

QUALITY OF SERVICE ASSESSMENT

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

for

Punjab Service Area

Assessment of:

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

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Report Prepared for: TRAI

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1.1 PREFACE

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

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament namely, the Telecom Regulatory Authority of India Act 1997 as amended by TRAI (Amendment) Act 2000. The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operators and ensure the quality of service and conduct the periodical survey of such service provided by the Operators so as to protect interest of the consumers of telecommunication service”^{1,5}

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

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

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

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

The salient feature of this regulation is listed below:

I. Each Telecom Operators would be required:

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

¹ www.trai.gov.in



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

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

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

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

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

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

Each of the zone comprised of the following Telecom Circle/ Metro Service Areas.

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

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

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

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

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

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

1.2 QUESTIONNAIRE BUILDING PROCESS

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

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

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

1.2.1 Basic Service (Wireline)

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

1.2.2 Basic services (wireless) and Cellular Mobile Telephone Service

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

1.2.3 Broadband Service

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

1.3 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

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

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

1.3.1 Methodology for calculation of consumer satisfaction level

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

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

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

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

Where:

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

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

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

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

1.3.2 Methodology for Calculation of percentage of Consumer satisfied.

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

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

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

Where:

CS = % of satisfied consumers

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

N = Total sample size achieved

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

1.3.3 Comparison with the Benchmarking.

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

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

2.1 INTRODUCTION

It was decided to complete the survey of three Service Areas of Haryana, Punjab and UP (E) in the second quarter of 2008. Accordingly, the survey was carried out in Harana, Punajb and UP (E) during the months of May – July 2008 for Basic Wireline, Cellular Mobile Telephone and Broadband services.

The present report, deals with Punjab Service Area only.

2.2 SAMPLING METHODOLOGY

2.2.1 Basic Wireline

As per the tender document, survey agencies were supposed to cover a total sample of 2,490 subscribers, to be divided among the five Operators. This is shown in the table below.

Name of the Operators	Sample
Airtel (Bharti Airtel Limited)	600
BSNL (Bidesh Sanchar Nigam Limited)	600
Rel Comm (Reliance Communication)	600
HFCL	600
TATA (Tata Tele services)	90
Total	2490

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

As per the tender document, survey agencies were supposed to cover a total sample 5% of exchanges of each BSO in the circle, covering a sample of 2,490 subscribers. These 5% of exchanges should be evenly spread over 10% of SDCA with each BSO.

For the purpose selecting exchange areas to be covered, BSNL exchanges were considered as the base. In Punjab Service Area there are 1153 total BSNL exchanges and 55 SDCAs. Therefore altogether 78 exchanges (5% of total exchanges) to be spread among 6 SDCAs (5% of total SDCAs) were selected for purpose of canvassing the questionnaire. The names of the 6 selected SDAs are as follows:

1. Amritsar.
2. Bathinda,
3. Mansa,
4. Jullundhar,
5. Ludhiana,
6. Chandigarh

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

Punjab Service Area: Name of SDCAs & Exchanges covered					
SDCA	Selected exchanges			Name of selected exchanges	
	Urban	Rural	Total	Urban	Rural
Amritsar	9	8	17	Ajnala, Bhikhiwind, AR AL RD OCB, AR AL RD E10B-1, AR AL RD E10B-II, AR AL RD RSU, AR JAIL RD, AR GRD MARG, AR FTC RD	Thoba, Khasa, Baba Bakala, Vairawal, Sirhali, Rattoke, Varpal, Shahbazpur
Bathinda	8	6	14	Maur, Bathinda, BT OCB 283, BT OCB 283 RSU, BT OCB RSU B. NAGAR, BT RLU CANTT, BT RLU CARR BT RLU G.DIGGI	Jalal, Nathana, Chaoke, Kot Shamir, Teona Jettuke
Chandigarh	5	1	6	Mani Marja, CH-Sec-37, CH-Sec-20, Sec-7, Sec-34	K.A.Sher
Jalandhar	14	10	24	Kartar Pur, Jalandhar, Nakodar, Phillaur, JL-Cantt., GPO-2, GPO-3, Chitti Tower, Chahal nagar, Adarsh nagar, Alawal pur, Basti Sheikh, Gobind pura, MTown	Dhirpur, Alawalpur, Adampur, Birk, Barapind, Bilga, Talwan, Malsian, Jandala, Jamsher Khas
Ludhiana	10	6	16	Ludhiana, Doraha, Khanna, Ludhiana-BN, Ludhiana-City, Ludhiana-Giaspura, Ludhiana-Haibowal, Ludhiana-jamalpur, Ludhiana-SBS, Ludhiana-RBN	Nurpur, Powat, Sidwan, Halwara, Jarg, Dehlon
Mansa	1		1	MANSA MAIN(XL)	
Total selected Exchanges	47	31	78		

It should be noted here that selection of exchange areas was done on the basis of BSNL exchange structure. At the time of survey, the field team could not find the required number of subscribers of some of the private Operators, such as Bharti, Tata Teleservices, HFCL and Rel Comm. Therefore, some re-adjustment in the area selection was done in order to complete the required sample.

Sample distribution in to SDCAs

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

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

Punjab Service Area: Basic (Wireline): Target Sample distribution in district providers.							
SDCA/ District	Population	Population %	BSNL	Bharti	Rel Com	Tata Tele-services	HFCL
Ludhiana	3,030,352	28.0%	165	165	165	25	165
Amritsar	3,074,207	28.4%	170	170	170	25	170
Bathinda	1,181,236	10.9%	65	65	65	10	65
Jalandhar	1,953,508	18.0%	110	110	110	15	110
Mansa	688,630	6.4%	40	40	40	5	40
Chandigarh	900,914	8.3%	50	50	50	10	50
Total	10,828,847	100.0%	600	600	600	90	600

Note: Population Source: Census of India 2001

2.2.1.1 Mode of interview

- Two modes of interview were selected to cover the entire sample. 75% of operator sample was covered through in-depth interview with the consumers' and rest 25% of sample was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:

Punjab Service Area: Operator wise sample distribution with mode of interview				
Operators		Telephonic	In-Person	Total
Bharti	Count	137	463	600
	%age	22.8%	77.2%	100.0%
BSNL	Count	148	452	600
	%age	24.7%	75.3%	100.0%
Rel Comm	Count	146	454	600
	%age	24.3%	75.7%	100.0%
Tata	Count	21	69	90
	%age	23.3%	76.7%	100.0%
HFCL	Count	150	450	600
	%age	25.0%	75.0%	100.0%
Total	Count	602	1888	2490
	%age	24.2%	75.8%	100.0%

2.2.1.2 Type wise sample distribution

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

Punjab Service Area: Operator wise and user type wise sample distribution				
Operators		Prepaid	Postpaid	Total
Bharti	Count	109	491	600
	%age	18.2%	81.8%	100.0%
BSNL	Count	97	503	600
	%age	16.2%	83.8%	100.0%
Rel Comm	Count	141	459	600
	%age	23.5%	76.5%	100.0%
Tata	Count	32	58	90
	%age	35.6%	64.4%	100.0%
HFCL	Count	387	213	600
	%age	64.5%	35.5%	100.0%
Total	Count	766	1724	2490
	%age	30.8%	69.2%	100.0%

2.2.2 Cellular Mobile

As per the tender document, survey agencies were supposed to cover a total sample of 4,200 subscribers, to be divided among the seven Operators. This is shown in the table below.

Operators	Punjab Service Area
Airtel (Bharti Airtel Limited)	600
Vodafone	600
BSNL (Bidesh Sanchar Nigam Limited)	600
TATA (Tata Teleservices)	600
Rel Comm (Reliance Communication)	600
Spice	600
HFCL	600
Total	4,200

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

2.2.2.1 District wise sample distribution

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

In Punjab there are altogether 19 districts, excluding Chandigarh. As per tender document, Punjab Service Area also include Chandigarh, therefore it was also included for the purpose of sampling. Therefore 2 districts area – Ludhiana and Chandigarh were selected. Therefore, Operators wise sample was distributed in the these two district/ area on the basis of their proportionate population.

