.9	100	
(D. 1)	Count	74	41	115	
Idea (Rural)	%	64.3	35.7	100	
D.10 (T.1)	Count	147	238	385	
Rel Com (Total)	%	38.2	61.8	100	
5.10 (111)	Count	109	212	321	
Rel Com (Urban)	%	34	66	100	
5.10 (5.1)	Count	38	26	64	
Rel Com (Rural)	%	59.4	40.6	100	
	Count	185	208	393	
Rel Tel (Total)	%	47.1	52.9	100	
<i></i>	Count	111	164	275	
Rel Tel (Urban)	%	40.4	59.6	100	
	Count	74	44	118	
Rel Tel (Rural)	%	62.7	37.3	100	
	Count	205	183	388	
TATA (Total)	%	52.8	47.2	100	
TATA (11:)	Count	127	144	271	
TATA (Urban)	%	46.9	53.1	100	
TATA (5	Count	78	39	117	
TATA (Rural)	%	66.7	33.3	100	
	Count	137	250	387	
Uninor (Total)	%	35.4	64.6	100	
	Count	97	222	319	
Uninor (Urban)	%	30.4	69.6	100	
	Count	40	28	68	
Uninor (Rural)	%	58.8	41.2	100	





34(a). Are you aware of the facility by which you can change your service provider without changing your mobile number?

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	195	193	388
vodalone (Total)	%	50.3	49.7	100
Vodafone (Urban)	Count	132	135	267
vodalone (Olban)	%	49.4	50.6	100
Vodafone (Rural)	Count	63	58	121
vodalone (Itulai)	%	52.1	47.9	100
Overall	Count	1628	1871	3499
Overall	%	46.5	53.5	100
Overall (Urban)	Count	1045	1493	2538
Overall (Olball)	%	41.2	58.8	100
Overall (Rural)	Count	583	378	961
Overall (Kural)	%	60.7	39.3	100





34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?

Service Pro	viders	Yes	No	Total	
Aircel (Total)	Count	15	178	193	
	%	7.8	92.2	100	
Aircel (Urban)	Count	8	115	123	
	%	6.5	93.5	100	
Aircel (Rural)	Count	7	63	70	
	%	10	90	100	
Airtel (Total)	Count	11	150	161	
	%	6.8	93.2	100	
Airtel (Urban)	Count	6	87	93	
	%	6.5	93.5	100	
Airtel (Rural)	Count	5	63	68	
ruitei (italai)	%	7.4	92.6	100	
BSNL (Total)	Count	6	195	201	
DOINE (TOTAL)	%	3	97	100	
BSNL (Urban)	Count	3	120	123	
BOINE (UIDAII)	%	2.4	97.6	100	
DCNII (Durrell)	Count	3	75	78	
BSNL (Rural)	%	3.8	96.2	100	
(=)	Count	12	192	204	
Idea (Total)	%	5.9	94.1	100	
"	Count	6	124	130	
Idea (Urban)	%	4.6	95.4	100	
	Count	6	68	74	
Idea (Rural)	%	8.1	91.9	100	
	Count	14	133	147	
Rel Com (Total)	%	9.5	90.5	100	
	Count	9	100	109	
Rel Com (Urban)	%	8.3	91.7	100	
	Count	5	33	38	
Rel Com (Rural)	%	13.2	86.8	100	
	Count	16	169	185	
Rel Tel (Total)	%	8.6	91.4	100	
	Count	10	101	111	
Rel Tel (Urban)	%	9	91	100	
	Count	6	68	74	
Rel Tel (Rural)	%				
	Count	8.1	91.9	100	
TATA (Total)	%	23	182	205	
		11.2	88.8	100	
TATA (Urban)	Count %	15	112	127	
		11.8	88.2	100	
TATA (Rural)	Count	8	70	78	
	%	10.3	89.7	100	
Uninor (Total)	Count	14	123	137	
. ,	%	10.2	89.8	100	
Uninor (Urban)	Count	9	88	97	
, ,	%	9.3	90.7	100	
Uninor (Rural)	Count	5	35	40	
(**************************************	%	12.5	87.5	100	





34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?

-				
Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	14	181	195
vodalone (Total)	%	7.2	92.8	100
Vodafone (Urban)	Count	10	122	132
vodalone (Olban)	%	7.6	92.4	100
Vodafone (Rural)	Count	4	59	63
voualone (Kulai)	%	6.3	93.7	100
Overall	Count	125	1503	1628
Overall	%	7.7	92.3	100
Overall (Urban)	Count	76	969	1045
Overall (Olball)	%	7.3	92.7	100
Overall (Rural)	Count	49	534	583
Overali (Rurai)	%	8.4	91.6	100





Service Pro	viders Within 5 min		After 5 to 10 min	After 10 min	10 min Never	
Aireal (Tetal)	Count	8	4	1	2	15
Aircel (Total)	%	53.3	26.7	6.7	13.3	100
Aireal (Lirban)	Count	4	3	0	1	8
Aircel (Urban)	%	50.0	37.5	0.0	12.5	100
Aireal (Dural)	Count	4	1	1	1	7
Aircel (Rural)	%	57.1	14.3	14.3	14.3	100
Airtel (Total)	Count	6	1	3	1	11
Airtei (Totai)	%	54.5	9.1	27.3	9.1	100
Airtal (Lluban)	Count	3	0	2	1	6
Airtel (Urban)	%	50.0	0.0	33.3	16.7	100
A: (L/D _ I)	Count	3	1	1	0	5
Airtel (Rural)	%	60.0	20.0	20.0	0.0	100
DONII /T · "	Count	4	1	1	0	6
BSNL (Total)	%	66.7	16.7	16.7	0.0	100
	Count	2	1	0	0	3
BSNL (Urban)	%	66.7	33.3	0.0	0.0	100
	Count	2	0	1	0	3
BSNL (Rural)	%	66.7	0.0	33.3	0.0	100
	Count	2	4	2	4	12
dea (Total)	%	16.7	33.3	16.7	33.3	100
	Count	2	2	1	1	6
dea (Urban)	%	33.3	33.3	16.7	16.7	100
	Count	0	2	1	3	6
dea (Rural)	%	0.0	33.3	16.7	50.0	100
	Count	1	8	2	3	14
Rel Com (Total)	%	7.1	57.1	14.3	21.4	100
Rel Com	Count	0	5	1	3	9
(Urban)	%	0.0	55.6	11.1	33.3	100
(C.Earl)	Count	1	3	1	0	5
Rel Com (Rural)	%	20.0	60.0	20.0	0.0	100
	Count	3	3	3	7	160
Rel Tel (Total)	%	18.8	18.8	18.8	43.8	100
	Count	2	2	1	<u>45.8</u> 5	100
Rel Tel (Urban)	%	20.0	20.0	10.0	50.0	100
	Count	20.0	20.0	2	2	6
Rel Tel (Rural)	%					
	Count	16.7 10	16.7	33.3	33.3	100
TATA (Total)	%	43.5	4 17.4	1	8	23
	Count	_		4.3	34.8	100
TATA (Urban)	%	4	4		6	15
		26.7	26.7	6.7	40.0	100
ΓΑΤΑ (Rural)	Count	6	0	0	2	8
	%	75.0	0.0	0.0	25.0	100
Jninor (Total)	Count	6	5	3	0	14
	%	42.9	35.7	21.4	0.0	100
Uninor (Urban)	Count	3	4	2	0	9
	%	33.3	44.4	22.2	0.0	100
Uninor (Rural)	Count	3	1	1	0	5
	%	60.0	20.0	20.0	0.0	100





34(c). When did you get 'Unique Porting Code' from your existing service provider?									
Service Providers		ders Within 5 min After 5 to 10 min		After 10 min	Never	Total			
Vodafone	Count	7	5	2	0	14			
(Total)	%	50.0	35.7	14.3	0.0	100			
Vodafone	Count	7	2	1	0	10			
(Urban)	%	70.0	20.0	10.0	0.0	100			
Vodafone	Count	0	3	1	0	4			
(Rural)	%	0.0	75.0	25.0	0.0	100			
Overall	Count	47	35	18	25	125			
Overall	%	37.6	28	14.4	20	100			
Overall (Urban)	Count	27	23	9	17	76			
Overall (Olball)	%	35.5	30.3	11.8	22.4	100			
Overall (Rural)	Count	20	12	9	8	49			
Overall (Kural)	%	40.8	24.5	18.4	16.3	100			





34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire	
process?	

process?								
Service Prov		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
Aircel (Total)	Count	13	3	10	1	1	15	
7 liloci (Total)	%	86.7	20.0	66.7	6.7	6.7	100	
Aircel (Urban)	Count	7	2	5	1	0	8	
7 aroor (Orbari)	%	87.5	25.0	62.5	12.5	0.0	100	
Aircel (Rural)	Count	6	1	5	0	1	7	
7 tiloci (i talai)	%	85.7	14.3	71.4	0.0	14.3	100	
Airtel (Total)	Count	9	5	4	2	0	11	
7 untor (1 otal)	%	81.9	45.5	36.4	18.2	0.0	100	
Airtel (Urban)	Count	5	2	3	1	0	6	
7 arter (Orbari)	%	83.3	33.3	50.0	16.7	0.0	100	
Airtel (Rural)	Count	4	3	1	1	0	5	
Airter (Ruiai)	%	80	60.0	20.0	20.0	0.0	100	
BSNL (Total)	Count	5	0	5	0	1	6	
DOINE (Total)	%	83.3	0.0	83.3	0.0	16.7	100	
BSNL (Urban)	Count	2	0	2	0	1	3	
DOINE (Olbail)	%	66.7	0.0	66.7	0.0	33.3	100	
BSNL (Rural)	Count	3	0	3	0	0	3	
DOINE (Ruiai)	%	100	0.0	100	0.0	0.0	100	
Idea (Total)	Count	11	3	8	1	0	12	
Idea (Total)	%	91.7	25.0	66.7	8.3	0.0	100	
Idaa (I Irban)	Count	5	3	2	1	0	6	
Idea (Urban)	%	83.3	50.0	33.3	16.7	0.0	100	
Idea (Durel)	Count	6	0	6	0	0	6	
Idea (Rural)	%	100	0.0	100	0.0	0.0	100	
Dal Cam (Tatal)	Count	13	6	7	1	0	14	
Rel Com (Total)	%	92.9	42.9	50.0	7.1	0.0	100	
Dal Care (Linkara)	Count	8	3	5	1	0	9	
Rel Com (Urban)	%	88.9	33.3	55.6	11.1	0.0	100	
Dal Care (Dural)	Count	5	3	2	0	0	5	
Rel Com (Rural)	%	100	60.0	40.0	0.0	0.0	100	
Rel Tel (Total)	Count	14	3	11	2	0	16	
Rei Tei (Totai)	%	87.6	18.8	68.8	12.5	0.0	100	
Rel Tel (Urban)	Count	9	2	7	1	0	10	
Rei Tei (Olban)	%	90	20.0	70.0	10.0	0.0	100	
Dol Tol (Durol)	Count	5	1	4	1	0	6	
Rel Tel (Rural)	%	83.4	16.7	66.7	16.7	0.0	100	
TATA (Tatal)	Count	20	5	15	3	0	23	
TATA (Total)	%	86.9	21.7	65.2	13.0	0.0	100	
TATA (II.:b -:-)	Count	14	3	11	1	0	15	
TATA (Urban)	%	93.3	20.0	73.3	6.7	0.0	100	
TATA (D.::!\)	Count	6	2	4	2	0	8	
TATA (Rural)	%	75	25.0	50.0	25.0	0.0	100	
/T : "	Count	13	3	10	1	0	14	
Uninor (Total)	%	92.8	21.4	71.4	7.1	0.0	100	
Halaan (IIII.)	Count	9	3	6	0	0	9	
Uninor (Urban)	%	100				_		
, , ,	%	100	33.3	66.7	0.0	0.0	100	





34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?

pi cooci								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
Uninor (Rural)	Count	4	0	4	1	0	5	
Official (Italia)	%	80	0.0	80.0	20.0	0.0	100	
Vodafone (Total)	Count	10	2	8	4	0	14	
vodalone (Total)	%	71.4	14.3	57.1	28.6	0.0	100	
Vodafone (Urban)	Count	6	1	5	4	0	10	
vodalone (Orban)	%	60	10.0	50.0	40.0	0.0	100	
Vodafone (Rural)	Count	4	1	3	0	0	4	
vodalone (ixtial)	%	100	25.0	75.0	0.0	0.0	100	
Overall	Count	108	30	78	15	2	125	
Overall	%	86.4	24	62.4	12	1.6	100	
Overall (Urban)	Count	65	19	46	10	1	76	
Overall (Olball)	%	85.5	25	60.5	13.2	1.3	100	
Overall (Rural)	Count	43	11	32	5	1	49	
Overali (Kurai)	%	87.7	22.4	65.3	10.2	2.1	100	





35. On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service
provider?

provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Aircel (Total)	Count	4	4	5	6	32	62	104	116	30	28	391
	%	1.0	1.0	1.3	1.5	8.2	15.9	26.6	29.7	7.7	7.2	100
Aircel (Urban)	Count	1	0	4	6	23	39	71	82	22	25	273
	%	0.4	0.0	1.5	2.2	8.4	14.3	26.0	30.0	8.1	9.2	100
Aircel (Rural)	Count	3	4	1	0	9	23	33	34	8	3	118
	%	2.5	3.4	0.8	0.0	7.6	19.5	28.0	28.8	6.8	2.5	100
Airtel (Total)	Count	2	2	3	9	29	65	93	119	38	32	392
	%	0.5	0.5	0.8	2.3	7.4	16.6	23.7	30.4	9.7	8.2	100
Airtel (Urban)	Count	2	2	3	6	23	40	63	87	24	18	268
	%	0.7	0.7	1.1	2.2	8.6	14.9	23.5	32.5	9.0	6.7	100
Airtel (Rural)	Count	0	0	0	3	6	25	30	32	14	14	124
	%	0.0	0.0	0.0	2.4	4.8	20.2	24.2	25.8	11.3	11.3	100
BSNL (Total)	Count	3	0	1	16	48	70	71	115	47	19	390
	%	0.8	0.0	0.3	4.1	12.3	17.9	18.2	29.5	12.1	4.9	100
BSNL (Urban)	Count	1	0	0	8	39	39	50	93	30	14	274
	%	0.4	0.0	0.0	2.9	14.2	14.2	18.2	33.9	10.9	5.1	100
DONIL (Davie 1)	Count	2	0	1	8	9	31	21	22	17	5	116
BSNL (Rural)	%	1.7	0.0	0.9	6.9	7.8	26.7	18.1	19.0	14.7	4.3	100
Idea (Total)	Count	3	2	2	24	49	61	77	106	25	36	385
	%	0.8	0.5	0.5	6.2	12.7	15.8	20.0	27.5	6.5	9.4	100
Idea (Urban)	Count	3	1	1	13	35	44	45	77	17	34	270
	%	1.1	0.4	0.4	4.8	13.0	16.3	16.7	28.5	6.3	12.6	100
Idea (Rural)	Count	0	1	1	11	14	17	32	29	8	2	115
	%	0.0	0.9	0.9	9.6	12.2	14.8	27.8	25.2	7.0	1.7	100
Rel Com (Total)	Count	3	0	2	16	34	57	87	98	41	47	385
	%	0.8	0.0	0.5	4.2	8.8	14.8	22.6	25.5	10.6	12.2	100
Rel Com (Urban)	Count	3	0	0	8	23	42	76	86	38	45	321
	%	0.9	0.0	0.0	2.5	7.2	13.1	23.7	26.8	11.8	14.0	100
Rel Com (Rural)	Count	0	0	2	8	11	15	11	12	3	2	64
	%	0.0	0.0	3.1	12.5	17.2	23.4	17.2	18.8	4.7	3.1	100
Rel Tel (Total)	Count	2	1	4	12	39	65	83	113	37	37	393
	%	0.5	0.3	1.0	3.1	9.9	16.5	21.1	28.8	9.4	9.4	100
Rel Tel (Urban)	Count	1	0	2	10	24	36	61	85	28	28	275
	%	0.4	0.0	0.7	3.6	8.7	13.1	22.2	30.9	10.2	10.2	100
Rel Tel (Rural)	Count	1	1	2	2	15	29	22	28	9	9	118
	%	0.8	0.8	1.7	1.7	12.7	24.6	18.6	23.7	7.6	7.6	100
TATA (Total)	Count	2	2	1	6	28	85	104	97	30	33	388
	%	0.5	0.5	0.3	1.5	7.2	21.9	26.8	25.0	7.7	8.5	100
TATA (Urban)	Count	1	0.0	1	5	22	64	74	56	22	26	271
	%	0.4	0.0	0.4	1.8	8.1	23.6	27.3	20.7	8.1	9.6	100
TATA (Rural)	Count	1	2	0	1	6	21	30	41	8	7	117
	%	0.9	1.7	0.0	0.9	5.1	17.9	25.6	35.0	6.8	6.0	100
Uninor (Total)	Count	0.9	4	5	29	52	75	84	103	7	28	387
	%	0.0	1.0	1.3	7.5	13.4	19.4	21.7	26.6	1.8	7.2	100
Uninor (Urban)	Count	0.0	2	2	22	46	62	67	89	2	27	319
	%	0.0	0.6	0.6	6.9	14.4	19.4	21.0	27.9	0.6	8.5	100
Uninor (Rural)	Count	0.0	2	3	7	6	13	17	14	5	1	68
	%											
	/0	0.0	2.9	4.4	10.3	8.8	19.1	25.0	20.6	7.4	1.5	100





35. On a scale of 1 - 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider? **Service Providers** 1 2 3 4 5 6 7 8 9 10 Total Count 388 3 0 5 5 26 57 107 126 51 8 Vodafone (Total) % 8.0 0.0 1.3 1.3 6.7 14.7 27.6 32.5 13.1 2.1 100 Count 1 0 3 4 13 42 73 83 43 5 267 Vodafone (Urban) % 0.0 1.5 4.9 15.7 1.9 100 0.4 1.1 27.3 31.1 16.1 Count 2 121 2 1 13 15 34 43 Vodafone (Rural) % 0.0 10.7 12.4 28.1 35.5 2.5 100 1.7 1.7 8.0 6.6 Count 3499 22 15 28 123 337 597 810 993 306 268 Overall % 100 0.6 0.4 8.0 3.5 9.6 17.1 23.1 28.4 8.7 7.7 Count 13 5 82 248 408 580 738 2538 16 226 222 Overall (Urban) % 0.5 0.2 0.6 3.2 9.8 16.1 22.9 29.1 8.9 8.7 100 Count 961 9 10 12 41 89 189 230 255 80 46 Overall (Rural) 1.2 % 0.9 4.3 9.3 19.7 23.9 26.5 8.3 4.8 100





QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCE REGULATION, 2007

36. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?