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

Punjab Service Area: Cellular Mobile : Target sample distribution in to districts/area and Operators										
Districts/ area	Population	Population %	Total sample size	Bharti	Voda-fone	Rel Com	Spice	HFCL	Tata Tele-services	BSNL
Ludhiana	3,030,352	77.1%	3241	463	463	463	463	463	463	463
Chandigarh	900,914	22.9%	959	137	137	137	137	137	137	137
Total	3,931,266	100.0%	4200	600	600	600	600	600	600	600

Note: Population Source: Census of India 2001

2.2.2.2 Area wise sample distribution

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

Punjab Service Area: Cellular Mobile: Coverage Area	
District Headquarter/ area	Localities Covered
Ludhiana	Gurdev Nagar, Jain Colony, New Subzi Mandi, Modal Gram, Udham Singh Nagar, Rishi Balmiki Nagar, Moti Nagar, Sahnewal, Aggar Nagar
Chandigarh	Sec 15, Sec 4, Sec 5, Sec 41, Sec 38, Sec24, Sec 34, Sec 42

2.2.2.3 Mode of interview

- Two modes of interview were selected to cover the entire sample. More than 75% of operator sample was covered through in-depth interview with the consumers and rest of the sample was covered through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Punjab Service Area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	150	450	600
	%age	25.0%	75.0%	100.0%
Vodafone	Count	149	451	600
	%age	24.8%	75.2%	100.0%
BSNL	Count	130	470	600
	%age	21.7%	78.3%	100.0%
Rel Comm	Count	146	454	600
	%age	24.3%	75.7%	100.0%
Tata Teleservices	Count	148	452	600
	%age	24.7%	75.3%	100.0%
Spice	Count	147	453	600
	%age	24.5%	75.5%	100.0%
HFCL	Count	145	455	600
	%age	24.2%	75.8%	100.0%
Total	Count	1015	3185	4200
	%age	24.2%	75.8%	100.0%

2.2.2.4 Type wise sample distribution

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

Punjab Service Area: Operator wise and user type wise sample distribution				
		Prepaid	Postpaid	Total
Bharti	Count	530	70	600
	%age	88.3%	11.7%	100.0%
Vodafone	Count	540	60	600
	%age	90.0%	10.0%	100.0%
BSNL	Count	585	15	600
	%age	97.5%	2.5%	100.0%
Rel Comm	Count	492	108	600
	%age	82.0%	18.0%	100.0%
Tata Teleservices	Count	492	108	600
	%age	82.0%	18.0%	100.0%
Spice	Count	486	114	600
	%age	81.0%	19.0%	100.0%
HFCL	Count	559	41	600
	%age	93.2%	6.8%	100.0%
Total	Count	3684	516	4200
	%age	87.7%	12.3%	100.0%

2.2.3 Broadband

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

VOICE contacted the broadband Operators to ascertain their number of POPs (Point of Presence) in Punjab Service Area. It was found that altogether 6 providers are providing service in Punajb Servie Area. They are – Bharti, BSNL, Rel Comm, HFCL, VSNL and Hathway.

As per the tender document requirement, 10% of POPs of each of the operator was selected to carry out the survey.

The following table shows the Operators wise sample covered in Punjab Service area.

Sample Distribution	
Operator	Sample
Bharti	593
BSNL	600
Rel Comm	446
HFCL	583
VSNL	400
Hathway	366
Total	2988

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

2.2.3.1 Area wise distribution:

Altogether 4 districts of Punjab and Chandigarh were selected for the broadband survey, where the providers had their PoPs. However, Bharti had the presence in only three out of these 5 selected districts/ area, whereas, VSNL, Rel Com and Hathway in 2 of the each districts/ area. The following table shows the district/ area wise and provider wise sample which was covered during the survey.

Punjab Service Area: Broadband: District wise and provider wise actual sample covered.							
District	Total	BSNL	Bharti	VSNL	HFCL	Rel Com	Hathway
Amritsar	170	58	-	-	112	-	-
Chandigarh	925	70	281	92	89	311	83
Bathinda	196	46	-	-	149	-	-
Jalandhar	496	267	97	-	132	-	-
Ludhiana	1201	159	215	308	100	135	283
Total	2988	600	593	400	583	446	366

2.2.3.1 Mode of Interview

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

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

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

Punjab Service Area: Operator wise sample distribution with mode of interviews				
Operator		In-Person	Web/Online	Total
Bharti	Count	582	11	593
	%age	98.1%	1.9%	100.0%
BSNL	Count	589	11	600
	%age	98.2%	1.8%	100.0%
Rel Comm	Count	432	14	446
	%age	96.9%	3.1%	100.0%
HFCL	Count	571	12	583
	%age	97.9%	2.1%	100.0%
VSNL	Count	387	13	400
	%age	96.8%	3.3%	100.0%
Hathway	Count	350	16	366
	%age	95.6%	4.4%	100.0%
Total	Count	2911	77	2988
	%age	97.4%	2.6%	100.0%

- The table above shows that out of the total sample of 2988, only 77 (2.6%) responses could be collected through web based online mechanism.
- **The possible reason, for such a low responses could be that the data base of email addresses were either non functional or not valid.**
- Therefore, VOICE decided to meet the entire sample through In-person interview. Accordingly 97.4% of the total sample was covered using In-person interview techniques.

3.1 EXECUTIVE SUMMARY

3.1.1 Customer Satisfaction Survey -Basic Service (Wireline)

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

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

The customer perception of overall satisfaction level is poor in Punjab Service Area as out of 5 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 73.7% to 78.1%.
- The **highest overall satisfaction level** was achieved by HFCL at (78.1%), followed by Tata Teleservices (77.8%) and Rel Com (74.7%).
- The lowest overall satisfaction level was achieved by BSNL with 73.7%, followed by Bharti 73.9% and Rel Comm (74.7%).

3.1.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in Punjab Service Area as out of 5 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 75.0% to 78.1%
- The highest **consumer satisfaction level** on network performance was achieved by HFCL with 78.1%, followed by BSNL (76.4%).
- The lowest consumer satisfaction level on network performance was achieved by Rel Com with 75.0% followed by Bharti and Tata Teleservices (76.0% each).

3.1.1.3: Billing (Benchmark >90%)

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

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of pre-paid segment, ranged from 59.3% to 64.7%. Whereas in the case of post-paid, it ranged from 64.7% to 74.7%
- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by HFCL with 64.7%, followed by BSNL (62.9%) and Tata Teleservices (62.5%). In the case of **post paid segment** the highest consumer satisfaction level was attained by BSNL with 74.7% followed by Rel Com (72.0%) and Bharti (71.9%).
- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by Rel Com with 59.3% followed by Bharti (59.9%). In the case of **post-paid segment** the **lowest consumer satisfaction level** was attained by Tata Teleservices (64.7%), followed by HFCL (67.1%).

3.1.1.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in Punjab Service Area as out of 5 operators, none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 60.0% to 68.9%.
- The highest consumer satisfaction level on maintainability was achieved by Rel Com with 68.9%, followed by BSNL with 68.7%.
- The lowest consumer satisfaction level on maintainability was achieved by Tata Teleservices with 60.0%, followed by Bharti (65.7%) and HFCL (66.2%).

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

The customer perception of the parameter help service/ customer care is poor in Punjab Service Area as out of 5 operators none of them meet the benchmark of 90%. In fact none of them could achieve the score of 75%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 73.5% to 74.6%.
- The highest consumer satisfaction level on help service/ customer care was achieved by Tata Teleservices with 74.6%, followed by BSNL (74.5%) and Bharti (74.2%).
- The lowest consumer satisfaction level on help services/ customer care was achieved by Rel Com and HFCL with 73.5% each.

3.1.1.6: Consumers Protection and Redressal of Grievances

- **Awareness about the three stages of grievance redressal mechanism** set up by their Operators was found to be low as this was reported by only 13.7% of consumers surveyed. The highest percentage of aware subscribers were found in the case of Bharti (16.5%), followed by BSNL (15.8%). The lowest percentage of aware consumers were found in the case of HFCL (9.2%) followed by Tata Teleservices (12.2%) and Rel Com (13.5%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 98.9% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by only 1.2% and 0.8% of consumers respectively.
- Highest number of complaints to the call centre, within last six months, were made by Rel Com subscribers (38.8%), followed by HFCL (33.2%), Bharti (32.2%), BSNL (26.7%) and Tata Tele Services (27.8%).
- Overall 74.7% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of BSNL (88.4%), followed Tata Teleservices (84%), Bharti (80.8%), Rel Comm (67%) and HFCL (64.8%).
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of HFCL (95%) followed by Rel Com (93.6%), BSNL (92.4%), Tata Teleservices (92%) and Bharti (91.7%).
- **Out of 30 (1.2%) respondents who were aware of nodal officers, only 7 (23.3%) respondents confirmed that they knew (were aware) about the contact details of Nodal Officers.**

3.1.2 Customer Satisfaction Survey (Cellular Mobile)

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

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

The customer perception of overall satisfaction level is poor in Punjab Service Area as out of 7 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 74.3% to 77.3%.
- The highest overall satisfaction level was achieved by Tata Teleservices at 77.3%, followed by BSNL (75.2%) and Rel Com (75.1%).
- The lowest overall satisfaction level was achieved by HFCL at 74.3%, followed by Bharti (74.6%), Vodafone (74.7%) and Spice (74.8%).

3.1.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in Punjab Service Area as out of 7 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 76.7% to 77.9%.
- The highest consumer satisfaction level on network performance was attained by Vodafone with 77.9% , followed by Spice (77.7%) and Tata Teleservices (77.1%)..
- The lowest level of satisfaction was attained by the consumers of HFCL (76.7%) followed by Bharti and Rel Com (76.8% each) and BSNL (76.9%).