Service Pro	oviders Yes		No	Total	
Aireal (Total)	Count	236	155	391	
Aircel (Total)	%	60.4	39.6	100	
Aircel (Urban)	Count	175	98	273	
Alicei (Olban)	%	64.1	35.9	100	
Aireal (Durel)	Count	61	57	118	
Aircel (Rural)	%	51.7	48.3	100	
Airtol (Total)	Count	250	142	392	
Airtel (Total)	%	63.8	36.2	100	
Airtal (Urban)	Count	163	105	268	
Airtel (Urban)	%	60.8	39.2	100	
Airtol (Burol)	Count	87	37	124	
Airtel (Rural)	%	70.2	29.8	100	
DCNI (Total)	Count	234	156	390	
BSNL (Total)	%	60	40	100	
BSNL (Urban)	Count	178	96	274	
DOINE (UIDan)	%	65	35	100	
DCNI (Dural)	Count	56	60	116	
BSNL (Rural)	%	48.3	51.7	100	
Idea (Total)	Count	259	126	385	
Idea (Total)	%	67.3	32.7	100	
Idoa (Urban)	Count	187	83	270	
Idea (Urban)	%	69.3	30.7	100	
Idea (Bural)	Count	72	43	115	
Idea (Rural)	%	62.6	37.4	100	
Rel Com (Total)	Count	205	180	385	
Rei Com (Total)	%	53.2	46.8	100	
Rel Com (Urban)	Count	179	142	321	
Rei Com (Orban)	%	55.8	44.2	100	
Rel Com (Rural)	Count	26	38	64	
Rei Com (Ruiai)	%	40.6	59.4	100	
Rel Tel (Total)	Count	232	161	393	
iter rer (rotal)	%	59	41	100	
Rel Tel (Urban)	Count	165	110	275	
iter rer (Orban)	%	60	40	100	
Rel Tel (Rural)	Count	67	51	118	
iter rer (itural)	%	56.8	43.2	100	
TATA (Total)	Count	263	125	388	
Transitional)	%	67.8	32.2	100	
TATA (Urban)	Count	190	81	271	
TATA (Olbali)	%	70.1	29.9	100	
TATA (Rural)	Count	73	44	117	
IVIV (Uniqi)	%	62.4	37.6	100	
Unipor (Total)	Count	190	197	387	
Uninor (Total)	%	49.1	50.9	100	
Lininar (Lirkar)	Count	150	169	319	
Uninor (Urban)	%	47	53	100	





36. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?

Service Pro	viders	Yes	No	Total
Uninor (Rural)	Count	40	28	68
Offilior (Kurai)	%	58.8	41.2	100
Vodafone (Total)	Count	226	162	388
vouaione (Total)	%	58.2	41.8	100
Vadafana (Urban)	Count	156	111	267
Vodafone (Urban)	%	58.4	41.6	100
Vodafone (Rural)	Count	70	51	121
vouaione (Ruiai)	%	57.9	42.1	100
Overall	Count	2095	1404	3499
Overall	%	59.9	40.1	100
Overall (Urban)	Count	1543	995	2538
Overall (Orball)	%	60.8	39.2	100
Overall (Pural)	Count	552	409	961
Overall (Rural)	%	57.4	42.6	100





Service Pro	viders	Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Aircel (Total)	Count	10	24	79	106	55	0	236
Alicei (Total)	%	4.2	10.2	33.5	44.9	23.3	0.0	100
Aireal (Lirban)	Count	6	22	48	82	45	0	175
Aircel (Urban)	%	3.4	12.6	27.4	46.9	25.7	0.0	100
Aireal (Dural)	Count	4	2	31	24	10	0	61
Aircel (Rural)	%	6.6	3.3	50.8	39.3	16.4	0.0	100
Aintal (Tatal)	Count	7	19	89	128	48	2	250
Airtel (Total)	%	2.8	7.6	35.6	51.2	19.2	0.8	100
A:t-1 /1 lub \	Count	3	10	52	81	36	1	163
Airtel (Urban)	%	1.8	6.1	31.9	49.7	22.1	0.6	100
A: (1 (D))	Count	4	9	37	47	12	1	87
Airtel (Rural)	%	4.6	10.3	42.5	54.0	13.8	1.1	100
DOM: (T : "	Count	8	10	73	123	60	5	234
BSNL (Total)	%	3.4	4.3	31.2	52.6	25.6	2.1	100
	Count	2	8	49	99	53	3	178
BSNL (Urban)	%	1.1	4.5	27.5	55.6	29.8	1.7	100
	Count	6	2	24	24	7	2	56
BSNL (Rural)	%	10.7	3.6	42.9	42.9	12.5	3.6	100
	Count	12	11	64	139	75	2	259
Idea (Total)	%	4.6	4.2	24.7	53.7	29.0	0.8	100
	Count	10	10	32	92	71	2	187
Idea (Urban)	%	5.3	5.3	17.1	49.2	38.0	1.1	100
	Count	2	1	32	47	4	0	72
Idea (Rural)	%	2.8	1.4	44.4	65.3	5.6	0.0	100
Rel Com	Count	11	2	45	103	63	0.0	205
(Total)	%	5.4	1.0	22.0	50.2	30.7	0.0	100
Rel Com	Count	9	2	37	85	62	0.0	
(Urban)	%	5.0	1.1	20.7	47.5	34.6	0.0	179 100
Rel Com	Count	2	0			1		
(Rural)	%	1		8	18		0	26
(i tarai)	Count	7.7	0.0	30.8	69.2	3.8	0.0	100
Rel Tel (Total)	%	15	9	79	113	67	0	232
Rel Tel	Count	6.5	3.9	34.1	48.7	28.9	0.0	100
(Urban)	%	10	8	40	76	61	0	165
(Orbari)	Count	6.1	4.8	24.2	46.1	37.0	0.0	100
Rel Tel (Rural)	%	5	1	39	37	6	0	67
		7.5	1.5	58.2	55.2	9.0	0.0	100
TATA (Total)	Count %	2	11	78	134	76	1	263
		0.8	4.2	29.7	51.0	28.9	0.4	100
TATA (Urban)	Count	2	7	42	96	61	0	190
	%	1.1	3.7	22.1	50.5	32.1	0.0	100
TATA (Rural)	Count	0	4	36	38	15	1	73
· ·	%	0.0	5.5	49.3	52.1	20.5	1.4	100
Uninor (Total)	Count	7	10	54	88	49	3	190
,,	%	3.7	5.3	28.4	46.3	25.8	1.6	100





37. From where	37. From where, you got to know about the toll free customer care number?							
Service Pro	viders	Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Uninor (Urban)	Count	5	10	36	60	47	2	150
Official (Official)	%	3.3	6.7	24.0	40.0	31.3	1.3	100
Uninor (Rural)	Count	2	0	18	28	2	1	40
Official (Rulai)	%	5.0	0.0	45.0	70.0	5.0	2.5	100
Vodafone	Count	9	10	73	112	69	0	226
(Total)	%	4.0	4.4	32.3	49.6	30.5	0.0	100
Vodafone	Count	5	7	41	73	61	0	156
(Urban)	%	3.2	4.5	26.3	46.8	39.1	0.0	100
Vodafone	Count	4	3	32	39	8	0	70
(Rural)	%	5.7	4.3	45.7	55.7	11.4	0.0	100
Overall	Count	81	106	634	1046	13	562	2095
Overall	%	3.9	5.1	30.3	49.9	0.6	26.8	100
Overall	Count	52	84	377	744	8	497	1543
(Urban)	%	3.4	5.4	24.4	48.2	0.5	32.2	100
Overall	Count	29	22	257	302	5	65	552
(Rural)	%	5.3	4	46.6	54.7	0.9	11.8	100





38. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?

Service Pro	viders	Yes	No	Total	
Aircel (Total)	Count	117	119	236	
Alicei (Total)	%	49.6	50.4	100	
Aircel (Urban)	Count	90	85	175	
Alicei (Olbali)	%	51.4	48.6	100	
Aircel (Rural)	Count	27	34	61	
Alicei (Ruiai)	%	44.3	55.7	100	
Airtel (Total)	Count	127	123	250	
Airtei (Totai)	%	50.8	49.2	100	
Airtel (Urban)	Count	83	80	163	
Airtei (Olbail)	%	50.9	49.1	100	
Airtel (Rural)	Count	44	43	87	
Alitei (Kuiai)	%	50.6	49.4	100	
BSNL (Total)	Count	123	111	234	
BOINE (Total)	%	52.6	47.4	100	
BSNL (Urban)	Count	104	74	178	
BSINE (UIDAII)	%	58.4	41.6	100	
BSNL (Rural)	Count	19	37	56	
BOINE (Rurai)	%	33.9	66.1	100	
	Count	141	118	259	
Idea (Total)	%	54.4	45.6	100	
Idea (Urban)	Count	109	78	187	
	%	58.3	41.7	100	
Id (DI)	Count	32	40	72	
Idea (Rural)	%	44.4	55.6	100	
Dol Com (Total)	Count	108	97	205	
Rel Com (Total)	%	52.7	47.3	100	
Dal Cam (Lirban)	Count	99	80	179	
Rel Com (Urban)	%	55.3	44.7	100	
Dal Care (Dural)	Count	9	17	26	
Rel Com (Rural)	%	34.6	65.4	100	
D-1.T-1/T-4-1\	Count	110	122	232	
Rel Tel (Total)	%	47.4	52.6	100	
D-1 T-1 (11-1)	Count	85	80	165	
Rel Tel (Urban)	%	51.5	48.5	100	
Dal Tal (Dural)	Count	25	42	67	
Rel Tel (Rural)	%	37.3	62.7	100	
TATA (T-1-1)	Count	138	125	263	
TATA (Total)	%	52.5	47.5	100	
TATA (LI-I)	Count	114	76	190	
TATA (Urban)	%	60	40	100	
TATA (D1)	Count	24	49	73	
TATA (Rural)	%	32.9	67.1	100	
Hairan /T + N	Count	94	96	190	
Uninor (Total)	%	49.5	50.5	100	
	Count	76	74	150	
Uninor (Urban)	%	50.7	49.3	100	
	Count	18	22	40	
Uninor (Rural)	%	45	55	100	





38. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	108	118	226
Voualone (Total)	%	47.8	52.2	100
Vodafone (Urban)	Count	83	73	156
vodalone (Olban)	%	53.2	46.8	100
Vodafone (Rural)	Count	25	45	70
vodalone (Itulai)	%	35.7	64.3	100
Overall	Count	1066	1029	2095
Overall	%	50.9	49.1	100
Overall (Urban)	Count	843	700	1543
Overall (Olball)	%	54.6	45.4	100
Overall (Rural)	Count	223	329	552
Overall (Kural)	%	40.4	59.6	100





39. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?

applicable to you?							
Service Provi	Complaint was registered and docket number received Complaint was registered and docket number rot received Complaint was registered and docket number not received Complaint was registered and docket number number provided on request Complaint was registered and docket number not provided even on request		Total				
Aircel (Total)	Count	28	75	6	5	3	117
Alicei (Total)	%	23.9	64.1	5.1	4.3	2.6	100
Aircel (Urban)	Count	15	67	3	2	3	90
Allcel (Olball)	%	16.7	74.4	3.3	2.2	3.3	100
Aircel (Rural)	Count	13	8	3	3	0	27
7 tilooi (Rarai)	%	48.1	29.6	11.1	11.1	0.0	100
Airtel (Total)	Count	40	75	6	4	2	127
7 linter (1 otal)	%	31.5	59.1	4.7	3.1	1.6	100
Airtel (Urban)	Count	18	60	4	0	1	83
, arter (Orbari)	%	21.7	72.3	4.8	0.0	1.2	100
Airtel (Rural)	Count	22	15	2	4	1	44
/ inter (ixulai)	%	50.0	34.1	4.5	9.1	2.3	100
BSNL (Total)	Count	28	82	6	4	3	123
BOINE (Total)	%	22.8	66.7	4.9	3.3	2.4	100
BSNL (Urban)	Count	19	76	5	2	2	104
DOINE (Olball)	%	18.3	73.1	4.8	1.9	1.9	100
BSNL (Rural)	Count	9	6	1	2	1	19
BOINE (Kulai)	%	47.4	31.6	5.3	10.5	5.3	100
Idea (Total)	Count	37	90	4	5	5	141
idea (Total)	%	26.2	63.8	2.8	3.5	3.5	100
Idea (Urban)	Count	24	79	1	1	4	109
idea (Olbali)	%	22.0	72.5	0.9	0.9	3.7	100
Idea (Rural)	Count	13	11	3	4	1	32
idea (itulal)	%	40.6	34.4	9.4	12.5	3.1	100
Rel Com (Total)	Count	22	69	10	4	3	108
Nei Colli (10tal)	%	20.4	63.9	9.3	3.7	2.8	100
Rel Com (Urban)	Count	18	65	9	4	3	99
Nei Com (Orban)	%	18.2	65.7	9.1	4.0	3.0	100
Rel Com (Rural)	Count	4	4	1	0	0	9
Trei Com (Irunai)	%	44.4	44.4	11.1	0.0	0.0	100
Rel Tel (Total)	Count	26	66	8	2	8	110
Titol Tol (Total)	%	23.6	60.0	7.3	1.8	7.3	100
Rel Tel (Urban)	Count	15	58	6	0	6	85
There is (Orban)	%	17.6	68.2	7.1	0.0	7.1	100
Rel Tel (Rural)	Count	11	8	2	2	2	25
Trei Tei (Iruiai)	%	44.0	32.0	8.0	8.0	8.0	100
TATA (Total)	Count	34	81	11	7	5	138
	%	24.6	58.7	8.0	5.1	3.6	100
TATA (Urban)	Count	23	75	9	4	3	114
IAIA (OIDAII)	%	20.2	65.8	7.9	3.5	2.6	100
TATA (Rural)	Count	11	6	2	3	2	24
TATA (IXGIAI)	%	45.8	25.0	8.3	12.5	8.3	100





39. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?