3.1.2.3: Billing (Benchmark >90%)

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

In the case of pre-paid segment, none of the 7 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 7 operators meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case pre-paid segment, ranged from 73.0% to 75.1%. Whereas in the case of post-paid, it ranged from 65.4% to 73.9%
- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Tata Teleservices with 75.1%, followed by Spice (73.8%), Rel Com (73.6%) and BSNL and Bharti (73.5% each). In the case of **post paid segment** the highest consumer satisfaction level was attained by Tata Teleservices with 73.9%, followed by Rel Com (71.3%), Bharti (70.7%) and Spice (70.0%).
- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by HFCL with 73%, followed by Vodafone (73.2%). In the case of **post-paid segment** the **lowest consumer satisfaction level** was attained by BSNL with 65.4%, followed by Vodafone (68.1%) and HFCL (68.3%).

3.1.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in Punjab Service Area as out of 7 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 66.2% to 72.9%.
- The highest consumer satisfaction level on maintainability was achieved by Bharti with 72.9%, followed by Rel Comm and Spice (68.3% each).
- The lowest consumer satisfaction level on maintainability was achieved by HFCL with 66.2%, followed by Vodafone (66.6%) and BSNL and Tata Teleservices (67.9%) each.

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

The customer perception of the parameter help service/ customer care is poor in Punjab Service Area as out of 7 operators none of them meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 71.6% to 74.4%.
- The highest consumer satisfaction level on help service/ customer care was achieved by Tata Teleservices with 74.4%, followed by Rel Com (73.7%), Bharti (72.4%) and Spice (72.1%).

- The lowest consumer satisfaction level on help services/ customer care was achieved by Vodafone with 71.6%, followed by BSNL (71.8%) and HFCL (71.9%).

3.1.2.6: Consumers Protection and Redressal of Grievances

- In the case of cellular mobile service, **awareness about the three stages of grievance redressal mechanism** set up by their Operators was found be low as this was reported by only 15.2% of consumers surveyed. The highest percentage of aware subscribers were found in the case of HFCL (22.7%), followed by Tata Teleservices (21.5%), Rel Comm (20.3%), Spice (14.7%) and Vodafone (11.3%). Whereas, the lowest percentage of aware subscribers were reported from Bharti with 7.5%, followed by BSNL (8.3%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 98% of consumers surveyed. Awareness about the Nodal Officers and Appellate authority was abysmally low with 0.7% and 0.3% of consumers respectively.
- Highest number of complaints to the call centre, within last six months, were made by Bharti subscribers (84.3%) followed by the subscribers of BSNL (79.2%), Spice (74.8%) and Rel Com (67%). The lowest number of complaints to the call centre, within last six months were made by the subscribers of Tata Teleservices (57.8%), followed by Vodafone (59.3%) and HFCL (64%).
- Overall 74.7% confirmed that they received the docket number for most of their complaints. This was reported highest in the case of HFCL (79.2%), closely followed by Rel Comm (79.1%), Spice (77.3%), Tata Teleservices (75.8%), Bharti (75.5%), BSNL (70.7%) and Vodafone (64.9%)..
- **Maximum percentage of satisfied consumers (Very Satisfied and Satisfied) with the resolution of complaints by call centre** was found in the case of **BSNL with 99.1%**, followed by Rel Comm (97.3%),Bharti (96.6%), Tata Teleservices (95.4%), Vodafone (95.3%), Spice (94.7%) and HFCL (92.8%).
- **Out of 23 (0.7%) respondents who were aware of nodal officers, only 8 (34.8%) respondent confirmed that they knew (were aware) about the contact details of Nodal Officers.**

3.1.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of broadband service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **Punjab Service Area** performance of operators, most of the operators are not meeting the prescribed parameter's benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.3.1: Overall Customer Satisfaction Level (Benchmark 85%)

The customer perception of overall satisfaction level, in the case of broadband, is poor in Punjab Service Area as out of 6 operators only one operator, Rel Comm, was able to meet the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 68.8% to 86.6%.
- The highest overall satisfaction level was achieved by Rel Com with 86.6%, followed by Hathway (84.6%), HFCL (78.5%) and Bharti (76.8%).
- The lowest overall satisfaction level was achieved by VSNL with 68.8%, followed by BSNL (71.6%).

3.1.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is poor in Punjab Service Area as out of 6 operators none of them meet the benchmark of 85%.

- In terms of **customer satisfaction level with the network performance**, the achievement level of the operators ranged from 69.7% to 79.4%.
- The highest satisfaction level with the network performance was scored by Rel Com with 79.4%, followed by Bharti (76.7%), Hathway (75.9%) and HFCL (73.8%).
- The lowest customer satisfaction level on network performance was achieved by VSNL with 69.7% followed by BSNL (71.6%).

3.1.3.3: Billing (Benchmark >90%)

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

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

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of **post-paid segment**, ranged from 67.9% to 76.7%. Whereas in the case of **pre-paid**, it ranged from 54.4% to 73.3%
- The **highest customer satisfaction level** with billing services, in **post-paid segment** was achieved by Rel Comm with 76.7%, followed by Bharti (74.3%),

HFCL (72.8%) and Hathway (70.8%). In the case of **pre paid segment** the highest customer satisfaction level was again attained by Rel Com with 73.3% followed by BSNL (69.2%).

- The **lowest customer satisfaction level** with billing service in the **post-paid segment** was achieved by VSNL with 67.9%, followed by BSNL (69.3%). In the case of **pre-paid segment** the **lowest customer satisfaction** level was attained again by VSNL at 54.4%, followed by Hathway (66.2%), Bharti and HFCL (66.7%).

3.1.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is poor in Punjab Service Area as out of 6 operators none of them meets the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 60.4% to 76.2%.
- The highest customer satisfaction level on maintainability was achieved by Rel Com with 76.2%, followed by Bharti (73.9%) and HFCL (71%).
- The lowest customer satisfaction level on maintainability was achieved by VSNL with 60.4%, followed by Hathway (68.9%) and BSNL (69.1%).

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

The customer perception of the parameter help service/ customer care is significantly poor in Punjab Service Area as out of 6 operators none of them meets the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 60.9% to 65.5%.
- The highest customer satisfaction level on help service/ customer care was achieved by Rel Com with 65.5%, followed by BSNL (65.3%) and Hathway (64.8%) .
- The lowest customer satisfaction level on help services/ customer care was achieved by Bharti with 60.9%, followed by VSNL (63.0%) and HFCL (64%).

3.1.3.6: Consumers Protection and Redressal of Grievances

- **Awareness about all the three stages of grievance redressal mechanism** set up by their Operators was found to be low as this was reported by only 15.4% of consumers surveyed. The higher percentage of aware subscribers was found in the case of VSNL (28.5%), followed by Bharti (23.6%), Hathway (19.7%), BSNL (11.3%), Rel Com (9.9%) and HFCL(3.9%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 99% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by only 1.6% and 0.9% of consumers respectively.
- Highest numbers of complaints to the call centre, within last six months, were made by Hathway subscribers (98.4%), followed by subscribers of HFCL (94.3%), BSNL

- (85%) and Bharti (75.4%). Lowest number of complaints were from the subscribers of VSNL with 28%.
- Overall 87.1% confirmed that they received the docket number of most of their complaints. This was reported higher in the case of Rel Com (93.8%), closely followed by VSNL (92.9%), BSNL (88%), HFCL (85.1%), Bharti (84.6%) and Hathway (83.9%).
 - Maximum percentage of satisfied consumers (Very Satisfied+ Satisfied) with the resolution of complaints by call centre was found in the case of Hathway with 92.2% followed by BSNL (88.0%) , HFCL (84.7%), Bharti (81.2%),Rel comm. (76.6%) and VSNL (50%).
 - **Out of 48 (1.6%) respondents who were aware of Nodal Officers, 16 (33.3%) respondents confirmed that they knew (were aware) about the contact details of Nodal Officers.**

4 DETAIL REPORT



4.1 PERFORMANCE COMPLIANCE

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

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

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Punjab Circle

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

Basic Service (Wireline) (Punjab Service Area) - Parameter Based Performance Compliance									
Name of the Operators	Sample Size	% Satisfacti on With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfacti on with Maintain -ability	% Satisfacti on with Supple- mentary services	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
PUNJAB SERVICE AREA									
PUNJAB	2490								
Bharti	600	73.3%	71.9%	59.9%	74.2%	76.0%	65.7%	68.2%	73.9%
BSNL	600	73.3%	74.7%	62.9%	74.5%	76.4%	68.7%	66.5%	73.7%
REL. COM	600	74.5%	72.0%	59.3%	73.5%	75.0%	68.9%	73.3%	74.7%
Tata Teleservices	90	72.1%	64.7%	62.5%	74.6%	76.0%	60.0%	68.5%	77.8%
HFCL	600	73.3%	67.1%	64.7%	73.5%	78.1%	66.2%	68.9%	78.1%

- The table above shows that none of the Operators were able to meet the benchmark set up by the TRAI.
- However, performance of BSNL was found to be better than others, as it has achieved highest score on 1 out of 7 parameters but second highest on 5 parameters. Only on one parameter – satisfaction on supplementary service - it has scored the lowest.
- BSNL was followed by HFCL as it has achieved highest score on 2 parameters, second highest on other 2 parameters. However, it achieved relatively lower scores on other 3 parameters.
- Rel Comm although achieved highest score on 3 out of 7 parameters and second highest on 1 parameter; its score on rest of the three parameter were quite low.
- Bharti was unable to achieve highest score on any of the 7 parameters. Although it achieved second highest score on 3 of the parameters; its score on other 4 parmners were either average or low.
- Tata Teleservices had achieved highest score on 1 of the parameters but its score on other 6 parameters were either average or low and also quite lowest on 2 of the parameters.

Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of BSNL basic Service (wireline) were found to be better than the other Operators. BSNL was followed by HFCL.

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

Basic Service (Wireline) (Punjab Service Area) - Parameter Based Performance Compliance									
Name of the Operators	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
SERVICE AREA - PUNJAB									
PUNJAB	2490								
Bharti	600	95.6%	97.6%	84.4%	94.3%	96.8%	84.4%	89.9%	95.7%
BSNL	600	98.6%	97.7%	91.8%	97.5%	98.4%	79.5%	97.0%	96.7%
Rel Com	600	98.5%	96.8%	84.4%	93.8%	98.8%	89.6%	99.5%	96.8%
Tata Teleservices	90	96.0%	92.5%	87.5%	95.9%	97.8%	73.3%	100.0%	98.9%
HFCL	600	96.6%	98.1%	93.8%	95.2%	98.3%	79.3%	95.6%	98.0%

- The analysis reveals that in terms of satisfied customers, BSNL achieved the highest score as in 2 out of 7 parameters, it has attained highest percentage of satisfied consumers, and in other three parameters it has second highest percentage of satisfied consumers. On 2 of the other parameter it scored average.
- BSNL is followed by Rel Comm which achieved highest percentage of satisfied consumers in 2 out of 7 parameters, second highest on other 2 parameters but below average on 3 of the parameters.
- HFCL also achieved the highest percentage of satisfied consumers on 2 out of 7 parameters. However, on rest of the 5 parameters it achieved average and below average percentages of satisfied consumers.
- In the case of Tata Teleservices, highest percentage of satisfied consumers was found on only 1 of the parameter. It achieved the second highest on another 1 parameter, on rest of the 5 parameters it achieved the below average or lowest number of satisfied consumers.
- Bharti was not able to achieve highest percentage of satisfied consumers on any of the parameters covered in the study. It could achieve second and third highest percentage on each of the 1 parameter and on the rest of the 5 parameters the percentage was below average. In fact on 4 of the parameters Bharti achieved lowest percentages of satisfied consumers.

The analysis reveals that in terms of percentage of satisfied consumers, BSNL emerged as the number one Operators, followed by Rel Comm and HFCL. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of Customer satisfaction.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Punjab Service Area

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

Cellular Mobile (Punjab Service Area) - Parameter Based Performance Compliance

Name of the Operators	Sample Size	% Satisfaction with Provision of service	% Satisfaction with Billing Performance		% Satisfaction with Help Service	% Satisfaction with Network Performance, Reliability and Availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary service	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
PUNJAB SERVICE AREA									
PUNJAB	4200								
Bharti	600	75.6%	70.7%	73.5%	72.4%	76.8%	72.9%	66.7%	74.6%
Vodafone	600	78.1%	68.1%	73.2%	71.6%	77.9%	66.6%	67.8%	74.7%
BSNL	600	75.4%	65.4%	73.5%	71.8%	76.9%	67.9%	67.3%	75.2%
Rel Comm	600	77.4%	71.3%	73.6%	73.7%	76.8%	68.3%	66.9%	75.1%
Tata Teleservices	600	74.4%	73.9%	75.1%	74.4%	77.1%	67.9%	66.4%	77.3%
Spice	600	76.6%	70.0%	73.8%	72.1%	77.7%	68.3%	65.2%	74.8%
HFCL	600	74.4%	68.3%	73.0%	71.9%	76.7%	66.2%	66.9%	74.3%

- The table above shows that none of the Operators were able to meet the benchmark on any of the parameter, set up by the TRAI.
- However, performance of Rel Comm was found to be better than others. Although it has not been able to achieve highest score on any of the 7 parameters included in the study, nonetheless it scored second highest on 4 of the 7 parameters and third highest on other 2 parameters. It was on only one parameter – network performance – where it scored fifth.
- Rel Comm was followed by Tata Teleservices as it achieved highest score on 3 parameters, but the third highest on 2 parameter. On rest of the 2 parameters its score was below average.
- Spice achieved highest score on none of the parameters. However, it scored second highest on 3 out of 7 parameters and third highest on another 1 parameter and also fourth highest on 2 of the parameters. However, it scored the lowest on satisfaction with the supplementary services.
- Bharti was able to achieve highest score on 1 parameters, third highest on 2 parameters and also fourth highest on another 2 parameters. However its score on satisfaction with network performance was below average and it could achieve the fifth highest.
- Vodafone achieved highest score on 3 parameters. However, its score on other parameters were average or below average. In fact on 2 of the parameters – post paid billing services and help services its performance was critical and it scored lowest score.
- In the case of BSNL and HFCL, their performance on almost all the parameters was critical. They could not achieve highest or second highest score on any of the 7 parameters.

Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of Rel Comm followed by Tata Teleservices and spice were better than others on most of the parameters.

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

CSS Cellular (PUNJAB SERVICE AREA) - Parameter Based Performance Compliance

Name of the Operators	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
PUNJAB SERVICE AREA									
PUNJAB	4200								
Bharti	600	96.6%	96.3%	96.4%	96.4%	97.1%	93.6%	92.5%	98.8%
Vodafone	600	98.1%	96.7%	97.6%	97.9%	98.4%	80.3%	94.7%	98.5%
BSNL	600	98.7%	88.9%	97.1%	96.6%	96.0%	85.3%	93.9%	98.7%
Rel Comm	600	96.8%	98.1%	95.9%	94.8%	97.6%	84.1%	89.8%	98.3%
Tata Teleservices	600	97.7%	98.1%	96.3%	93.2%	97.8%	85.2%	91.4%	97.8%
Spice	600	98.1%	96.7%	96.1%	94.7%	97.4%	84.9%	90.1%	98.8%
HFCL	600	94.8%	99.3%	94.5%	91.6%	97.4%	83.8%	92.4%	97.3%

- The analysis reveals that in terms of satisfied customers, Vodafone achieved the highest score as in 4 out of 7 parameters, it has attained highest percentage of satisfied consumers. On other 1 parameters it has achieved second highest percentage and on other 1 parameter it has fourth highest percentage of satisfied consumers. Only on one parameter – satisfaction with maintainability – Vodafone achieved lowest number of satisfied consumers.
- Vodafone is followed by BSNL. It has achieved highest percentage of satisfied consumers on 1 parameters and second highest percentage on 4 parameters. On rest of the parameters, BSNL has achieved relatively lower percentages as compared to others.
- Bharti also could achieve highest percentage of satisfied consumers on 1 of the parameters and third highest on other four parameters. In the rest of the 2 parameters, it achieved below average percentage of satisfied consumers.
- In the case of other four providers –Tata Teleservices, Spice, Rel Comm and HFCL – the achievement level, with regard to percentage of satisfied consumers – was relatively low. It was only in the case of HFCL that on 1 of the parameter –satisfaction with post paid billing services – it had the highest number of satisfied consumers.

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

4.1.3: PERFORMANCE COMPLIANCE CSS – Broadband, PUNJAB SERVICE AREA

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

Broadband (SERVICE AREA - PUNJAB) - Parameter Based Performance Compliance									
Name of the Operators	Sample Size	% Satisfaction With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary services	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
SERVICE AREA - PUNJAB									
PUNJAB	2988								
Bharti	593	78.0%	74.3%	66.7%	60.9%	76.7%	73.9%	75.8%	76.8%
BSNL	600	70.8%	69.3%	69.2%	65.3%	71.6%	69.1%	74.6%	71.6%
Rel Comm	446	80.6%	76.7%	73.3%	65.5%	79.4%	76.2%	73.2%	86.6%
HFCL	583	77.2%	72.8%	66.7%	64.0%	73.8%	71.0%	71.4%	78.5%
VSNL	400	66.5%	67.9%	54.4%	63.0%	69.7%	60.4%	66.1%	68.8%
Hathway	366	77.9%	70.8%	66.2%	64.8%	75.9%	68.9%	69.2%	84.6%

- The table above shows that Rel Comm was the only operator to meet the benchmark on overall satisfaction of service and all the other five operators were not able to meet the benchmark, on any of the parameter, set up by the TRAI.
- However, performance of Rel Comm was found to be best in Punjab Service Area as it has achieved highest score on 6 out of 7 parameters, excluding the satisfaction on overall services, listed in the above table. Similarly, it has achieved third highest score on satisfaction with supplementary services.
- MTNL was followed by Bharti as it has achieved highest score on 1 parameter, second highest on 4 parameters and third highest on 1 parameter. However it scored lowest on satisfaction with help services.
- BSNL achieved second highest score on 3 out of 7 parameters and fourth highest on 1 parameter but second lowest on the rest of the 3 parameters.
- The performance of other 3 providers – HFCL, Hathway and VSNL – were average to below average on most of the parameters included in the study. However, the performance of VSNL was critical as it scored the lowest on 6 out of 7 parameters and second lowest on rest of the one parameter.

Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of Rel Comm were found to be better than the other Operators.

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

Broadband (SERVICE AREA - PUNJAB) - Parameter Based Performance Compliance									
Name of the Operator s	Sample Size	% of Satisfied customer s With Provision of service	% of satisfied customers with Billing performance		% of Satisfied customer s with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customer s with Maintain -ability	% of Satisfied customer s with Supple-mentary services	% of Satisfie d custom ers with overall services
			Postpai d	Prepaid					
SERVICE AREA - PUNJAB									
PUNJAB	2988								
Bharti	593	99.0%	99.2%	75.0%	74.3%	99.2%	97.5%	100.0%	98.7%
BSNL	600	98.6%	97.3%	84.6%	91.1%	98.3%	93.5%	100.0%	98.3%
Rel Comm	446	98.2%	96.9%	80.0%	81.2%	98.1%	94.4%	98.0%	99.7%
HFCL	583	99.6%	98.0%	70.0%	83.3%	99.3%	96.9%	100.0%	99.0%
VSNL	400	98.4%	97.5%	63.2%	85.2%	100.0%	79.3%	98.2%	96.8%
Hathway	366	99.6%	97.5%	95.4%	80.7%	100.0%	99.2%	100.0%	100.0%

- The analysis reveals that in terms of satisfied customers, Hathway achieved the highest scores as in 3 out of 7 parameters, it has attained highest percentage of satisfied consumers. On 2 other parameter it has achieved second highest percentage and rest on 2 parameter it has fourth and fifth highest percentage of satisfied consumers.
- Hathway is followed by HFCL, which attained highest percentage of satisfied consumers 2 of the parameters, second highest on 2 other parameters. On the rest of the parameters it has achieved lower percentage of satisfied consumers.
- Bharti also achieved the highest percentage of satisfied consumers on 2 of the parameters and second highest on another 1. But on other parameters its percentages were lower as compared to many of the other providers .
- BSNL was also able to achieve highest percentages of satisfied consumers on 2 of the parameters and second highest on another one. But on rest of the parameters it achieved below average percentages of satisfied consumers.
- VSNL, although achieved highest score on 1 parameters and second highest on other 2 parameters, its performance on other parameters was below average.
- Rel Comm, which was ranked as the highest in terms of satisfaction level, was not able to achieve higher percentages on any of the parameters on most of the parameters as compared to other operators.