Service Provi	ders	Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Uninor (Total)	Count	22	67	3	2	0	94
	%	23.4	71.3	3.2	2.1	0.0	100
Uninor (Urban)	Count	15	57	2	2	0	76
Office (Officer)	%	19.7	75.0	2.6	2.6	0.0	100
Uninor (Rural)	Count	7	10	1	0	0	18
Offinor (Itulai)	%	38.9	55.6	5.6	0.0	0.0	100
Vodafone (Total)	Count	35	64	1	5	3	108
vodalorio (Total)	%	32.4	59.3	0.9	4.6	2.8	100
Vodafone (Urban)	Count	16	59	1	5	2	83
vocaione (orban)	%	19.3	71.1	1.2	6.0	2.4	100
Vodafone (Rural)	Count	19	5	0	0	1	25
vodalone (rtalal)	%	76.0	20.0	0.0	0.0	4.0	100
Overall	Count	272	669	55	38	32	1066
Overall	%	25.5	62.8	5.2	3.6	3	100
Overall (Urban)	Count	163	596	40	20	24	843
O totali (Orbari)	%	19.3	70.7	4.7	2.4	2.8	100
Overall (Rural)	Count	109	73	15	18	8	223
Overall (Itulal)	%	48.9	32.7	6.7	8.1	3.6	100





40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

Service Pro	viders	Yes	No	Total
Aircal (Total)	Count	38	76	114
Aircel (Total)	%	33.3	66.7	100
Aireal (Lirban)	Count	20	67	87
Aircel (Urban)	%	23	77	100
Aireal (Dural)	Count	18	9	27
Aircel (Rural)	%	66.7	33.3	100
Airtel (Total)	Count	41	84	125
Airiei (Totai)	%	32.8	67.2	100
Airtel (Urban)	Count	22	60	82
Airter (Orbari)	%	26.8	73.2	100
Airtel (Rural)	Count	19	24	43
Airter (Kurai)	%	44.2	55.8	100
DCNII (Total)	Count	21	99	120
BSNL (Total)	%	17.5	82.5	100
BSNL (Urban)	Count	13	89	102
DOINE (UIDAII)	%	12.7	87.3	100
DCNI /Durol\	Count	8	10	18
BSNL (Rural)	%	44.4	55.6	100
Idea (Tatal)	Count	33	103	136
Idea (Total)	%	24.3	75.7	100
Idaa (I Irban)	Count	11	94	105
Idea (Urban)	%	10.5	89.5	100
Id (DI)	Count	22	9	31
Idea (Rural)	%	71	29	100
Pol Com (Total)	Count	14	91	105
Rel Com (Total)	%	13.3	86.7	100
Rel Com (Urban)	Count	11	85	96
Rei Com (Orban)	%	11.5	88.5	100
Pol Com (Purol)	Count	3	6	9
Rel Com (Rural)	%	33.3	66.7	100
Dol Tol (Total)	Count	20	82	102
Rel Tel (Total)	%	19.6	80.4	100
Rel Tel (Urban)	Count	9	70	79
Rei Tei (Ulbali)	%	11.4	88.6	100
Rel Tel (Rural)	Count	11	12	23
Rei Tei (Ruiai)	%	47.8	52.2	100
TATA (Total)	Count	35	98	133
TATA (Total)	%	26.3	73.7	100
TATA (Lirban)	Count	21	90	111
TATA (Urban)	%	18.9	81.1	100
TATA (D	Count	14	8	22
TATA (Rural)	%	63.6	36.4	100
Unings /Tat-I\	Count	15	79	94
Uninor (Total)	%	16	84	100
Linings (Listers)	Count	11	65	76
Uninor (Urban)	%	14.5	85.5	100
Hairan (D. 1)	Count	4	14	18
Uninor (Rural)	%	22.2	77.8	100





40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	21	84	105
Vouaione (Total)	%	20	80	100
Vodafone (Urban)	Count	8	73	81
Vodalone (Orban)	%	9.9	90.1	100
Vodafone (Rural)	Count	13	11	24
Vouaione (Itulai)	%	54.2	45.8	100
Overall	Count	238	796	1034
Overall	%	23	77	100
Overall (Urban)	Count	126	693	819
%	%	15.4	84.6	100
Overall (Rural)	Count 112	103	215	
Overali (Rurai)	%	52.1	47.9	100





Service Pro	viders	Yes	No	Total
	Count	45	72	117
Aircel (Total)	%	38.5	61.5	100
	Count	29	61	90
Aircel (Urban)	%	32.2	67.8	100
	Count	16	11	27
ircel (Rural)	%	59.3	40.7	100
	Count	51	76	127
irtel (Total)	%	40.2	59.8	100
	Count	33	50	83
irtel (Urban)	%	39.8	60.2	100
	Count	18	26	44
irtel (Rural)	%	40.9	59.1	100
	Count	46.9	77	123
SNL (Total)	%	37.4	62.6	100
	Count	37.4	67	100
SNL (Urban)	%	35.6	64.4	104
	Count	9	10	19
SNL (Rural)	%	47.4	52.6	100
	Count	64	77	141
ea (Total)	%	45.4	54.6	100
	Count	47	62	109
ea (Urban)	%	43.1	56.9	100
	Count	17	15	32
ea (Rural)	%	53.1	46.9	100
	Count	46	62	108
el Com (Total)	%	42.6	57.4	100
	Count	43	56	99
el Com (Urban)	%	43.4	56.6	100
	Count	3	6	9
el Com (Rural)	%	33.3	66.7	100
-1.T-1/T + "	Count	44	66	110
el Tel (Total)	%	40.0	60.0	100
-1.7-1.711	Count	30	55	85
el Tel (Urban)	%	35.3	64.7	100
-1.T-1 /D "	Count	14	11	25
el Tel (Rural)	%	56.0	44.0	100
ATA (T-+-!)	Count	60	78	138
ATA (Total)	%	43.5	56.5	100
TA (11-1-)	Count	44	70	114
ATA (Urban)	%	38.6	61.4	100
ΛΤΛ (D!)	Count	16	8	24
ATA (Rural)	%	66.7	33.3	100
. /=	Count	25	69	94
ninor (Total)	%	26.6	73.4	100
	Count	19	57	76
ninor (Urban)	%	25.0	75.0	100
	0		10	10

6

33.3

12

66.7

Count

Uninor (Rural)

18

100





41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means? **Service Providers** Yes No **Total** Count 108 42 66 Vodafone (Total) 38.9 61.1 100 Count 25 83 58 Vodafone (Urban) % 30.1 69.9 100 Count 25 17 8 Vodafone (Rural) % 68.0 32.0 100 Count 423 643 1066 Overall % 39.7 60.3 100 Count 307 536 843 Overall (Urban) % 36.4 100 63.6 Count 223 116 107 Overall (Rural) % 52 48 100





Service Pro	viders	Yes	No	Total
cel (Total)	Count	70	47	117
cei (Totai)	%	59.8	40.2	100
Aircel (Urban)	Count	49	41	90
cei (Olbali)	%	54.4	45.6	100
cel (Rural)	Count	21	6	27
cei (Ruiai)	%	77.8	22.2	100
tal (Tatal)	Count	65	62	127
tel (Total)	%	51.2	48.8	100
rtal (Lirban)	Count	38	45	83
tel (Urban)	%	45.8	54.2	100
tal (Dural)	Count	27	17	44
tel (Rural)	%	61.4	38.6	100
NII (Tatal)	Count	52	71	123
SNL (Total)	%	42.3	57.7	100
NNII /I I-I · · ·	Count	45	59	104
SNL (Urban)	%	43.3	56.7	100
	Count	7	12	19
BSNL (Rural)	%	36.8	63.2	100
ldea (Total)	Count	83	58	141
	%	58.9	41.1	100
Idea (Urban)	Count	57	52	109
	%	52.3	47.7	100
(5.1)	Count	26	6	32
ea (Rural)	%	81.3	18.8	100
	Count	51	57	108
Com (Total)	%	47.2	52.8	100
O (111)	Count	46	53	99
Com (Urban)	%	46.5	53.5	100
2 (7 ")	Count	5	4	9
l Com (Rural)	%	55.6	44.4	100
	Count	59	51	110
Tel (Total)	%	53.6	46.4	100
	Count	45	40	85
Tel (Urban)	%	52.9	47.1	100
T 1 /5 "	Count	14	11	25
Tel (Rural)	%	56.0	44.0	100
	Count	63	75	138
ΓA (Total)	%	45.7	54.3	100
	Count	47	67	114
A (Urban)	%	41.2	58.8	100
	Count	16	8	24
TA (Rural)	%	66.7	33.3	100
	Count	38	56	94
nor (Total)	%	40.4	59.6	100
	Count	29	47	76
nor (Urban)	%	38.2	61.8	100
	Count	9	9	18
nor (Rural)	%	50.0	50.0	100





42. Was your complaint resolved by the complaint centre within three (3) days?									
Service Pro	viders	Yes	No	Total					
Vodafone (Total)	Count	54	54	108					
vodalone (Total)	%	50.0	50.0	100					
Vodafone (Urban)	Count	35	48	83					
vodalone (Olban)	%	42.2	57.8	100					
Vodafone (Rural)	Count	19	6	25					
vodalone (Itulai)	%	76.0	24.0	100					
Overall	Count	535	531	1066					
Overall	%	50.2	49.8	100					
Overall (Urban)	Count	391	452	843					
Overall (Olball)	%	46.4	53.6	100					
Overall (Rural)	Count	144	79	223					
Overall (Kural)	%	64.6	35.4	100					





43. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?

Service Prov	viders	Yes	No	Not Applicable	Total
Aireal (Tatal)	Count	26	10	81	117
Aircel (Total)	%	22.2	8.5	69.2	100
Aireal (Lirban)	Count	13	6	71	90
Aircel (Urban)	%	14.4	6.7	78.9	100
Aireal (Dural)	Count	13	4	10	27
Aircel (Rural)	%	48.1	14.8	37.0	100
Λ:	Count	39	15	73	127
Airtel (Total)	%	30.7	11.8	57.5	100
Aintal (Linhan)	Count	18	5	60	83
Airtel (Urban)	%	21.7	6.0	72.3	100
A:t-1 (D1)	Count	21	10	13	44
Airtel (Rural)	%	47.7	22.7	29.5	100
DONE (T : 1)	Count	17	12	94	123
BSNL (Total)	%	13.8	9.8	76.4	100
DONE (List 1)	Count	10	7	87	104
BSNL (Urban)	%	9.6	6.7	83.7	100
DONI (D. 1)	Count	7	5	7	19
BSNL (Rural)	%	36.8	26.3	36.8	100
	Count	30	7	104	141
Idea (Total)	%	21.3	5.0	73.8	100
	Count	12	2	95	109
Idea (Urban)	%	11.0	1.8	87.2	100
	Count	18	5	9	32
Idea (Rural)	%	56.3	15.6	28.1	100
	Count	9	12	87	108
Rel Com (Total)	%	8.3	11.1	80.6	100
Rel Com	Count	7	9	83	99
(Urban)	%	7.1	9.1	83.8	100
	Count	2	3	4	9
Rel Com (Rural)	%	22.2	33.3	44.4	100
	Count	21	14	75	110
Rel Tel (Total)	%	19.1	12.7	68.2	100
	Count	11	4	70	85
Rel Tel (Urban)	%	12.9	4.7	82.4	100
	Count	10	10	5	25
Rel Tel (Rural)	%	40.0	40.0	20.0	100
	Count	26	12	100	138
TATA (Total)	%	18.8	8.7	72.5	100
	Count	13	9	92	114
TATA (Urban)	%	11.4	7.9	80.7	100
	Count	11.4	3	80.7	24
TATA (Rural)	%	54.2	12.5	33.3	100
	Count	54.2 14	14	66	94
Uninor (Total)	%	14.9	14.9	70.2	100
	Count	7	14.9	64	
Uninor (Urban)	%				76
		9.2	6.6	84.2	100
Uninor (Rural)	Count	7	9	2	18
•	%	38.9	50.0	11.1	100





43. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?

Service Prov	Service Providers		No	Not Applicable	Total
Vodafone	Count	24	7	77	108
(Total)	%	22.2	6.5	71.3	100
Vodafone	Count	13	5	65	83
(Urban)	%	15.7	6.0	78.3	100
Vodafone	Count	11	2	12	25
(Rural)	%	44.0	8.0	48.0	100
Overall	Count	206	103	757	1066
Overan	%	19.3	9.7	71	100
Overall (Urban)	Count	104	52	687	843
%		12.3	6.2	81.5	100
Overall (Rural)	Count	102	51	70	223
Overall (Itulal)	%	45.7	22.9	31.4	100





44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?

Service Pro	viders	Yes	No	Total
	Count	5	386	391
Aircel (Total)	%	1.3	98.7	100
	Count	3	270	273
Aircel (Urban)	%	1.1	98.9	100
	Count	2	116	118
Aircel (Rural)	%	1.7	98.3	100
	Count	6	386	392
Airtel (Total)	%	1.5	98.5	100
	Count	4	264	268
Airtel (Urban)	%	1.5	98.5	100
	Count	2	122	124
Airtel (Rural)	%	1.6		
	Count		98.4	100
BSNL (Total)	%	21	369	390
		5.4	94.6	100
BSNL (Urban)	Count %	8	266	274
		2.9	97.1	100
BSNL (Rural)	Count	13	103	116
	%	11.2	88.8	100
Idea (Total)	Count	15	370	385
	%	3.9	96.1	100
Idea (Urban)	Count	8	262	270
	%	3.0	97.0	100
Idea (Rural)	Count	7	108	115
	%	6.1	93.9	100
Rel Com (Total)	Count	9	376	385
	%	2.3	97.7	100
Rel Com (Urban)	Count	9	312	321
	%	2.8	97.2	100
Rel Com (Rural)	Count	0	64	64
	%	0.0	100.0	100
Rel Tel (Total)	Count	10	383	393
	%	2.5	97.5	100
Rel Tel (Urban)	Count	5	270	275
rtor for (Orbari)	%	1.8	98.2	100
Rel Tel (Rural)	Count	5	113	118
rter rer (rtarar)	%	4.2	95.8	100
TATA (Total)	Count	17	371	388
TATA (Total)	%	4.4	95.6	100
TATA (Urban)	Count	8	263	271
IAIA (UIDAII)	%	3.0	97.0	100
TATA (Rural)	Count	9	108	117
IAIA (Ruidi)	%	7.7	92.3	100
Uniper (Tetal)	Count	11	376	387
Uninor (Total)	%	2.8	97.2	100
Their and the S	Count	9	310	319
Uninor (Urban)	%	2.8	97.2	100
/= ::	Count	2	66	68
Uninor (Rural)	%	2.9	97.1	100





44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?

Service Pro	viders	Yes	No	Total
Vodafone (Total)	Count	14	374	388
Vodalone (Total)	%	3.6	96.4	100
Vodafone (Urban)	Count	5	262	267
Vodalone (Olban)	%	1.9	98.1	100
Vodafone (Rural)	Count	9	112	121
vodalone (rtdial)	%	7.4	92.6	100
Overall	Count	108	3391	3499
Overall	%	3.1	96.9	100
Overall (Urban)	Count	59	2479	2538
Overall (Olball)	%	2.3	97.7	100
Overall (Rural)	Count	49	912	961
Overall (Kural)	%	5.1	94.9	100





45. From where, you got to know about the contact details of the appellate authority?

Service Prov	viders	Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	Total
Aircel (Total)	Count	2	2	1	1	0	5
Alloci (Total)	%	40	40	20	20	0	100
Aircel (Urban)	Count	1	0	1	1	0	3
Aircei (Olban)	%	33.3	0	33.3	33.3	0	100
Aircel (Rural)	Count	1	2	0	0	0	2
All Cel (IXulai)	%	50	100	0	0	0	100
Airtel (Total)	Count	1	3	0	1	2	6
Airtei (Total)	%	16.7	50	0	16.7	33.3	100
Airtel (Urban)	Count	0	3	0	1	1	4
Airtei (Orbari)	%	0	75	0	25	25	100
Airtol (Bural)	Count	1	0	0	0	1	2
Airtel (Rural)	%	50	0	0	0	50	100
BSNL (Total)	Count	0	13	5	0	4	21
DOINE (TOIRI)	%	0	61.9	23.8	0	19	100
DCNII (Lirban)	Count	0	5	1	0	3	8
BSNL (Urban)	%	0	62.5	12.5	0	37.5	100
DON!! (D!)	Count	0	8	4	0	1	13
BSNL (Rural)	%	0	61.5	30.8	0	7.7	100
1-1 (T-1-1)	Count	2	6	2	2	10	15
Idea (Total)	%	13.3	40	13.3	13.3	66.7	100
" C	Count	2	3	2	1	7	8
Idea (Urban)	%	25	37.5	25	12.5	87.5	100
(D. 1)	Count	0	3	0	1	3	7
Idea (Rural)	%	0	42.9	0	14.3	42.9	100
D-1 O /T-1-1\	Count	2	2	1	0	6	9
Rel Com (Total)	%	22.2	22.2	11.1	0	66.7	100
Rel Com	Count	2	2	1	0	6	9
(Urban)	%	22.2	22.2	11.1	0.0	66.7	100
Rel Com	Count	0	0	0	0	0	0
(Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	8	2	0	0	10
Rel Tel (Total)	%	0.0	80.0	20.0	0.0	0.0	100
Dalta (U.)	Count	0	5	0	0	0	5
Rel Tel (Urban)	%	0.0	100.0	0.0	0.0	0.0	100
D.I.T. 1 (D. 1)	Count	0	3	2	0	0	5
Rel Tel (Rural)	%	0.0	60.0	40.0	0.0	0.0	100
TATA (T : "	Count	1	8	9	0	0	17
TATA (Total)	%	5.9	47.1	52.9	0.0	0.0	100
TATA (1.1.	Count	1	5	3	0	0	8
TATA (Urban)	%	12.5	62.5	37.5	0.0	0.0	100
	Count	0	3	6	0	0.0	9
TATA (Rural)	%	0.0	33.3	66.7	0.0	0.0	100
	Count	3	4	3	0.0	1	11
Uninor (Total)	%	27.3	36.4	27.3	0.0	9.1	100
	Count	3	4	1	0.0	1	9
Uninor (Urban)	%	33.3	44.4	11.1	0.0	ı	9





45. From where, you got to know about the contact details of the appellate authority?

Service Pro	viders	Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	Total
Uninor (Rural)	Count	0	0	2	0	0	2
Orimor (rearar)	%	0.0	0.0	100.0	0.0	0.0	100
Vodafone	Count	1	1	12	0	1	14
(Total)	%	7.1	7.1	85.7	0.0	7.1	100
Vodafone	Count	0	0	5	0	0	5
(Urban)	%	0.0	0.0	100.0	0.0	0.0	100
Vodafone	Count	1	1	7	0	1	9
(Rural)	%	11.1	11.1	77.8	0.0	11.1	100
Overall	Count	9	31	22	5	4	59
Overall	%	15.3	52.5	37.3	8.5	6.8	100
Overall	Count	3	12	30	4	2	49
(Urban)	%	6.1	24.5	61.2	8.2	4.1	100
Overall (Rural)	Count	12	43	52	9	6	108
Overall (Rural)	%	11.1	39.8	48.1	8.3	5.6	100





Service Pro	oviders	Yes	No	Total
incel (Total)	Count	2	3	5
ircel (Total)	%	40.0	60.0	100
ircel (Urban)	Count	1	2	3
rcer (Orban)	%	33.3	66.7	100
ircel (Rural)	Count	1	1	2
icei (ituiai)	%	50.0	50.0	100
irtel (Total)	Count	2	4	6
rter (Total)	%	33.3	66.7	100
irtel (Urban)	Count	1	3	4
rter (Orbari)	%	25.0	75.0	100
irtel (Rural)	Count	1	1	2
Tier (Italia)	%	50.0	50.0	100
SNL (Total)	Count	1	20	21
	%	4.8	95.2	100
SNL (Urban)	Count	0	8	8
5.12 (315a11)	%	0.0	100	100
SNL (Rural)	Count	1	12	13
(i (aiai)	%	7.7	92.3	100
ea (Total)	Count	6	9	15
a (Total)	%	40.0	60.0	100
a (Urban)	Count	3	5	8
oa (Olban)	%	37.5	62.5	100
ldea (Rural)	Count	3	4	7
.a (rtaiai)	%	42.9	57.1	100
Rel Com (Total)	Count	8	1	9
T Com (Total)	%	88.9	11.1	100
l Com (Urban)	Count	8	1	9
Com (Orban)	%	88.9	11.1	100
el Com (Rural)	Count	0	0	0
1 Com (realar)	%	0	0	0
el Tel (Total)	Count	7	3	10
T TOT (TOTAL)	%	70.0	30.0	100
l Tel (Urban)	Count	5	0	5
	%	100	0.0	100
el Tel (Rural)	Count	2	3	5
	%	40.0	60.0	100
TA (Total)	Count	8	9	17
	%	47.1	52.9	100
TA (Urban)	Count	6	2	8
(Olball)	%	75.0	25.0	100
TA (Rural)	Count	2	7	9
173 (INUIAI)	%	22.2	77.8	100
nor (Total)	Count	4	7	11
inoi (Tolai)	%	36.4	63.6	100
vinor (Linham)	Count	4	5	9
inor (Urban)	%	44.4	55.6	100
	Count	0	2	2
. (5 "				. —
inor (Rural)	%	0.0	100	100
inor (Rural) dafone (Total)		0.0	100 13	100 14





46. Have you filed any appeal in last six (6) months?									
Service Pro	viders	Yes	No	Total					
Vodafone (Urban)	Count	0	5	5					
Vouaione (Orban)	%	0.0	100	100					
Vodafone (Rural)	Count	1	8	9					
Vodalone (Rulai)	%	11.1	88.9	100					
Overall	Count	39	69	108					
Overall	%	36.1	63.9	100					
Overall (Urban)	Count	28	31	59					
Overall (Orban)	%	47.5	52.5	100					
Overall (Rural)	Count	11	38	49					
Overall (Ivalai)	%	22.4	77.6	100					





Service Pro	viders	E-mail	Fax	Letter (post/ courier)	In person (self)	Other	Total
Aircel (Total)	Count	1	0	0	1	0	2
Alloci (Total)	%	50.0	0.0	0.0	50.0	0.0	100
Aircel (Urban)	Count	0	0	0	1	0	1
Alicei (Olban)	%	0.0	0.0	0.0	100	0.0	100
Aireal (Dural)	Count	1	0	0	0	0	1
Aircel (Rural)	%	100	0.0	0.0	0.0	0.0	100
Aintal (Tatal)	Count	1	0	0	0	1	2
Airtel (Total)	%	50.0	0.0	0.0	0.0	50.0	100
A:	Count	0	0	0	0	1	1
Airtel (Urban)	%	0.0	0.0	0.0	0.0	100	100
Aintal (Dunal)	Count	1	0	0	0	0	1
Airtel (Rural)	%	100	0.0	0.0	0.0	0.0	100
DONI /Tatal\	Count	0	0	0	0	1	1
BSNL (Total)	%	0.0	0.0	0.0	0.0	100	100
DONII (IIII)	Count	0	0	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
DONII (D. 1)	Count	0	0	0	0	1	1
BSNL (Rural)	%	0.0	0.0	0.0	0.0	100	100
	Count	5	0	0	1	0	6
ldea (Total)	%	83.3	0.0	0.0	16.7	0.0	100
Idea (Urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
	Count	3	0	0	0	0	3
ldea (Rural)	%	100	0.0	0.0	0.0	0.0	100
5.10 (T.1)	Count	7	0	0	1	0	8
Rel Com (Total)	%	87.5	0.0	0.0	12.5	0.0	100
.	Count	7	0	0	1	0	8
Rel Com (Urban)	%	87.5	0.0	0.0	12.5	0.0	100
- · · · · · · · · · · · · · · · · · · ·	Count	0	0	0	0	0	0
Rel Com (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
D. I.T. I. (T.) . "	Count	7	0	0	0	0	7
Rel Tel (Total)	%	100	0.0	0.0	0.0	0.0	100
D.I.T.I. (1.1	Count	5	0	0	0	0	5
Rel Tel (Urban)	%	100	0.0	0.0	0.0	0.0	100
D.I.T.I. (C)	Count	2	0	0	0	0	2
Rel Tel (Rural)	%	100	0.0	0.0	0.0	0.0	100
	Count	8	0	0	0	0	8
TATA (Total)	%	100	0.0	0.0	0.0	0.0	100
	Count	6	0.0	0.0	0.0	0.0	6
TATA (Urban)	%	100	0.0	0.0	0.0	0.0	100
	Count	2	0.0	0.0	0.0	0.0	2
TATA (Rural)	%	100	0.0	0.0	0.0	0.0	100
	Count	2		0.0	1	1	4
Uninor (Total)	%		0		· ·	<u> </u>	
		50.0	0.0	0.0	25.0	25.0	100
Uninor (Urban)	Count	2	0	0	1	1	4
	%	50.0	0.0	0.0	25.0	25.0	100
Uninor (Rural)	Count	0	0	0	0	0	0
` '	%	0.0	0.0	0.0	0.0	0.0	0.0





47. How did you file your appeal to the appellate authority?									
Service Prov	/iders	E-mail	Fax	Letter (post/ courier)	In person (self)	Other	Total		
Vodafone (Total)	Count	1	0	0	0	0	1		
Vodalone (Total)	%	100	0.0	0.0	0.0	0.0	100		
Vodafone (Urban)	Count	0	0	0	0	0	0		
Vodalone (Olban)	%	0.0	0.0	0.0	0.0	0.0	0.0		
Vodafone (Rural)	Count	1	0	0	0	0	1		
Voualone (Kulai)	%	100	0.0	0.0	0.0	0.0	100		
Overall	Count	32	0	0	4	3	39		
Overall	%	82.1	0.0	0.0	10.3	7.7	100		
Overall (Urban)	Count	22	0	0	4	2	28		
Overall (Olball)	%	78.6	0.0	0.0	14.3	7.1	100		
Overall (Rural)	Count	10	0	0	0	1	11		
Overall (Rulai)	%	90.9	0.0	0.0	0.0	9.1	100		





48. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?

Service Pro	oviders	Yes	No	Total
Aircel (Total)	Count	1	1	2
Alicei (Total)	%	50.0	50.0	100
Aircel (Urban)	Count	1	0	1
Alicei (Olbali)	%	100	0.0	100
Aircel (Rural)	Count	0	1	1
Alicei (Kulai)	%	0.0	100	100
Airtel (Total)	Count	2	0	2
Airtei (Totai)	%	100	0.0	100
Airtel (Urban)	Count	1	0	1
Airter (Orbari)	%	100	0.0	100
Airtel (Rural)	Count	1	0	1
Alitei (Ruiai)	%	100	0.0	100
DCNII (Total)	Count	1	0	1
BSNL (Total)	%	100	0.0	100
BSNL (Urban)	Count	0	0	0
BOINE (UIDAII)	%	0.0	0.0	0.0
BSNL (Rural)	Count	1	0	1
DOINE (Ruiai)	%	100	0.0	100
Idea (Tatal)	Count	6	0	6
Idea (Total)	%	100	0.0	100
Idaa (I Irban)	Count	3	0	3
Idea (Urban)	%	100	0.0	100
(5. 1)	Count	3	0	3
Idea (Rural)	%	100	0.0	100
Dal Com (Total)	Count	6	2	8
Rel Com (Total)	%	75.0	25.0	100
Dal Cam (Lirban)	Count	6	2	8
Rel Com (Urban)	%	75.0	25.0	100
Dal Care (Dural)	Count	0	0	0
Rel Com (Rural)	%	0.0	0.0	0.0
D-1.T-1/T-4-1)	Count	7	0	7
Rel Tel (Total)	%	100	0.0	100
Dal Tal (Umban)	Count	5	0	5
Rel Tel (Urban)	%	100	0.0	100
Dal Tal (Dural)	Count	2	0	2
Rel Tel (Rural)	%	100	0.0	100
TATA /Tatal)	Count	7	1	8
TATA (Total)	%	87.5	12.5	100
TATA (Lirban)	Count	5	1	6
TATA (Urban)	%	83.3	16.7	100
TATA (Dural)	Count	2	0	2
TATA (Rural)	%	100	0.0	100
Uningr /Tat-1\	Count	4	0	4
Uninor (Total)	%	100	0.0	100
Linings (List as)	Count	4	0	4
Uninor (Urban)	%	100	0.0	100
Hairan (D. 1)	Count	0	0	0
Uninor (Rural)	%	0.0	0.0	0.0





48. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?

Service Providers		Yes	No	Total
Vodafone (Total)	Count	1	0	1
Vouaione (Total)	%	100	0.0	100
Vodafone (Urban)	Count	0	0	0
Vodalone (Orban)	%	0.0	0.0	0.0
Vodafone (Rural)	Count	1	0	1
Vouaione (Itulai)	%	100	0.0	100
Overall	Count	35	4	39
Overall	%	89.7	10.3	100
Overall (Urban)	Count	25	3	28
Overall (Olball)	%	89.3	10.7	100
Overall (Rural)	Count	10	1	11
	%	90.9	9.1	100





49. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?

Service Pro	viders	Yes	No	Appeal filed only recently	Total
Aircel (Total)	Count	1	0	1	2
Alloei (Total)	%	50.0	0.0	50.0	100
Aircel (Urban)	Count	1	0	0	1
Alicei (Olbali)	%	100	0.0	0.0	100
Aircel (Rural)	Count	0	0	1	1
Alloei (Raiai)	%	0.0	0.0	100	100
Airtel (Total)	Count	2	0	0	2
Airtei (Totai)	%	100	0.0	0.0	100
Airtel (Urban)	Count	1	0	0	1
Airtei (Olbail)	%	100	0.0	0.0	100
Airtel (Rural)	Count	1	0	0	1
Alitei (Itulai)	%	100	0.0	0.0	100
BSNL (Total)	Count	1	0	0	1
DONE (TOTAL)	%	100	0.0	0.0	100
RQNI (Urban)	Count	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0
DONI (Durol)	Count	1	0	0	1
BSNL (Rural)	%	100	0.0	0.0	100
Idea (Tatal)	Count	6	0	0	6
ldea (Total)	%	100	0.0	0.0	100
	Count	3	0	0	3
ldea (Urban)	%	100	0.0	0.0	100
I-I (DI)	Count	3	0	0	3
ldea (Rural)	%	100	0.0	0.0	100
D.10 (T.1.1)	Count	4	4	0	8
Rel Com (Total)	%	50.0	50.0	0.0	100
D-1 O (Ud)	Count	4	4	0	8
Rel Com (Urban)	%	50.0	50.0	0.0	100
D 10 (D 1)	Count	0	0	0	0
Rel Com (Rural)	%	0.0	0.0	0.0	0
D I T I / T . I\	Count	7	0	0	7
Rel Tel (Total)	%	100	0.0	0.0	100
Data (U.)	Count	5	0	0	5
Rel Tel (Urban)	%	100	0.0	0.0	100
Dal Tal (Dec. 1)	Count	2	0	0	2
Rel Tel (Rural)	%	100	0.0	0.0	100
TATA (T-1-1)	Count	8	0	0	8
TATA (Total)	%	100	0.0	0.0	100
TATA (111)	Count	6	0	0	6
TATA (Urban)	%	100	0.0	0.0	100
TATA (D. ")	Count	2	0	0	2
TATA (Rural)	%	100	0.0	0.0	100
	Count	3	1	0	4
Uninor (Total)	%	75.0	25.0	0.0	100
	Count	3	1	0	4
Uninor (Urban)	%	75.0	25.0	0.0	100
	Count	0	0	0.0	0
Uninor (Rural)	%	0.0	0.0	0.0	0





49. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?