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

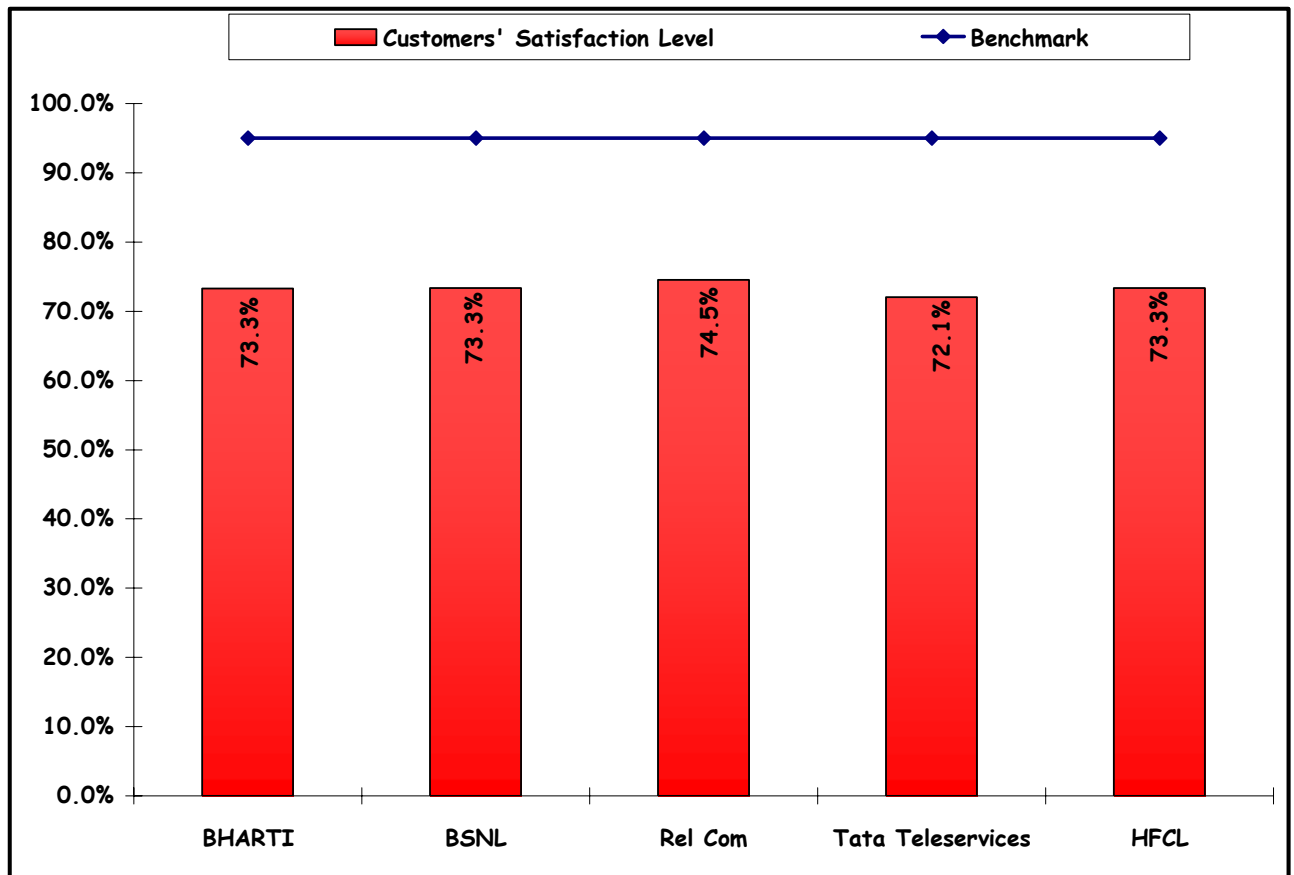
4.2 Graphical Presentation

4.2.1 BASIC WIRE LINE – PUNJAB SERVICE AREA

4.2.1.1 SATISFIED WITH PROVISION OF SERVICES

Consumer satisfaction level

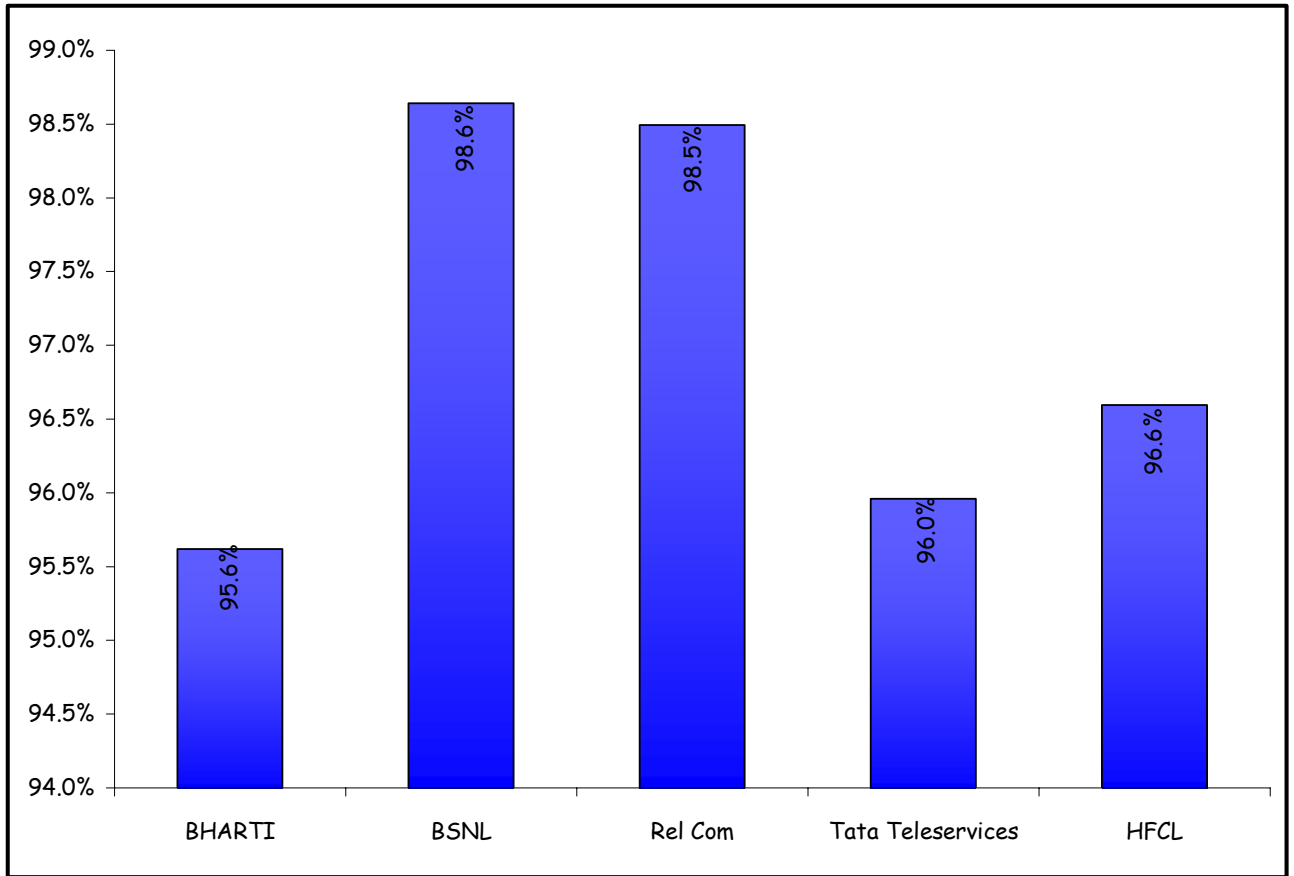
The following graph shows the consumer satisfaction level with the provision of service.



- Audit conducted for 5 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 5 operators ranged from 72.1% to 74.5%.
- Highest level of satisfaction was found by the consumers of Rel Comm (74.5%), followed by Bharti, BSNL & HFCL (73.3% each).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (72.1%)

Percent of satisfied consumers

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

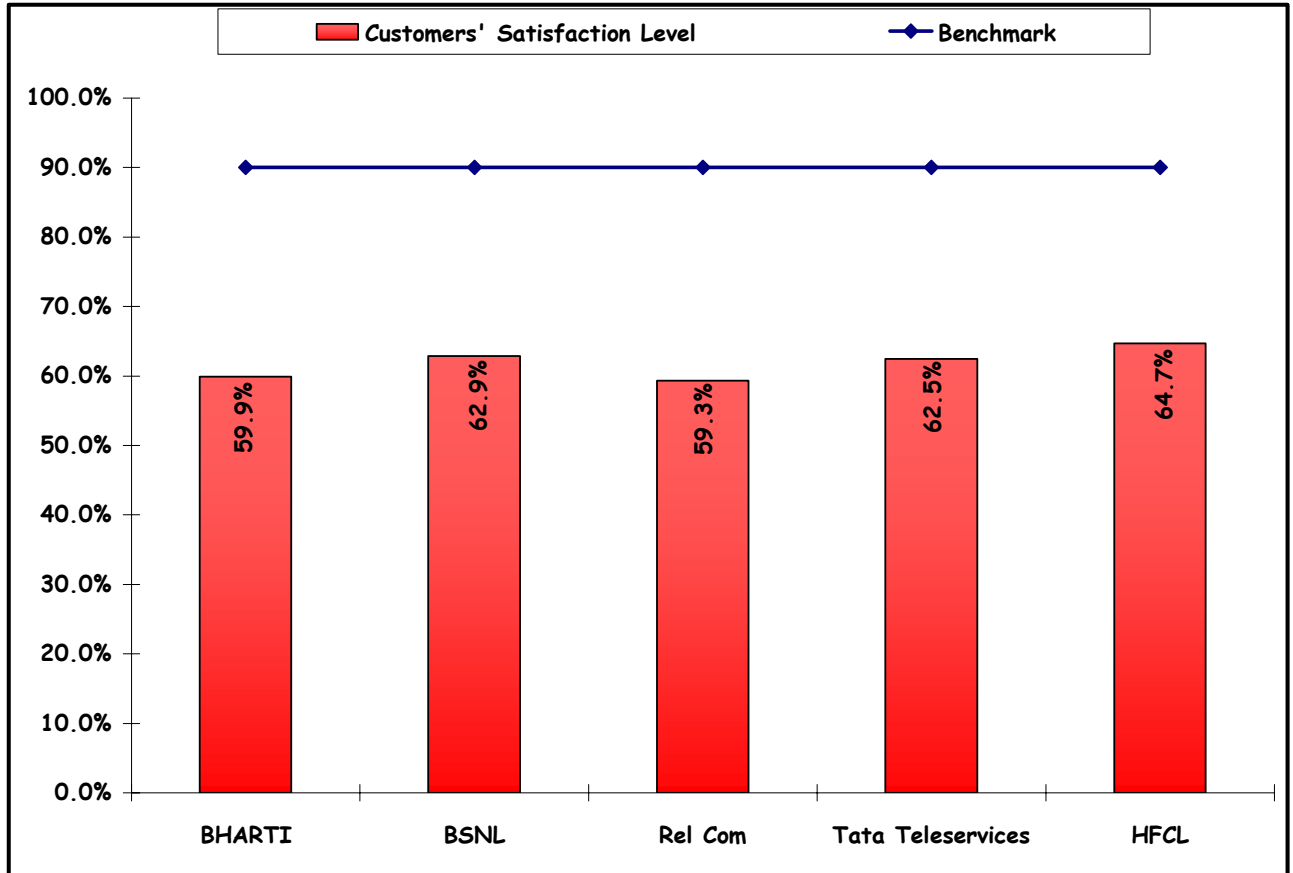


- Audit conducted for 5 operators providing service in Punjab Service Area.
- In the case of all the operators, >95% of customers were satisfied with the provision of services.
- Highest percentage of satisfied customers were found in the case of BSNL (98.6%), followed by Rel Comm (98.5%).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (95.6%) followed by Tata Teleservices (96.0%) and HFCL (96.6%).

4.2.1.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

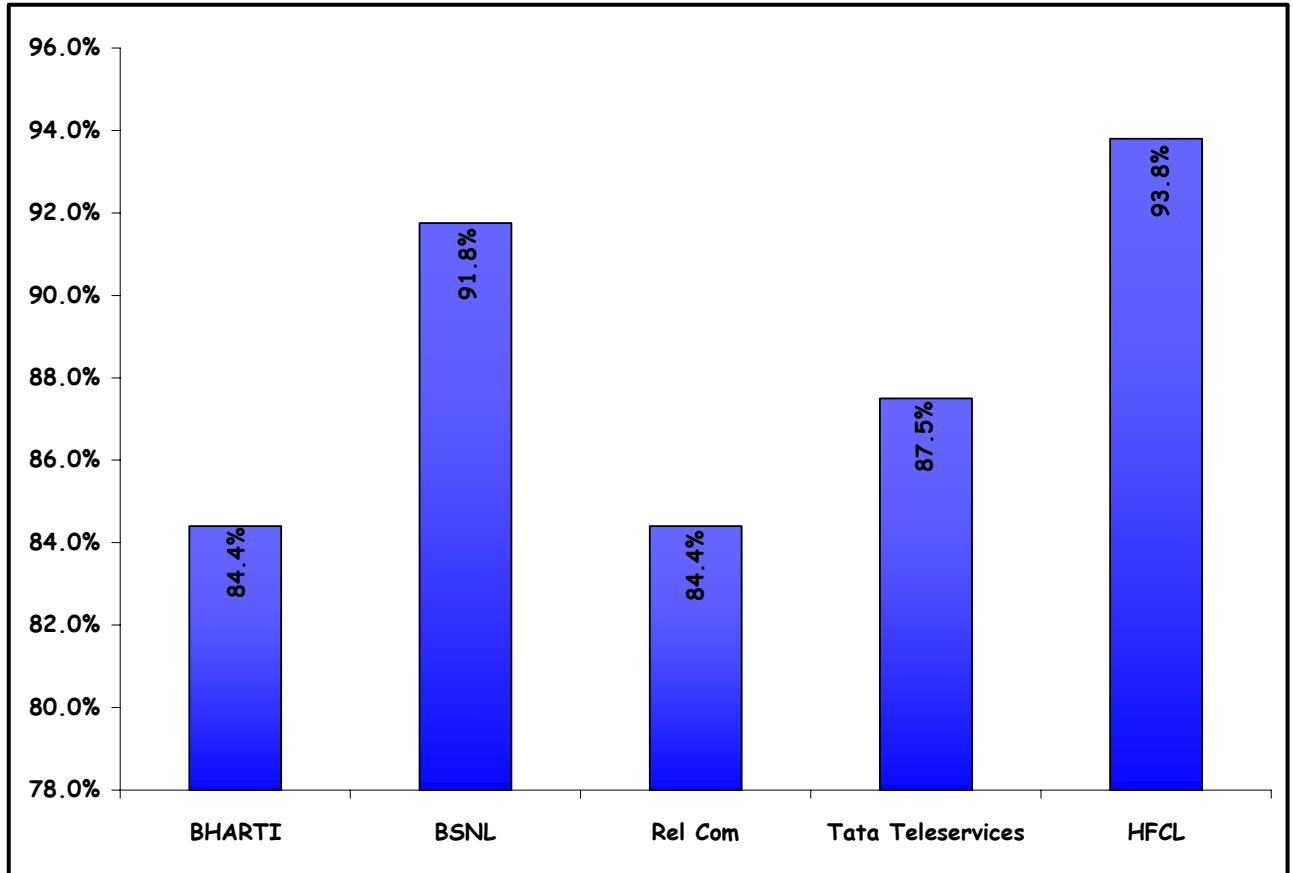
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 5 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 5 operators ranged from 59.3% to 64.7%.
- Highest level of satisfaction was found by the consumers of HFCL (64.7%), followed by BSNL (62.9%) and Tata Teleservices (62.5%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (59.3%) followed by Bharti (59.9%).