Service Providers		Yes	No	Appeal filed only recently	Total		
Vodafone (Total)	Count	1	0	0	1		
vodalone (Total)	%	100	0.0	0.0	100		
Vodafone (Urban)	Count	0	0	0	0		
vodalone (Olban)	%	0.0	0.0	0.0	0		
Vodafone (Rural)	Count	1	0	0	1		
vodalone (Itulai)	%	100	0.0	0.0	100		
Overall	Count	33	5	1	39		
Overall	%	84.6	12.8	2.6	100		
Overall (Urban)	Count	23	5	0	28		
Overall (Olball)	%	82.1	17.9	0.0	100		
Overall (Rural)	Count	10	0	1	11		
	%	90.9	0.0	9.1	100		





Service Pro	viders	Yes	No	Total
ircel (Total)	Count	58	333	391
Aircel (Total)	%	14.8	85.2	100
ircel (Urban)	Count	37	236	273
ircei (Orbari)	%	13.6	86.4	100
ircel (Rural)	Count	21	97	118
ircei (Ruiai)	%	17.8	82.2	100
irtal (Tatal)	Count	60	332	392
irtel (Total)	%	15.3	84.7	100
irtal (Lirban)	Count	32	236	268
irtel (Urban)	%	11.9	88.1	100
irtal (Dural)	Count	28	96	124
irtel (Rural)	%	22.6	77.4	100
	Count	54	333	387
SNL (Total)	%	14.0	86.0	100
ONII (11-1 \	Count	35	237	272
SNL (Urban)	%	12.9	87.1	100
NII (D 1)	Count	19	96	115
SNL (Rural)	%	16.5	83.5	100
(7	Count	74	310	384
ea (Total)	%	19.3	80.7	100
	Count	32	237	269
ea (Urban)	%	11.9	88.1	100
	Count	42	73	115
ea (Rural)	%	36.5	63.5	100
	Count	44	338	382
l Com (Total)	%	11.5	88.5	100
	Count	29	291	320
el Com (Urban)	%	9.1	90.9	100
	Count	15	47	62
el Com (Rural)	%	24.2	75.8	100
	Count	70	320	390
l Tel (Total)	%	17.9	82.1	100
	Count	32	241	273
l Tel (Urban)	%	11.7	88.3	100
	Count	38	79	117
el Tel (Rural)	%	32.5	67.5	100
	Count	73	314	387
TA (Total)	%	18.9	81.1	100
	Count	39	232	271
TA (Urban)	%	14.4	85.6	100
	Count	34	82	116
A (Rural)	%		70.7	100
	Count	29.3 57		
nor (Total)	%		330	387
		14.7	85.3	100
inor (Urban)	Count	34	285	319
	%	10.7	89.3	100
Uninor (Rural)	Count	23	45	68
	%	33.8	66.2	100





50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?					
Service Providers		Yes	No	Total	
Vodafone (Total)	Count	53	334	387	
vodalone (Total)	%	13.7	86.3	100	
Vodafone (Urban)	Count	30	236	266	
Vodalone (Olban)	%	11.3	88.7	100	
Vodafone (Rural)	Count	23	98	121	
vodalone (Itulai)	%	19.0	81.0	100	
Overall	Count	543	2944	3487	
Overall	%	15.6	84.4	100	
Overall (Urban)	Count	300	2231	2531	
Overall (Orball)	%	11.9	88.1	100	
Overall (Rural)	Count	243	713	956	
	%	25.4	74.6	100	





51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Connection?					
Service Pro	viders	Yes	No	Total	
Aircel (Total)	Count	2	56	58	
	%	3.4	96.6	100	
Aircel (Urban)	Count	1	36	37	
	%	2.7	97.3	100	
Aircel (Rural)	Count	1	20	21	
7 til ool (1 talai)	%	4.8	95.2	100	
Airtel (Total)	Count	2	58	60	
Airter (Total)	%	3.3	96.7	100	
Airtel (Urban)	Count	1	31	32	
Airter (Orbari)	%	3.1	96.9	100	
Airtel (Rural)	Count	1	27	28	
Airlei (Kurai)	%	3.6	96.4	100	
DONI /Tatal)	Count	2	52	54	
BSNL (Total)	%	3.7	96.3	100	
DONI (Linham)	Count	1	34	35	
BSNL (Urban)	%	2.9	97.1	100	
DOM: (D 1)	Count	1	18	19	
BSNL (Rural)	%	5.3	94.7	100	
	Count	10	64	74	
ldea (Total)	%	13.5	86.5	100	
	Count	3	29	32	
Idea (Urban)	%	9.4	90.6	100	
	Count	7	35	42	
ldea (Rural)	%	16.7	83.3	100	
	Count	6	38	44	
Rel Com (Total)	%	13.6	86.4	100	
	Count	5	24	29	
Rel Com (Urban)	%	17.2	82.8	100	
	Count	1	14	15	
Rel Com (Rural)	%	6.7	93.3	100	
	Count	10	60	70	
Rel Tel (Total)	%	14.3	85.7	100	
	Count	7	25	32	
Rel Tel (Urban)	%	21.9	78.1	100	
	Count	3	35	38	
Rel Tel (Rural)	%	7.9	92.1	100	
	Count	9	64	73	
TATA (Total)	%	12.3	87.7	100	
	Count	4	35	39	
TATA (Urban)	%	10.3	89.7	100	
	Count	5	29	34	
TATA (Rural)	%	14.7	85.3	100	
	Count	6	85.3 51	57	
Uninor (Total)	%				
	% Count	10.5	89.5	100	
Uninor (Urban)	%	4	30	34	
		11.8	88.2	100	
Uninor (Rural)	Count	2	21	23	
. ,	%	8.7	91.3	100	





51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Total
Vodafone (Total)	Count	1	52	53
vodalone (Total)	%	1.9	98.1	100
Vodafone (Urban)	Count	0	30	30
vodalone (Olban)	%	0.0	100	100
Vodafone (Rural)	Count	1	22	23
voualone (Kulai)	%	4.3	95.7	100
Overall	Count	48	495	543
Overall	%	8.8	91.2	100
Overall (Urban)	Count	26	274	300
Overall (Olball)	%	8.7	91.3	100
Overall (Rural)	Count	22	221	243
	%	9.1	90.9	100





52. What were the reason(s) for denying your request? No reasons Technical **Others Total Service Providers** given problem Count 0 2 0 2 Aircel (Total) % 0.0 0.0 100 100 0 Count 0 Aircel (Urban) % 0.0 0.0 100 100 Count 0 0 1 1 Aircel (Rural) % 0.0 0.0 100 100 Count 0 0 2 2 Airtel (Total) % 0.0 0.0 100 100 Count 0 1 0 1 Airtel (Urban) % 0.0 0.0 100 100 Count 0 0 1 1 Airtel (Rural) % 0.0 0.0 100 100 Count 0 0 2 2 BSNL (Total) % 0.0 0.0 100 100 Count 0 1 0 1 BSNL (Urban) % 0.0 0.0 100 100 Count 0 0 1 1 BSNL (Rural) 0.0 % 0.0 100 100 Count 0 0 10 10 Idea (Total) % 0.0 0.0 100 100 Count 0 0 3 3 Idea (Urban) % 0.0 100 0.0 100 Count 0 7 0 7 Idea (Rural) % 0.0 0.0 100 100 0 Count 0 6 6 Rel Com (Total) % 0.0 0.0 100 100 Count 0 5 0 5 Rel Com (Urban) % 0.0 0.0 100 100 Count 0 0 1 1 Rel Com (Rural) % 0.0 0.0 100 100 Count 0 10 0 10 Rel Tel (Total) % 0.0 100 0.0 100 Count 7 0 7 0 Rel Tel (Urban) % 0.0 0.0 100 100 Count 0 0 3 3 Rel Tel (Rural) % 100 0.0 0.0 100 Count 0 1 8 9 TATA (Total) % 0.0 100 11.1 88.9 Count 0 0 4 4 TATA (Urban) % 0.0 100 100 0.0 Count 0 1 4 5 TATA (Rural) % 0.0 20.0 0.08 100 Count 0 3 3 6 Uninor (Total) % 0.0 50.0 50.0 100 Count 0 4 3 1 Uninor (Urban) % 25.0 75.0 0.0 100 Count 0 2 2 0 Uninor (Rural)

100.0

0.0

100

0.0





52. What were the reason(s) for denying your request? No reasons Technical **Service Providers Others** Total given problem 0 Count 1 Vodafone (Total) % 100 0.0 0.0 100 Count 0 0 0 0 Vodafone (Urban) 0.0 0.0 0.0 0.0 Count 0 0 1 1 Vodafone (Rural) % 0.0 0.0 100 100 Count 0 48 5 43 Overall % 0.0 10.4 89.6 100 Count 25 0 26 1 Overall (Urban) % 0.0 3.8 100 96.2 Count 4 18 0 22 Overall (Rural) % 0.0 18.2 81.8 100





53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?

				Do not	
Service Pro		Yes	No	remember	Total
Aircel (Total)	Count	145	154	92	391
7 11 001 (1 0101)	%	37.1	39.4	23.5	100
Aircel (Urban)	Count	94	115	64	273
	%	34.4	42.1	23.4	100
Aircel (Rural)	Count	51	39	28	118
Alloci (Rulai)	%	43.2	33.1	23.7	100
Airtel (Total)	Count	150	168	74	392
Airtei (Totai)	%	38.3	42.9	18.9	100
Airtel (Urban)	Count	79	140	49	268
Airtei (Olban)	%	29.5	52.2	18.3	100
Aintel (Dunel)	Count	71	28	25	124
Airtel (Rural)	%	57.3	22.6	20.2	100
DONI (Tatal)	Count	162	156	69	387
BSNL (Total)	%	41.9	40.3	17.8	100
DONII (Link)	Count	103	120	49	272
BSNL (Urban)	%	37.9	44.1	18	100
DOM: (D. 1)	Count	59	36	20	115
BSNL (Rural)	%	51.3	31.3	17.4	100
	Count	170	141	73	384
Idea (Total)	%	44.3	36.7	19	100
	Count	115	114	40	269
Idea (Urban)	%	42.8	42.4	14.9	100
	Count	55	27	33	115
Idea (Rural)	%	47.8	23.5	28.7	100
5.10 (5.10	Count	102	224	56	382
Rel Com (Total)	%	26.7	58.6	14.7	100
5.10 (1.1.	Count	88	192	40	320
Rel Com (Urban)	%	27.5	60	12.5	100
	Count	14	32	16	62
Rel Com (Rural)	%	22.6	51.6	25.8	100
	Count	167	162	61	390
Rel Tel (Total)	%	42.8	41.5	15.6	100
- · - · · · · ·	Count	107	139	27	273
Rel Tel (Urban)	%	39.2	50.9	9.9	100
	Count	60	23	34	117
Rel Tel (Rural)	%	51.3	19.7	29.1	100
	Count	170	141	76	387
TATA (Total)	%	43.9	36.4	19.6	100
	Count	117	112	42	271
TATA (Urban)	%	43.2	41.3	15.5	100
	Count	53	29	34	116
TATA (Rural)	%	45.7	25	29.3	100
	Count	155	172	60	387
Uninor (Total)	%	40.1	44.4	15.5	100
	Count	118	160	41	319
Uninor (Urban)	%	37	50.2	12.9	100
	/0	31	50.2	12.9	100





53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?

Service Pro	viders	Yes	No	Do not remember	Total
Uninor (Rural)	Count	37	12	19	68
Official (Nural)	%	54.4	17.6	27.9	100
Vodafone (Total)	Count	168	161	58	387
vodalone (Total)	%	43.4	41.6	15	100
Vodafone (Urban)	Count	110	128	28	266
vodalone (Olban)	%	41.4	48.1	10.5	100
Vodafone (Rural)	Count	58	33	30	121
vodalone (Rulai)	%	47.9	27.3	24.8	100
Overall	Count	1389	1479	619	3487
Overall	%	39.8	42.4	17.8	100
Overall (Urban)	Count	931	1220	380	2531
Overall (Olball)	%	36.8	48.2	15	100
Overall (Rural)	Count	458	259	239	956
	%	47.9	27.1	25	100





BROADBAND SERVICES

1(a) When did yo	ou last apply t	for a broadband con	nection?		
Service Pro	oviders	More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total
BSNL (Total)	Count	11	12	363	386
BOIVE (Total)	%	2.8	3.1	94.0	100
BSNL (Urban)	Count	5	7	272	284
DONE (UIDAII)	%	1.8	2.5	95.8	100
BSNL (Rural)	Count	6	5	91	102
DOINE (Rulai)	%	5.9	4.9	89.2	100
Ortel (Total)	Count	8	6	370	384
Offer (Total)	%	2.1	1.6	96.4	100
Ortel (Urban)	Count	8	6	370	384
Ofter (Orbari)	%	2.1	1.6	96.4	100
Ortel (Rural)	Count	-	-	-	-
Offer (Kurai)	%	-	-	-	-
Total (Total)	Count	19	18	733	770
Total (Total)	%	2.5	2.3	95.2	100
Total (Urban)	Count	13	13	642	668
Total (Orball)	%	1.9	1.9	96.1	100
Total (Rural)	Count	6	5	91	102
Total (Kulai)	%	5.9	4.9	89.2	100

(b) After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?

Service Pro	oviders	Within 7 working days	More than 7 working days	Total
BSNL (Total)	Count	223	163	386
BOINE (Total)	%	57.8	42.2	100
BSNL (Urban)	Count	170	114	284
DOINE (Oldan)	%	59.9	40.1	100
BSNL (Rural)	Count	53	49	102
DOINE (Itulal)	%	52.0	48.0	100
Ortel (Total)	Count	273	111	384
Offer (Total)	%	71.1	28.9	100
Ortel (Urban)	Count	273	111	384
Offer (Ofbari)	%	71.1	28.9	100
Ortel (Rural)	Count	-	-	-
Ofter (Itural)	%	-	-	-
Total (Total)	Count	496	274	770
Total (Total)	%	64.4	35.6	100
Total (Urban)	Count	443	225	668
iotai (Oibaii)	%	66.3	33.7	100
Total (Rural)	Count	53	49	102
Total (Italal)	%	52.0	48.0	100





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?

Service Pro	Service Providers		A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	342	11	331	39	5	386
BOINE (Total)	%	88.6	2.8	85.8	10.1	1.3	100
BSNL (Urban)	Count	253	6	247	29	2	284
DOINE (OIDAII)	%	89.1	2.1	87.0	10.2	0.7	100
BSNL (Rural)	Count	89	5	84	10	3	102
DOINE (INUIAI)	%	87.3	4.9	82.4	9.8	2.9	100
Ortel (Total)	Count	350	20	330	25	9	384
Offer (Total)	%	91.1	5.2	85.9	6.5	2.3	100
Ortel (Urban)	Count	350	20	330	25	9	384
Orter (Orban)	%	91.1	5.2	85.9	6.5	2.3	100
Ortel (Rural)	Count	-	-	-	-	-	-
Orter (Ixurar)	%	-	-	-	-	-	-
Total (Total)	Count	692	31	661	64	14	770
Total (Total)	%	89.8	4.0	85.8	8.3	1.8	100
Total (Urban)	Count	603	26	577	54	11	668
	%	90.3	3.9	86.4	8.1	1.6	100
Total (Rural)	Count	89	5	84	10	3	102
Total (Rulal)	%	87.3	4.9	82.4	9.8	2.9	100

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?

Service Pro	oviders	Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
BSNL (Total)	Count	48	65	26	12	235	386
DOINE (Total)	%	12.4	16.8	6.7	3.1	60.9	100
BSNL (Urban)	Count	24	36	11	11	202	284
BSINE (OIDAII)	%	8.5	12.7	3.9	3.9	71.1	100
BSNL (Rural)	Count	24	29	15	1	33	102
DOINE (INGIAI)	%	23.5	28.4	14.7	1.0	32.4	100
Ortel (Total)	Count	42	21	13	7	301	384
Offer (Total)	%	10.9	5.5	3.4	1.8	78.4	100
Ortel (Urban)	Count	42	21	13	7	301	384
Offer (Orban)	%	10.9	5.5	3.4	1.8	78.4	100
Ortel (Rural)	Count	-	-	-	-	-	-
Offer (Kurai)	%	-	-	-	-	-	-
Total (Total)	Count	90	86	39	19	536	770
Total (Total)	%	11.7	11.2	5.1	2.5	69.6	100
Total (Urban)	Count	66	57	24	18	503	668
Total (Olball)	%	9.9	8.5	3.6	2.7	75.3	100
Total (Rural)	Count	24	29	15	1	33	102
iotai (Ruiai)	%	23.5	28.4	14.7	1.0	32.4	100





B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PREPAID CUSTOMERS GO TO Q9(A))

4. How satisfied a	are you with t	the timely deli	ivery of bills?				
Service Pro	Service Providers		A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	320	6	314	55	11	386
DOINE (Total)	%	82.9	1.6	81.3	14.2	2.8	100
BSNL (Urban)	Count	229	3	226	47	8	284
DOINE (OIDAII)	%	80.7	1.1	79.6	16.5	2.8	100
BSNL (Rural)	Count	91	3	88	8	3	102
BOINE (INdiai)	%	89.2	2.9	86.3	7.8	2.9	100
Ortel (Total)	Count	354	19	335	27	3	384
Ofter (Total)	%	92.1	4.9	87.2	7.0	0.8	100
Ortel (Urban)	Count	354	19	335	27	3	384
Orter (Orban)	%	92.1	4.9	87.2	7.0	0.8	100
Ortel (Rural)	Count	-	-	-	-	-	-
Orter (Kurai)	%	-	-	-	-	-	-
Total (Total)	Count	674	25	649	82	14	770
Total (Total)	%	87.5	3.2	84.3	10.6	1.8	100
Total (Urban)	Count	583	22	561	74	11	668
TOLAI (UTDAII)	%	87.3	3.3	84.0	11.1	1.6	100
Total (Rural)	Count	91	3	88	8	3	102
i otai (Kurai)	%	89.2	2.9	86.3	7.8	2.9	100

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	363	5	358	19	4	386
DOINE (Total)	%	94	1.3	92.7	4.9	1.0	100
BSNL (Urban)	Count	265	3	262	16	3	284
DOINE (UIDAII)	%	93.4	1.1	92.3	5.6	1.1	100
BSNL (Rural)	Count	98	2	96	3	1	102
	%	96.1	2.0	94.1	2.9	1.0	100
Ortel (Total)	Count	381	11	370	3	0	384
Orter (Total)	%	99.3	2.9	96.4	0.8	0.0	100
Ortel (Urban)	Count	381	11	370	3	0	384
Orter (Orbari)	%	99.3	2.9	96.4	0.8	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-
Oitel (Kulai)	%	-	-	-	-	-	-
Total (Total)	Count	744	16	728	22	4	770
Total (Total)	%	96.6	2.1	94.5	2.9	0.5	100
Total (Urban)	Count	646	14	632	19	3	668
	%	96.7	2.1	94.6	2.8	0.4	100
Total (Dural)	Count	98	2	96	3	1	102
Total (Rural)	%	96.1	2.0	94.1	2.9	1.0	100





5(b). Please sp	ecify the	reason(s) fo	r your dissat	isfaction.				
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Bill is not coming regularly	Total
BSNL (Total)	Count	1	3	11	6	3	1	23
BOINE (Total)	%	4.3	13.0	47.8	26.1	13.0	4.3	100
BSNL (Urban)	Count	1	2	10	6	2	0	19
BOINE (Olbail)	%	5.3	10.5	52.6	31.6	10.5	0.0	100
BSNL (Rural)	Count	0	1	1	0	1	1	4
BOINE (Ruiai)	%	0.0	25.0	25.0	0.0	25.0	25.0	100
Ortel (Total)	Count	1	1	1	0	1	0	3
Orter (Total)	%	33.3	33.3	33.3	0.0	33.3	0.0	100
Ortel (Urban)	Count	1	1	1	0	1	0	3
Orter (Orban)	%	33.3	33.3	33.3	0.0	33.3	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-	-
Orter (Rural)	%	-	-	-	-	-	-	-
Total (Total)	Count	2	4	12	6	4	1	26
Total (Total)	%	7.7	15.4	46.2	23.1	15.4	3.8	100
Total (Urban)	Count	2	3	11	6	3	0	22
Total (Orball)	%	9.1	13.6	50.0	27.3	13.6	0.0	100
Total (Burel)	Count	0	1	1	0	1	1	4
Total (Rural)	%	0.0	25.0	25.0	0.0	25.0	25.0	100

6(a). How satisfied are you with the accuracy & completeness of the bills?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	351	5	346	31	4	386	
%	%	90.9	1.3	89.6	8.0	1.0	100	
BSNL (Urban) Count %	Count	256	3	253	26	2	284	
	%	90.2	1.1	89.1	9.2	0.7	100	
BSNL (Rural)	Count	95	2	93	5	2	102	
	%	93.2	2.0	91.2	4.9	2.0	100	
Ortel (Total)	Count	373	15	358	10	1	384	
Offer (Total)	%	97.1	3.9	93.2	2.6	0.3	100	
Ortol (Urban)	Count	373	15	358	10	1	384	
Ortel (Urban)	%	97.1	3.9	93.2	2.6	0.3	100	
Ortol (Burol)	Count	-	-	-	-	-	-	
Ortel (Rural)	%	-	-	-	-	-	-	
Total (Total)	Count	724	20	704	41	5	770	
Total (Total)	%	94	2.6	91.4	5.3	0.6	100	
Total (Urban)	Count	629	18	611	36	3	668	
	%	94.2	2.7	91.5	5.4	0.4	100	
T. (.) (D)	Count	95	2	93	5	2	102	
Total (Rural)	%	93.2	2.0	91.2	4.9	2.0	100	





6(b). Please specify the reason(s) for your dissatisfaction. Charges not Tariff plan **Charged for** Charged as per tariff changed value added for **Service Providers Others** Total without services not plan services subscribed information subscribed not used Count 7 10 6 15 35 BSNL (Total) % 28.6 17.1 42.9 20.0 5.7 100 Count 9 6 12 4 1 28 BSNL (Urban) % 32.1 21.4 42.9 14.3 3.6 100 Count 1 0 3 3 1 7 BSNL (Rural) % 14.3 14.3 0.0 42.9 42.9 100 Count 6 0 0 4 1 11 Ortel (Total) % 54.5 0.0 0.0 36.4 9.1 100 Count 6 0 0 11 4 1 Ortel (Urban) % 54.5 0.0 0.0 36.4 9.1 100 Count Ortel (Rural) % Count 16 6 15 11 3 46 **Total (Total)** % 34.8 13.0 32.6 23.9 6.5 100 Count 6 39 15 12 8 2 Total (Urban) % 38.5 15.4 20.5 5.1 100 30.8 Count 7 1 0 3 3 1 Total (Rural) % 14.3 100 0.0 42.9 42.9 14.3

7. Have you made any billing related complaints in the last 6 months?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	51	335	386			
DOINE (Total)	%	13.2	86.8	100			
BSNL (Urban)	Count	35	249	284			
DOINE (OIDAII)	%	12.3	87.7	100			
BSNL (Rural)	Count	16	86	102			
	%	15.7	84.3	100			
Ortel (Total)	Count	9	375	384			
	%	2.3	97.7	100			
Ortel (Urban)	Count	9	375	384			
Offer (Orban)	%	2.3	97.7	100			
Ortel (Rural)	Count	-	-	-			
Orter (Rurai)	%	-	-	-			
Total (Total)	Count	60	710	770			
Total (Total)	%	7.8	92.2	100			
Total (Urban)	Count	44	624	668			
Total (Urban)	%	6.6	93.4	100			
Total (Rural)	Count	16	86	102			
	%	15.7	84.3	100			





8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Service Pro	viders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	26	0	26	20	5	51
DOI (Total)	%	51.0	0.0	51.0	39.2	9.8	100
BSNL (Urban)	Count	16	0	16	17	2	35
DOINE (Olbail)	%	45.7	0.0	45.7	48.6	5.7	100
BSNL (Rural)	Count	10	0	10	3	3	16
DOINE (INdiai)	%	62.5	0.0	62.5	18.8	18.8	100
Ortel (Total)	Count	6	0	6	2	1	9
Orter (Total)	%	66.7	0.0	66.7	22.2	11.1	100
Ortel (Urban)	Count	6	0	6	2	1	9
Orter (Orban)	%	66.7	0.0	66.7	22.2	11.1	100
Ortel (Rural)	Count	-	-	-	-	-	-
Orter (Itulal)	%	-	-	-	-	-	-
Total (Total)	Count	32	0	32	22	6	60
Total (Total)	%	53.3	0.0	53.3	36.7	10.0	100
Total (Urban)	Count	22	0	22	19	3	44
	%	50.0	0.0	50.0	43.2	6.8	100
Total (Rural)	Count	10	0	10	3	3	16
iotai (Kurai)	%	62.5	0.0	62.5	18.8	18.8	100





HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?								
Service Pro	oviders	Yes	No	Total				
BSNL (Total)	Count	185	201	386				
BSINE (Total)	%	47.9	52.1	100				
BSNL (Urban)	Count	140	144	284				
	%	49.3	50.7	100				
BSNL (Rural)	Count	45	57	102				
	%	44.1	55.9	100				
Ortel (Total)	Count	227	157	384				
	%	59.1	40.9	100				
Ortel (Urban)	Count	227	157	384				
Offer (Ofbari)	%	59.1	40.9	100				
Ortel (Rural)	Count	-	-	-				
Offer (Rufal)	%	-	-	-				
Total (Total)	Count	412	358	770				
Total (Total)	%	53.5	46.5	100				
Total (Urban)	Count	367	301	668				
Total (Urban)	%	54.9	45.1	100				
Total (Bural)	Count	45	57	102				
Total (Rural)	%	44.1	55.9	100				

11(a). How satisfied are you with the ease of access of complaint centre/customer care or helpline?								
Service Pro	Service Providers		A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	126	3	123	53	6	185	
DOINE (Total)	%	68.1	1.6	66.5	28.6	3.2	100	
BSNL (Urban)	Count	93	1	92	44	3	140	
DOINE (Olbail)	%	66.4	0.7	65.7	31.4	2.1	100	
BSNL (Rural)	Count	33	2	31	9	3	45	
BONL (Rulai)	%	73.3	4.4	68.9	20.0	6.7	100	
Ortel (Total)	Count	188	6	182	38	1	227	
Orter (Total)	%	82.8	2.6	80.2	16.7	0.4	100	
Ortel (Urban)	Count	188	6	182	38	1	227	
Orter (Orban)	%	82.8	2.6	80.2	16.7	0.4	100	
Ortol (Burol)	Count	-	-	-	-	-	-	
Ortel (Rural)	%	-	-	-	-	-	-	
Total (Total)	Count	314	9	305	91	7	412	
Total (Total)	%	76.2	2.2	74.0	22.1	1.7	100	
Total (Urban)	Count	281	7	274	82	4	367	
Total (Ofball)	%	76.6	1.9	74.7	22.3	1.1	100	
Total (Pural)	Count	33	2	31	9	3	45	
Total (Rural)	%	73.3	4.4	68.9	20.0	6.7	100	





11(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	130	2	128	48	7	185	
BOINE (Total)	%	70.3	1.1	69.2	25.9	3.8	100	
BSNL (Urban)	Count	98		98	38	4	140	
BONE (Olbail)	%	70		70.0	27.1	2.9	100	
BSNL (Rural)	Count	32	2	30	10	3	45	
DOINE (INGIAI)	%	71.1	4.4	66.7	22.2	6.7	100	
Ortel (Total)	Count	189	5	184	35	3	227	
Offer (Total)	%	83.3	2.2	81.1	15.4	1.3	100	
Ortol (Lirban)	Count	189	5	184	35	3	227	
Ortel (Urban)	%	83.3	2.2	81.1	15.4	1.3	100	
Ortel (Rural)	Count	-	-	-	-	-	-	
Orter (Kurai)	%	-	-	-	-	-	-	
Total (Total)	Count	319	7	312	83	10	412	
Total (Total)	%	77.4	1.7	75.7	20.1	2.4	100	
Total (Urban)	Count	287	5	282	73	7	367	
Total (Olball)	%	78.2	1.4	76.8	19.9	1.9	100	
Total (Pural)	Count	32	2	30	10	3	45	
Total (Rural)	%	71.1	4.4	66.7	22.2	6.7	100	

12. How satisfied are you with the response time taken to answer your call by a customer care executive?								
Service Pro	Service Providers		A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	141	3	138	35	9	185	
DOINE (Total)	%	76.2	1.6	74.6	18.9	4.9	100	
BSNL (Urban)	Count	109	1	108	25	6	140	
DOINE (UIDAII)	%	77.8	0.7	77.1	17.9	4.3	100	
BSNL (Rural)	Count	32	2	30	10	3	45	
BOINE (INdiai)	%	71.1	4.4	66.7	22.2	6.7	100	
Ortel (Total)	Count	204	4	200	22	1	227	
Offer (Total)	%	89.9	1.8	88.1	9.7	0.4	100	
Ortel (Urban)	Count	204	4	200	22	1	227	
Orter (Orbari)	%	89.9	1.8	88.1	9.7	0.4	100	
Ortel (Rural)	Count	-	-	-	-	-	-	
Offer (Kurai)	%	-	-	-	-	-	-	
Total (Total)	Count	345	7	338	57	10	412	
Total (Total)	%	83.7	1.7	82.0	13.8	2.4	100	
Total (Urban)	Count	313	5	308	47	7	367	
i Otai (Oi Dali)	%	85.3	1.4	83.9	12.8	1.9	100	
Total (Rural)	Count	32	2	30	10	3	45	
rotal (Kurdi)	%	71.1	4.4	66.7	22.2	6.7	100	



13. How satisfied are you with the problem solving ability of the customer care executive(s)? Overall A-Very B-C-**D-Very Service Providers** satisfied= Total **Satisfied Satisfied** Dissatisfied **Dissatisfied** (A+B) Count 122 120 52 185 2 11 BSNL (Total) % 66 1.1 64.9 28.1 5.9 100 97 Count 0 97 37 6 140 BSNL (Urban) % 69.3 69.3 4.3 100 0.0 26.4 Count 25 2 23 15 5 45 BSNL (Rural) % 55.5 51.1 11.1 100 4.4 33.3 Count 203 4 199 20 4 227 Ortel (Total) % 87.7 100 89.5 1.8 8.8 1.8 Count 203 4 199 20 4 227 Ortel (Urban) % 89.5 1.8 87.7 1.8 100 8.8 Count -Ortel (Rural) % Count 325 319 72 15 412 6 Total (Total) % 78.9 1.5 77.4 17.5 3.6 100 Count 300 4 296 10 367 57 Total (Urban) % 81.8 1.1 80.7 15.5 2.7 100

2

4.4

23

51.1

15

33.3

Service Pro	oviders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Tota
BSNL (Total)	Count	117	1	116	56	12	185
DOINL (TOTAL)	%	63.2	0.5	62.7	30.3	6.5	100
	Count	92	0	92	42	6	140
BSNL (Urban)	%	65.7	0.0	65.7	30.0	4.3	100
BSNL (Rural)	Count	25	1	24	14	6	45
	%	55.5	2.2	53.3	31.1	13.3	100
	Count	180	4	176	40	7	227
Ortel (Total)	%	79.3	1.8	77.5	17.6	3.1	100
	Count	180	4	176	40	7	227
Ortel (Urban)	%	79.3	1.8	77.5	17.6	3.1	100
Ortel (Rural)	Count	-	-	-	-	-	-
Orter (Kurai)	%	-	-	-	-	-	-
	Count	297	5	292	96	19	412
Total (Total)	%	72.1	1.2	70.9	23.3	4.6	100
	Count	272	4	268	82	13	367
Total (Urban)	%	74.1	1.1	73.0	22.3	3.5	100
	Count	25	1	24	14	6	45
	%	55.5	2.2	53.3	31.1	13.3	100

Count

%

Total (Rural)

25

55.5

45

100

5

11.1





NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?								
Service Pro	oviders	Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	202	8	194	169	15	386	
BOINE (Total)	%	52.4	2.1	50.3	43.8	3.9	100	
BSNL (Urban)	Count	152	6	146	121	11	284	
BOINE (OIDAII)	%	53.5	2.1	51.4	42.6	3.9	100	
BSNL (Rural)	Count	50	2	48	48	4	102	
BOINE (Rulai)	%	49.1	2.0	47.1	47.1	3.9	100	
Ortel (Total)	Count	306	23	283	75	3	384	
Offer (Total)	%	79.7	6.0	73.7	19.5	0.8	100	
Ortol (Lirban)	Count	306	23	283	75	3	384	
Ortel (Urban)	%	79.7	6.0	73.7	19.5	0.8	100	
Ortel (Rural)	Count	-	-	-	-	-	-	
Orter (Rurar)	%	-	-	-	-	-	-	
Total (Total)	Count	508	31	477	244	18	770	
Total (Total)	%	65.9	4.0	61.9	31.7	2.3	100	
Total (Urban)	Count	458	29	429	196	14	668	
Total (Orball)	%	68.5	4.3	64.2	29.3	2.1	100	
Total (Bural)	Count	50	2	48	48	4	102	
Total (Rural)	%	49.1	2.0	47.1	47.1	3.9	100	

16. How satisfied are you with the amount of time for which service is up and working?								
		Overall satisfied=	A-Very	B-	C-	D-Very	Total	
Service Pro	Service Providers		Satisfied	Satisfied	Dissatisfied	Dissatisfied		
		(A+B)						
BSNL (Total)	Count	186	4	182	189	11	386	
BOITE (Total)	%	48.2	1.0	47.2	49.0	2.8	100	
BSNL (Urban)	Count	129	0	129	145	10	284	
DOINE (Olbail)	%	45.4	0.0	45.4	51.1	3.5	100	
PCNI (Pural)	Count	57	4	53	44	1	102	
BSNL (Rural)	%	55.9	3.9	52.0	43.1	1.0	100	
Ortel (Total)	Count	350	20	330	34	0	384	
Orter (Total)	%	91.1	5.2	85.9	8.9	0.0	100	
Ortel (Urban)	Count	350	20	330	34	0	384	
Orter (Orban)	%	91.1	5.2	85.9	8.9	0.0	100	
Ortol (Durol)	Count	-	-	-	-	-	-	
Ortel (Rural)	%	-	-	-	-	-	-	
Total (Total)	Count	536	24	512	223	11	770	
Total (Total)	%	69.6	3.1	66.5	29.0	1.4	100	
Total (Urban)	Count	479	20	459	179	10	668	
Total (Urban)	%	71.7	3.0	68.7	26.8	1.5	100	
Total (Bural)	Count	57	4	53	44	1	102	
Total (Rural)	%	55.9	3.9	52.0	43.1	1.0	100	





MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?							
Service Pro	viders	Never	Occasionally	Frequently	Very frequently	Total	
BSNL (Total)	Count	56	226	89	15	386	
DOINE (Total)	%	14.5	58.5	23.1	3.9	100	
BSNL (Urban)	Count	42	180	51	11	284	
	%	14.8	63.4	18.0	3.9	100	
BSNL (Rural)	Count	14	46	38	4	102	
	%	13.7	45.1	37.3	3.9	100	
Ortel (Total)	Count	68	259	54	3	384	
	%	17.7	67.4	14.1	0.8	100	
Ortel (Urban)	Count	68	259	54	3	384	
Orter (Orban)	%	17.7	67.4	14.1	0.8	100	
Ortel (Rural)	Count	-	-	-	-	-	
Offer (Kurai)	%	-	-	-	-	-	
Total (Total)	Count	124	485	143	18	770	
Total (Total)	%	16.1	63.0	18.6	2.3	100	
Total (Urban)	Count	110	439	105	14	668	
Total (Olball)	%	16.5	65.7	15.7	2.1	100	
Total (Rural)	Count	14	46	38	4	102	
Total (Rufal)	%	13.7	45.1	37.3	3.9	100	

18. What was the broadband connection problem faced by you in last 6 months related to, please specify?								
Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection& modem provided by service provider	Total				
BSNL (Total)	Count	9	95	104				
20112 (10141)	%	8.7	91.3	100				
BSNL (Urban)	Count	3	59	62				
DOIVE (Orban)	%	4.8	95.2	100				
BSNL (Rural)	Count	6	36	42				
	%	14.3	85.7	100				
Ortel (Total)	Count	6	51	57				
Orter (Total)	%	10.5	89.5	100				
Ortel (Urban)	Count	6	51	57				
Offer (Orbari)	%	10.5	89.5	100				
Ortel (Rural)	Count	-	-	-				
Orter (Itural)	%	-	-	-				
Total (Total)	Count	15	146	161				
Total (Total)	%	9.3	90.7	100				
Total (Urban)	Count	9	110	119				
Total (Olball)	%	7.6	92.4	100				
Total (Rural)	Count	6	36	42				
iotai (ituiai)	%	14.3	85.7	100				





19. How satisfied are you with the time taken for restoration of broadband connection? Overall A-Very **D-Very Service Providers** satisfied= Total **Dissatisfied** Dissatisfied Satisfied Satisfied (A+B) Count 0 16 76 12 104 16 BSNL (Total) % 15.4 0.0 15.4 73.1 11.5 100 Count 10 0 10 44 8 62 BSNL (Urban) % 16.1 0.0 16.1 71 12.9 100 Count 6 0 6 32 4 42 BSNL (Rural) % 14.3 0.0 14.3 76.2 9.5 100 Count 24 24 28 5 57 0 Ortel (Total) % 42.1 100 42.1 0.0 49.1 8.8 Count 24 24 0 28 5 57 Ortel (Urban) % 42.1 0.0 42.1 49.1 8.8 100 Count Ortel (Rural) % ------Count 40 0 40 104 17 161 Total (Total) % 24.8 100 24.8 0.0 64.6 10.6 Count 119 34 0 34 72 13 Total (Urban) % 0.0 28.6 60.5 10.9 100 28.6 Count 6 0 6 32 4 42 Total (Rural) % 14.3 14.3 9.5 100 0.0 76.2

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.							
Service Pro	oviders	Yes	No	Total			
BSNL (Total)	Count	59	327	386			
DOINE (Total)	%	15.3	84.7	100			
BSNL (Urban)	Count	33	251	284			
DOINE (OIDAII)	%	11.6	88.4	100			
BSNL (Rural)	Count	26	76	102			
	%	25.5	74.5	100			
Ortel (Total)	Count	13	371	384			
Orter (Total)	%	3.4	96.6	100			
Ortel (Urban)	Count	13	371	384			
Ofter (Ofbarr)	%	3.4	96.6	100			
Ortel (Rural)	Count	-	-	-			
Orter (Itural)	%	-	-	-			
Total (Total)	Count	72	698	770			
Total (Total)	%	9.4	90.6	100			
Total (Urban)	Count	46	622	668			
Total (Olball)	%	6.9	93.1	100			
Total (Rural)	Count	26	76	102			
iotai (ixtiai)	%	25.5	74.5	100			





20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?

unsubscribing.								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	48	1	47	9	2	59	
DOINE (TOtal)	%	81.4	1.7	79.7	15.3	3.4	100.0	
BSNL (Urban)	Count	27	0	27	6	0	33	
BOINE (Olbali)	%	81.8	0.0	81.8	18.2	0.0	100.0	
BSNL (Rural)	Count	21	1	20	3	2	26	
%	%	80.7	3.8	76.9	11.5	7.7	100.0	
Ortel (Total)	Count	11	0	11	2	0	13	
	%	84.6	0.0	84.6	15.4	0.0	100.0	
Ortel (Urban)	Count	11	0	11	2	0	13	
Offer (Ofbari)	%	84.6	0.0	84.6	15.4	0.0	100.0	
Ortel (Rural)	Count	-	-	-	-	-	-	
Offer (Kurai)	%	-	-	-	-	-	-	
Total (Total)	Count	59	1	58	11	2	72	
Total (Total)	%	82.0	1.4	80.6	15.3	2.8	100.0	
Total (Urban)	Count	38	0	38	8	0	46	
Total (Ofball)	%	82.6	0.0	82.6	17.4	0.0	100.0	
Total (Rural)	Count	21	1	20	3	2	26	
iotai (itulai)	%	80.7	3.8	76.9	11.5	7.7	100.0	

20(c). Please tell me the reasons for your dissatisfaction.								
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total		
BSNL (Total)	Count	5	3	4	0	6		
BOINE (Total)	%	45.5	27.3	36.4	0.0	100		
BSNL (Urban)	Count	2	2	3	0	5		
	%	33.3	33.3	50.0	0.0	100		
BSNL (Rural)	Count	3	1	1	0	11		
	%	60.0	20.0	20.0	0.0	100		
Ortel (Total)	Count	1	1	0	0	2		
Offer (Total)	%	50.0	50.0	0.0	0.0	100		
Ortel (Urban)	Count	1	1	0	0	2		
Offer (Ofbari)	%	50.0	50.0	0.0	0.0	100		
Ortel (Rural)	Count	-	-	-	-	-		
Orter (Itulal)	%	-	-	-	-	-		
Total (Total)	Count	6	4	4	0	13		
Total (Total)	%	46.2	30.8	30.8	0.0	100		
Total (Urban)	Count	3	3	3	0	8		
Total (Olbail)	%	37.5	37.5	37.5	0.0	100		
Total (Rural)	Count	3	1	1	0	5		
iotai (Ruiai)	%	60.0	20.0	20.0	0.0	100		



Count

Count

%

%

Total (Urban)

Total (Rural)



668

100

102

100

21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc) **Service Providers** Yes Total No Count 6 380 386 BSNL (Total) % 1.6 98.4 100 Count 3 281 284 BSNL (Urban) % 1.1 98.9 100 Count 3 99 102 BSNL (Rural) % 2.9 97.1 100 Count 5 379 384 Ortel (Total) % 1.3 98.7 100 Count 5 379 384 Ortel (Urban) % 1.3 98.7 100 Count ---Ortel (Rural) % Count 11 759 770 **Total (Total)** % 1.4 100 98.6

660

98.8

99

97.1

8

1.2

3

2.9

21(b). Have you	complained to	your service provider for dea	ctivation of such services an	d refund of	
charges levied?					
Service Pr	oviders	Yes	No	Total	
BSNL (Total)	Count	4	2	6	
DOINE (Total)	%	66.7	33.3	100	
BSNL (Urban)	Count	2	1	3	
	%	66.7	33.3	100	
BSNL (Rural)	Count	2	1	3	
	%	66.7	33.3	100	
Ortel (Total)	Count	1	4	5	
Orter (Total)	%	20.0	80.0	100	
Ortel (Urban)	Count	1	4	5	
Ofter (Orban)	%	20.0	80.0	100	
Ortel (Rural)	Count	-	-	-	
Ofter (Kurai)	%	-	-	-	
Total (Total)	Count	5	6	11	
Total (Total)	%	45.5	54.5	100	
Total (Urban)	Count	3	5	8	
Total (Urban)	%	37.5	62.5	100	
Total (Rural)	Count	2	1	3	
Total (Kulai)	%	66.7	33.3	100	





21(c). What diffic	culties you ha	ve faced while d	eactivating of su	uch services and	d refund of char	ges levied?
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
BSNL (Total)	Count	2	0	0	0	2
BOINE (Total)	%	100	0.0	0.0	0.0	100
DCNI (Lirban)	Count	0	2	0	0	2
BSNL (Urban)	%	0.0	100	0	0.0	100
DCNII (Durol)	Count	2	2	0.0	0	4
BSNL (Rural)	%	50.0	50.0	0	0.0	100
Ortal (Tatal)	Count	0	1	0	0	1
Ortel (Total)	%	0.0	100	0.0	0.0	100
Ortal (Hrban)	Count	0	1	0	0	1
Ortel (Urban)	%	0.0	100	0.0	0.0	100
Ortol (Bural)	Count	-	-	-	-	-
Ortel (Rural)	%	-	-	-	-	-
Total (Total)	Count	2	3	0	0	5
Total (Total)	%	40.0	60.0	0.0	0.0	100.0
Total (Urban)	Count	2	1	0	0	3
Total (Olball)	%	66.7	33.3	0.0	0.0	100.0
Total (Rural)	Count	0	2	0	0	2
iotai (Kurai)	%	0.0	100.0	0.0	0.0	100.0

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	2	2	0	2	0	4
BOINE (Total)	%	50.0	50.0	0.0	50.0	0.0	100
BSNL (Urban)	Count	2	2	0	0	0	2
BOIVE (Olban)	%	100	100	0.0	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100	0.0	100
Ortel (Total)	Count	0	0	0	1	0	1
Orter (Total)	%	0.0	0.0	0.0	100	0.0	100
Ortel (Urban)	Count	0	0	0	1	0	1
Orter (Orban)	%	0.0	0.0	0.0	100	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	
Orter (Rural)	%	-	-	-	-	-	
Total (Total)	Count	2	2	0	3	0	5
Total (Total)	%	40.0	40.0	0.0	60.0	0.0	100
Total (Urban)	Count	2	2	0	1	0	3
Total (Urban)	%	66.7	66.7	0.0	33.3	0.0	100
Total (Bural)	Count	0	0	0	2	0	2
Total (Rural)	%	0.0	0.0	0.0	100	0.0	100





OVERALL CUSTOMER SATISFACTION

23(a). How satisfi	23(a). How satisfied are you with the overall quality of your Broadband service?								
Service Pro	Service Providers		A-Very Satisfied	B- Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	290	10	280	92	4	386		
DOINE (Total)	%	75.1	2.6	72.5	23.8	1.0	100		
BSNL (Urban)	Count	226	9	217	55	3	284		
	%	79.6	3.2	76.4	19.4	1.1	100		
BSNL (Rural)	Count	64	1	63	37	1	102		
DOINE (Kulai)	%	62.8	1.0	61.8	36.3	1.0	100		
Ortel (Total)	Count	352	21	331	32	0	384		
Offer (Total)	%	91.7	5.5	86.2	8.3	0.0	100		
Ortel (Urban)	Count	352	21	331	32	0	384		
Offer (Orbari)	%	91.7	5.5	86.2	8.3	0.0	100		
Ortol (Bural)	Count	-	-	-	-	-	-		
Ortel (Rural)	%	-	-	-	-	-	-		
Total (Total)	Count	642	31	611	124	4	770		
Total (Total)	%	83.4	4.0	79.4	16.1	0.5	100		
Total (Urban)	Count	578	30	548	87	3	668		
Total (Urban)	%	86.5	4.5	82.0	13.0	0.4	100		
Total (Burel)	Count	64	1	63	37	1	102		
Total (Rural)	%	62.8	1.0	61.8	36.3	1.0	100		

24. How many per	rsons in you	r house/ organiza	ation are using t	this Broadband	connection?	
Service Pro	viders	1	2	3	4	Total
BSNL (Total)	Count	225	83	47	31	386
BOINE (TOTAL)	%	0.6	0.2	0.1	0.1	100
BSNL (Urban)	Count	149	58	46	31	284
BSINE (UIDAII)	%	52.5	20.4	16.2	10.9	100
DCNI (Durol)	Count	76	25	1	0	102
BSNL (Rural)	%	74.5	24.5	1.0	0.0	100
Ortal (Tatal)	Count	199	39	111	35	384
Ortel (Total)	%	51.8	10.2	28.9	9.1	100
Ortol (Urban)	Count	199	39	111	35	384
Ortel (Urban)	%	51.8	10.2	28.9	9.1	100
Ortol (Burol)	Count	-	-	-	-	-
Ortel (Rural)	%	-	-	-	-	-
Total (Total)	Count	424	122	158	66	770
Total (Total)	%	55.1	15.8	20.5	8.6	100
Total (Urban)	Count	348	97	157	66	668
Total (Urban)	%	52.1	14.5	23.5	9.9	100
Total (Pural)	Count	76	25	1	0	102
Total (Rural)	%	74.5	24.5	1.0	0.0	100





24(a). What kind	of other serv	ices are you also	taking from thi	s service provi	der?	
Service Pro	viders	Wire-line	Mobile	Other	None	Total
BSNL (Total)	Count	262	61	1	62	386
BOINE (Total)	%	67.9	15.8	0.3	16.1	100
BSNL (Urban)	Count	206	43	0	35	284
	%	72.5	15.1	0.0	12.3	100
BSNL (Rural)	Count	56	18	1	27	102
DOINE (Kulai)	%	54.9	17.6	1.0	26.5	100
Ortel (Total)	Count	7	10	32	335	384
Orter (Total)	%	1.8	2.6	8.3	87.2	100
Ortel (Urban)	Count	7	10	32	335	384
Offer (Ofbari)	%	1.8	2.6	8.3	87.2	100
Ortel (Rural)	Count	-	-	-	-	-
Ofter (Kurai)	%	-	-	-	-	-
Total (Total)	Count	269	71	33	397	770
Total (Total)	%	34.9	9.2	4.3	51.6	100
Total (Urban)	Count	213	53	32	370	668
Total (Ulball)	%	31.9	7.9	4.8	55.4	100
Total (Rural)	Count	56	18	1	27	102
Total (Rufal)	%	54.9	17.6	1.0	26.5	100

25. Are you award provider?	25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?								
Service ro	viders	Yes	No	Total					
BSNL (Total)	Count	123	263	386					
DOINE (Total)	%	31.9	68.1	100					
BSNL (Urban)	Count	82	202	284					
DOINE (Olbail)	%	28.9	71.1	100					
BSNL (Rural)	Count	41	61	102					
BONL (Rulai)	%	40.2	59.8	100					
Ortel (Total)	Count	189	195	384					
Orter (Total)	%	49.2	50.8	100					
Ortel (Urban)	Count	189	195	384					
Orter (Orban)	%	49.2	50.8	100					
Ortel (Rural)	Count	-	-	-					
Orter (Kurai)	%	-	-	-					
Total (Total)	Count	312	458	770					
Total (Total)	%	40.5	59.5	100					
Total (Urban)	Count	271	397	668					
Total (Olball)	%	40.6	59.4	100					
Total (Rural)	Count	41	61	102					
Total (Kulai)	%	40.2	59.8	100					