Percent of satisfied consumers

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

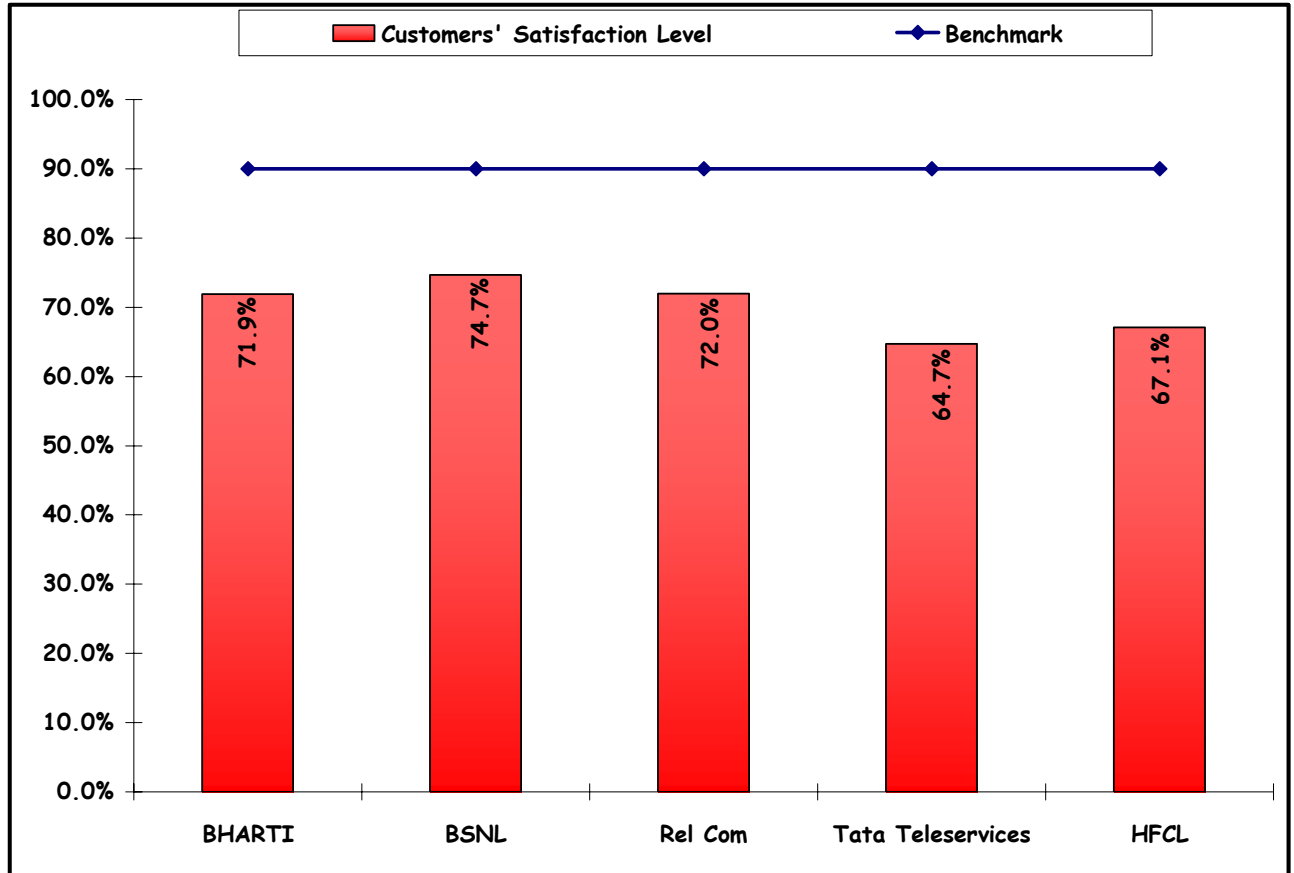


- Audit conducted for 5 operators providing service in Punjab Service Area.
- In the case of 2 operators, >90% of customers were satisfied with the billing service, in the pre paid segment.
- Highest percentage of satisfied customers were found in the case of HFCL (93.8%), followed by BSNL (91.8%).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti and Rel Comm (84.4% each) followed by Tata Teleservices (87.5%).

4.2.1.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

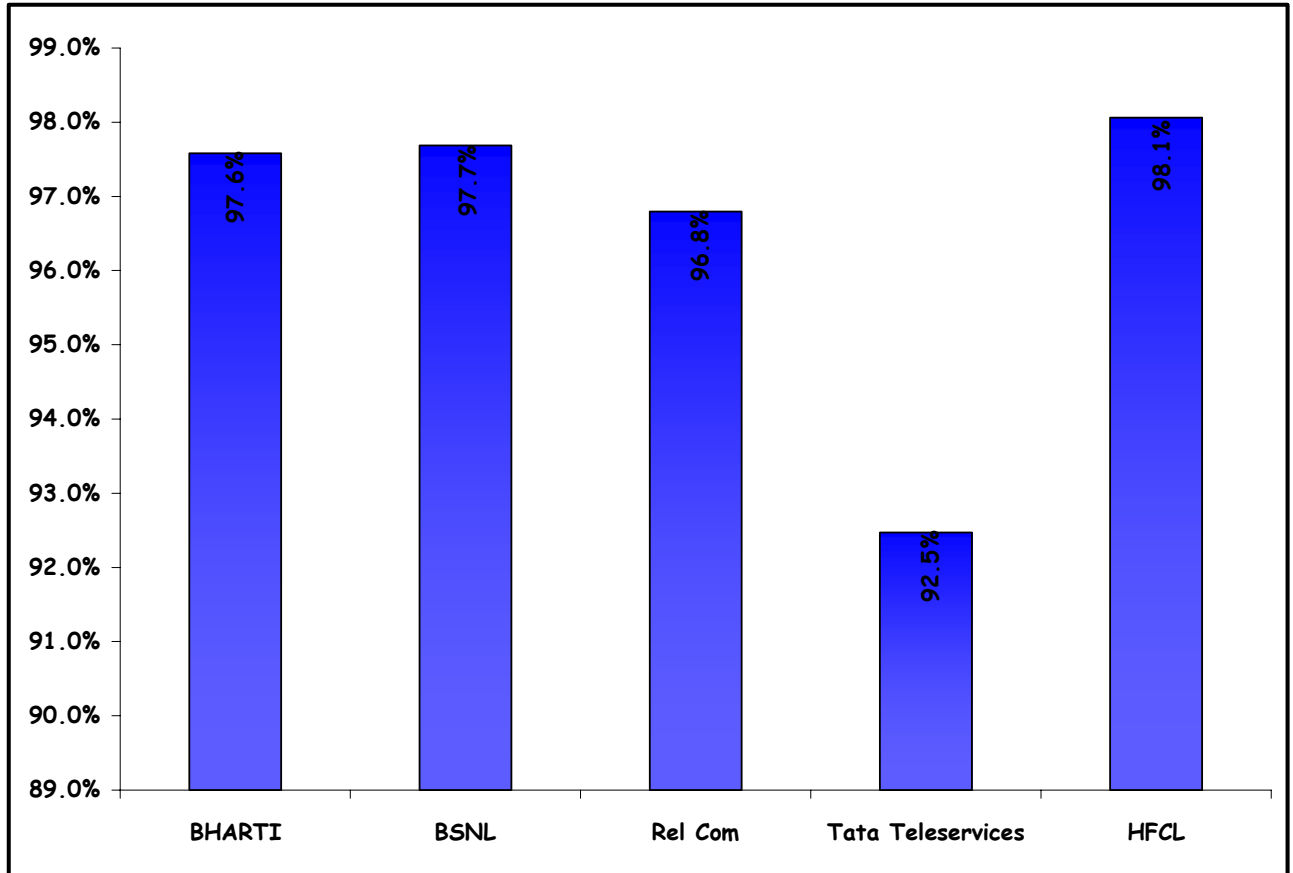
The following graph shows the consumer satisfaction level with the post-paid billing services.