26. On a scale or provider?	26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?											
Service Pro	viders	1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	1	27	35	36	51	52	43	128	9	4	386
DOINE (Total)	%	0.3	7.0	9.1	9.3	13.2	13.5	11.1	33.2	2.3	1.0	100
BSNL (Urban)	Count	1	19	19	22	45	31	27	109	8	3	284
DOINE (OIDAII)	%	0.4	6.7	6.7	7.7	15.8	10.9	9.5	38.4	2.8	1.1	100
BSNL (Rural)	Count	0	8	16	14	6	21	16	19	1	1	102
DOINE (INdiai)	%	0.0	7.8	15.7	13.7	5.9	20.6	15.7	18.6	1.0	1.0	100
Ortel (Total)	Count	1	15	13	3	63	62	58	144	17	8	384
Orter (Total)	%	0.3	3.9	3.4	8.0	16.4	16.1	15.1	37.5	4.4	2.1	100
Ortel (Urban)	Count	1	15	13	3	63	62	58	144	17	8	384
Orter (Orbari)	%	0.3	3.9	3.4	8.0	16.4	16.1	15.1	37.5	4.4	2.1	100
Ortel (Rural)	Count	-	-	-	-	-	-	-	-	-	-	-
Orter (Italia)	%	-	-	-	-	-	-	-	-	-	-	-
Total (Total)	Count	2	42	48	39	114	114	101	272	26	12	770
Total (Total)	%	0.3	5.5	6.2	5.1	14.8	14.8	13.1	35.3	3.4	1.6	100
Total (Urban)	Count	2	34	32	25	108	93	85	253	25	11	668
Total (Olban)	%	0.3	5.1	4.8	3.7	16.2	13.9	12.7	37.9	3.7	1.6	100
Total (Rural)	Count	0	8	16	14	6	21	16	19	1	1	102
i otai (itaiai)	%	0.0	7.8	15.7	13.7	5.9	20.6	15.7	18.6	1.0	1.0	100





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

27. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?								
Service Pro	oviders	Yes	No	Total				
BSNL (Total)	Count	300	86	386				
BSINE (Total)	%	77.7	22.3	100				
BSNL (Urban)	Count	240	44	284				
BOINE (Olbail)	%	84.5	15.5	100				
BSNL (Rural)	Count	60	42	102				
DOINE (Ruidi)	%	58.8	41.2	100				
Ortol (Total)	Count	361	23	384				
Ortel (Total)	%	94.0	6.0	100				
Ortel (Urban)	Count	361	23	384				
Orter (Orban)	%	94.0	6.0	100				
Ortel (Rural)	Count	-	-	-				
Offer (Kurai)	%	-	-	-				
Total (Total)	Count	661	109	770				
Total (Total)	%	85.8	14.2	100				
Total (Urban)	Count	601	67	668				
i otai (Oibali)	%	90.0	10.0	100				
Total (Bural)	Count	60	42	102				
Total (Rural)	%	58.8	41.2	100				

28. From where	, you got t	o know ab	out the toll free	customer ca	re number?			
Service Providers		Newsp aper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
BSNL (Total)	Count	8	123	46	58	120	15	300
DOINE (Total)	%	2.7	41.0	15.3	19.3	40.0	5.0	100
BSNL (Urban)	Count	4	87	27	51	104	10	240
DOINE (Olbail)	%	1.7	36.3	11.3	21.3	43.3	4.2	100
BSNL (Rural)	Count	4	36	19	7	16	5	60
BOINE (Rulai)	%	6.7	60.0	31.7	11.7	26.7	8.3	100
Ortol (Total)	Count	15	141	40	80	91	73	361
Ortel (Total)	%	4.2	39.1	11.1	22.2	25.2	20.2	100
Ortol (Urban)	Count	15	141	40	80	91	73	361
Ortel (Urban)	%	4.2	39.1	11.1	22.2	25.2	20.2	100
Ortol (Durol)	Count	-	-	-	-	-	-	-
Ortel (Rural)	%	-	-	-	-	-	-	-
Total (Total)	Count	23	264	86	138	211	88	661
Total (Total)	%	3.5	39.9	13.0	20.9	31.9	13.3	100
Total (Urban)	Count	19	228	67	131	195	83	601
Total (Olball)	%	3.2	37.9	11.1	21.8	32.4	13.8	100
Total (Rural)	Count	4	36	19	7	16	5	60
Total (Kulai)	%	6.7	60.0	31.7	11.7	26.7	8.3	100





29. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number? **Service Providers** Yes No Total Count 141 159 300 BSNL (Total) % 47.0 53.0 100 Count 114 126 240 BSNL (Urban) % 47.5 52.5 100 Count 27 33 60 BSNL (Rural) % 45.0 100 55.0 Count 221 140 361 Ortel (Total) % 61.2 38.8 100 Count 221 140 361 Ortel (Urban) % 61.2 38.8 100 Count Ortel (Rural) % --Count 362 299 661 **Total (Total)** % 54.8 45.2 100 Count 335 266 601 Total (Urban) % 55.7 44.3 100 Count 27 33 60 Total (Rural) % 55.0 45.0 100

30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? Complaint was Complaint was was Complaint was registered Refrestly Ref

Service Provi	ders	Complaint was registered and docket number received	Complaint was registered and docket number not Received	was registered and docket number provided on request	was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	37	81	14	6	3	141
DOINE (Total)	%	26.2	57.4	9.9	4.3	2.1	100
BSNL (Urban)	Count	22	74	11	4	3	114
BOINE (OIDail)	%	19.3	64.9	9.6	3.5	2.6	100
BSNL (Rural)	Count	15	7	3	2	0	27
DOINE (INGIAI)	%	55.6	25.9	11.1	7.4	0.0	100
Ortel (Total)	Count	165	40	13	3	0	221
Orter (Total)	%	74.7	18.1	5.9	1.4	0.0	100
Ortel (Urban)	Count	165	40	13	3	0	221
Offer (Orban)	%	74.7	18.1	5.9	1.4	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-
Orter (Itural)	%	-	-	-	-	-	-
Total (Total)	Count	202	121	27	9	3	362
Total (Total)	%	55.8	33.4	7.5	2.5	0.8	100
Total (Urban)	Count	187	114	24	7	3	335
Total (Olball)	%	55.8	34.0	7.2	2.1	0.9	100
Total (Rural)	Count	15	7	3	2	0	27
iotai (ituiai)	%	55.6	25.9	11.1	7.4	0.0	100





31. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved? Service Providers Yes No Total

Service Pro	oviders	Yes	No	Total
BSNL (Total)	Count	26	112	138
BOINE (Total)	%	18.8	81.2	100
BSNL (Urban)	Count	16	95	111
BOINE (UIDAII)	%	14.4	85.6	100
BSNL (Rural)	Count	10	17	27
DOINE (Rulai)	%	37.0	63.0	100
Ortel (Total)	Count	62	159	221
Offer (Total)	%	28.1	71.9	100
Ortel (Urban)	Count	62	159	221
Offer (Ofbari)	%	28.1	71.9	100
Ortel (Rural)	Count	-	-	-
Orter (Rural)	%	-	-	-
Total (Total)	Count	88	271	359
Total (Total)	%	24.5	75.5	100
Total (Urban)	Count	78	254	332
i otai (Olbali)	%	23.5	76.5	100
Total (Rural)	Count	10	17	27
i Otal (Kulai)	%	37.0	63.0	100

32. Did the complaint centre inform you about the action taken on your complaint through SMS or by other

means								
Service Pro	oviders	Yes	No	Total				
BSNL (Total)	Count	54	84	138				
DOINE (Total)	%	39.1	60.9	100				
BSNL (Urban)	Count	41	70	111				
BOINE (Olbail)	%	36.9	63.1	100				
BSNL (Rural)	Count	13	14	27				
DOINE (Ruidi)	%	48.1	51.9	100				
Ortel (Total)	Count	126	95	221				
	%	57.0	43.0	100				
Ortel (Urban)	Count	126	95	221				
Offer (Ofbari)	%	57.0	43.0	100				
Ortel (Rural)	Count	-	=	-				
Ofter (Itulal)	%	-	-	-				
Total (Total)	Count	180	179	359				
Total (Total)	%	50.1	49.9	100				
Total (Urban)	Count	167	165	332				
i otai (Oi baii)	%	50.3	49.7	100				
Total (Rural)	Count	13	14	27				
iotai (Kuiai)	%	48.1	51.9	100				





. Was your com	plaint resolve	d by the complaint centre withi	n three (3) days?	
Service Providers		Yes	No	Total
BSNL (Total)	Count	97	41	138
	%	70.3	29.7	100
BSNL (Urban)	Count	82	29	111
DOINE (OIDAII)	%	73.9	26.1	100
BSNL (Rural)	Count	15	12	27
DOINE (INdiai)	%	55.6	44.4	100
Ortel (Total)	Count	187	34	221
Orter (Total)	%	84.6	15.4	100
Ortel (Urban)	Count	187	34	221
Offer (Ofbari)	%	84.6	15.4	100
Ortel (Rural)	Count	-	-	-
Ofter (Itulal)	%	-	-	-
Total (Total)	Count	284	75	359
Total (Total)	%	79.1	20.9	100
Total (Urban)	Count	269	63	332
Total (Olbail)	%	81.0	19.0	100
Total (Rural)	Count	15	12	27
Total (Rural)	%	55.6	44.4	100

Service Providers		Yes	No	Not applicable	Total	
BSNL (Total)	Count	26	24	88	138	
BSINL (Total)	%	18.8	17.4	63.8	100	
BSNL (Urban)	Count	16	15	80	111	
DOINE (Olbail)	%	14.4	13.5	72.1	100	
BSNL (Rural)	Count	10	9	8	27	
BOINE (INdial)	%	37.0	33.3	29.6	100	
Ortel (Total)	Count	11	9	201	221	
Orter (Total)	%	5.0	4.1	91.0	100	
Ortel (Urban)	Count	11	9	201	221	
Orter (Orbari)	%	5.0	4.1	91.0	100	
Ortel (Rural)	Count	-	-	-	-	
Offer (Kurai)	%	-	-	-	-	
Total (Total)	Count	37	33	289	359	
Total (Total)	%	10.3	9.2	80.5	100	
Total (Urban)	Count	27	24	281	332	
Total (Urban)	%	8.1	7.2	84.6	100	
Total (Rural)	Count	10	9	8	27	
iotai (Ruiai)	%	37.0	33.3	29.6	100	





35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?

Service Pro	viders	Yes	No	Total
DCNII (Total)	Count	44	342	386
BSNL (Total)	%	11.4	88.6	100
BSNL (Urban)	Count	27	257	284
DOINE (UIDAII)	%	9.5	90.5	100
BSNL (Rural)	Count	17	85	102
DOINE (Ruidi)	%	16.7	83.3	100
Ortel (Total)	Count	48	336	384
Offer (Total)	%	12.5	87.5	100
Ortel (Urban)	Count	48	336	384
Ofter (Orban)	%	12.5	87.5	100
Ortel (Rural)	Count	-	-	-
Offer (Kurai)	%	-	-	-
Total (Total)	Count	92	678	770
Total (Total)	%	11.9	88.1	100
Total (Urban)	Count	75	593	668
Total (Ulball)	%	11.2	88.8	100
Total (Bural)	Count	17	85	102
Total (Rural)	%	16.7	83.3	100

36. From where, you got to know about the contact details of the appellate authority?

Service Pr	roviders	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Newspaper	Total
BSNL	Count	32	10	13	6	0	44
(Total)	%	72.7	22.7	29.5	13.6	0.0	100
BSNL	Count	18	8	7	2	0	27
(Urban)	%	66.7	29.6	25.9	7.4	0.0	100
BSNL	Count	14	2	6	4	0	17
(Rural)	%	82.4	11.8	35.3	23.5	0.0	100
Ortel	Count	35	1	14	4	2	48
(Total)	%	72.9	2.1	29.2	8.3	4.2	100
Ortel	Count	35	1	14	4	2	48
(Urban)	%	72.9	2.1	29.2	8.3	4.2	100
Ortel	Count	-	-	-	-	-	-
(Rural)	%	-	-	-	-	-	-
Total	Count	2	67	11	27	10	92
(Total)	%	2.2	72.8	12.0	29.3	10.9	100
Total	Count	2	53	9	21	6	75
(Urban)	%	2.7	70.7	12.0	28.0	8.0	100
Total	Count	0	14	2	6	4	17
(Rural)	%	0.0	82.4	11.8	35.3	23.5	100





Service Pro	oviders	Yes	No	Total
BSNL (Total)	Count	12	32	44
BOINE (Total)	%	27.3	72.7	100
BSNL (Urban)	Count	9	18	27
BOINE (Olbali)	%	33.3	66.7	100
BSNL (Rural)	Count	3	14	17
DOINE (Ruiai)	%	17.6	82.4	100
Ortel (Total)	Count	10	38	48
Offer (Total)	%	20.8	79.2	100
Ortel (Urban)	Count	10	38	48
Offer (Ofbari)	%	20.8	79.2	100
Ortol (Pural)	Count	-	-	-
Ortel (Rural)	%	-	-	-
Total (Total)	Count	22	70	92
Total (Total)	%	23.9	76.1	100
Total (Urban)	Count	19	56	75
Total (Urban)	%	25.3	74.7	100
Total (Pural)	Count	3	14	17
Total (Rural)	%	17.6	82.4	100

38. How did you file your appeal to the appellate authority?							
Service Pi	roviders	E-mail	Fax	Letter(post/ courier)	In person(self)	Others	Total
BSNL	Count	5	2	3	2	0	12
(Total)	%	41.7	16.7	25.0	16.7	0.0	100
BSNL	Count	4	2	1	2	0	9
(Urban)	%	44.4	22.2	11.1	22.2	0.0	100
BSNL	Count	1	0	2	0	0	3
(Rural)	%	33.3	0.0	66.7	0.0	0.0	100
Ortel	Count	3	0	4	3	0	10
(Total)	%	30.0	0.0	40.0	30.0	0.0	100
Ortel	Count	3	0	4	3	0	10
(Urban)	%	30.0	0.0	40.0	30.0	0.0	100
Ortel	Count	-	-	-	-	-	-
(Rural)	%	-	-	-	-	-	-
Total	Count	8	2	7	5	0	22
(Total)	%	36.4	9.1	31.8	22.7	0.0	100
Total	Count	7	2	5	5	0	19
(Urban)	%	36.8	10.5	26.3	26.3	0.0	100
Total	Count	1	0	2	0	0	3
(Rural)	%	33.3	0.0	66.7	0.0	0.0	100





39. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it? Service Providers Yes No Total Count 8 4 12 **BSNL** (Total) % 66.7 33.3 100 Count 7 2 9 BSNL (Urban) % 77.8 22.2 100 Count 1 2 3 BSNL (Rural) % 33.3 66.7 100 Count 10 5 5 Ortel (Total) % 50.0 50.0 100 Count 5 5 10 Ortel (Urban) % 50.0 50.0 100 Count Ortel (Rural) % Count 13 9 22 Total (Total) % 59.1 40.9 100 Count 12 7 19 Total (Urban) % 63.2 100 36.8 Count 1 2 3 Total (Rural) % 33.3 66.7 100

40. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?							
Service Pro	Service Providers		No	Appeal filed only recently	Total		
BSNL (Total)	Count	9	3	0	12		
DOINE (Total)	%	75.0	25.0	0.0	100		
BSNL (Urban)	Count	6	3	0	9		
DOINE (OIDAII)	%	66.7	33.3	0.0	100		
BSNL (Rural)	Count	3	0	0	3		
DOINE (INdial)	%	100.0	0.0	0.0	100		
Ortel (Total)	Count	7	3	0	10		
Orter (Total)	%	70.0	30.0	0.0	100		
Ortel (Urban)	Count	7	3	0	10		
Ofter (Orban)	%	70.0	30.0	0.0	100		
Ortel (Rural)	Count	-	-	-	-		
Offer (Rufal)	%	-	-	-	-		
Total (Total)	Count	16	6	0	22		
Total (Total)	%	72.7	27.3	0.0	100		
Total (Urban)	Count	13	6	0	19		
Total (Olball)	%	68.4	31.6	0.0	100		
Total (Rural)	Count	3	0	0	3		
Total (Rural)	%	100.0	0.0	0.0	100		





44. Have you been provided the manual of practice, containing the terms and conditions of service, toll free numbers of complaint centre and contact details of the Nodal officer and appellate authority for complaints redressal etc., while subscribing the new broadband connection?

Service Pro	oviders	Yes	No	Do not remember	Total
BSNL (Total)	Count	241	102	43	386
DOINE (Total)	%	62.4	26.4	11.1	100
BSNL (Urban)	Count	178	77	29	284
DOINE (OIDAII)	%	62.7	27.1	10.2	100
BSNL (Rural)	Count	63	25	14	102
DOINE (Rulai)	%	61.8	24.5	13.7	100
Ortel (Total)	Count	337	20	27	384
Orter (Total)	%	87.8	5.2	7.0	100
Ortel (Urban)	Count	337	20	27	384
Offer (Ofbari)	%	87.8	5.2	7.0	100
Ortel (Rural)	Count	-	-	-	-
Orter (Kurai)	%	-	-	-	-
Total (Total)	Count	578	122	70	770
Total (Total)	%	75.1	15.8	9.1	100
Total (Urban)	Count	515	97	56	668
i Otai (Olbaii)	%	77.1	14.5	8.4	100
Total (Rural)	Count	63	25	14	102
iolai (Ruidi)	%	61.8	24.5	13.7	100