- Audit conducted for 5 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 5 operators ranged from 64.7% to 74.7%.
- Highest level of satisfaction was found by the consumers of BSNL (74.7%), followed by Rel Comm (72.0%) and Bharti (71.9%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (64.7%) followed by HFCL (67.1%).

Percent of satisfied consumers

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

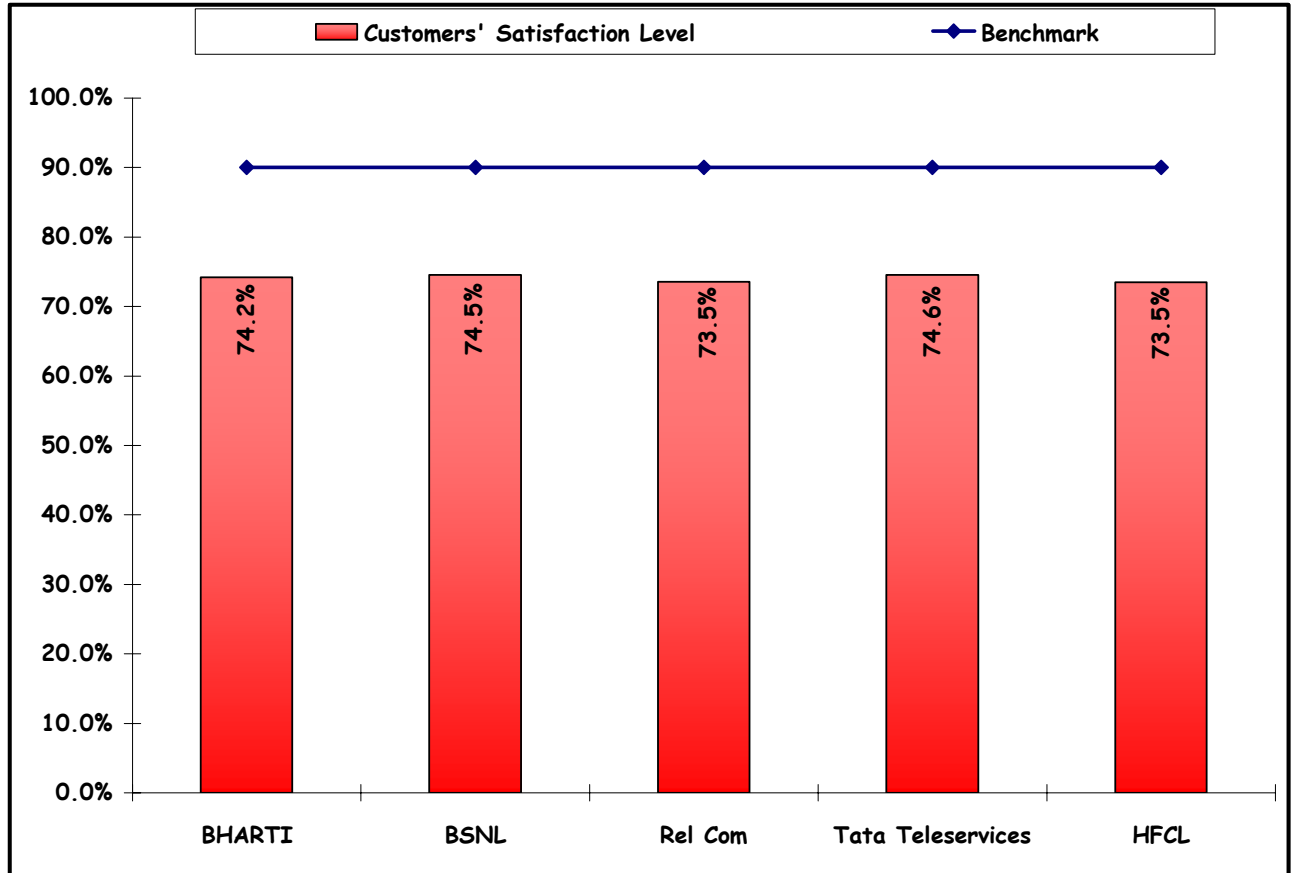


- Audit conducted for 5 operators providing service in Punjab Service Area.
- In the case of all the operators, >90% of customers were satisfied with the billing service, in the post-paid segment.
- Highest percentage of satisfied customers were found in the case of HFCL (98.1%), followed by BSNL (97.7%) and Bharti (97.6%).
- Whereas, the lowest percentage of satisfied customers were in the case of Tata Teleservices (92.5%) followed by Rel Comm (96.8%).

4.2.1.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

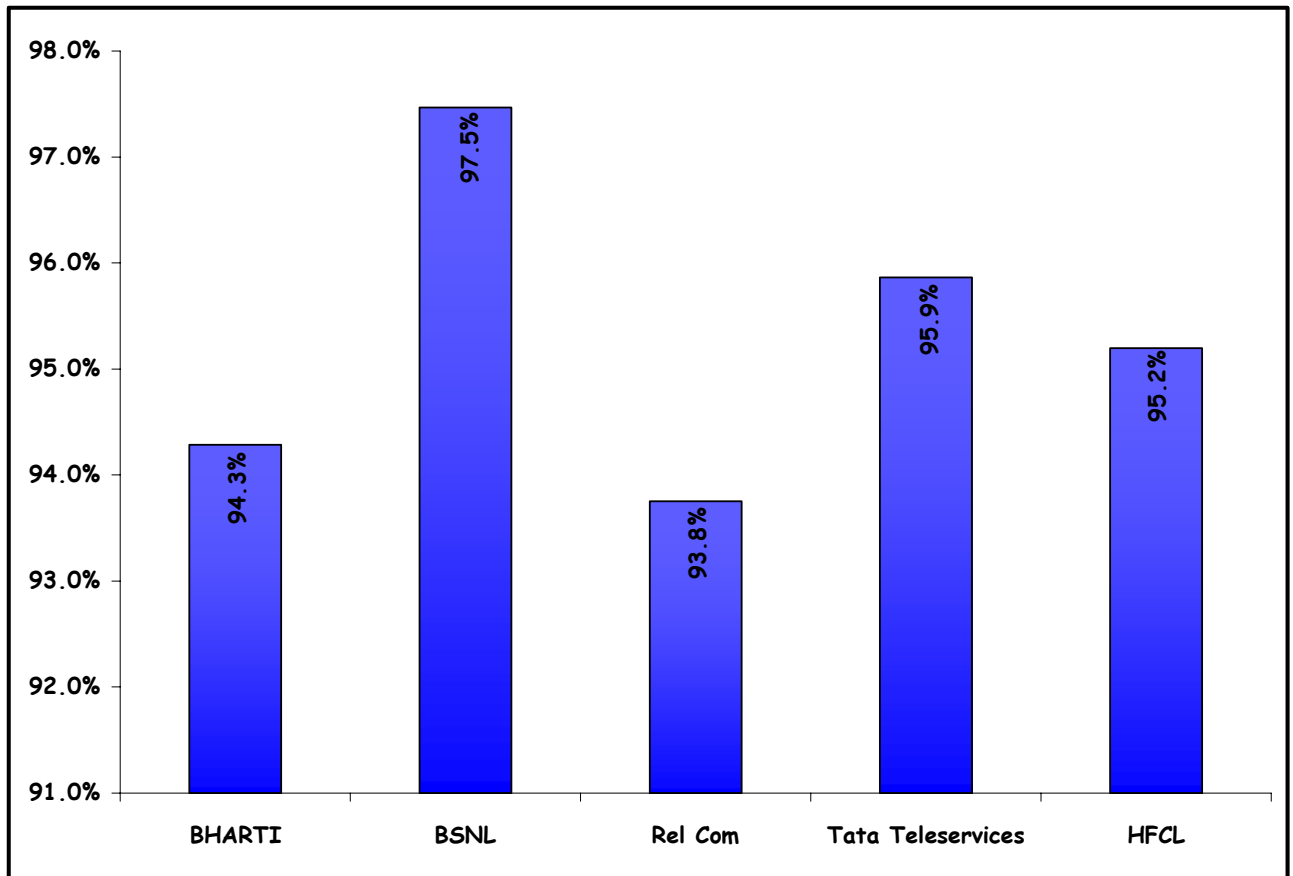
The following graph shows the consumer satisfaction level with the help service.



- Audit conducted for 5 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 5 operators ranged from 73.5% to 74.6%
- Highest level of satisfaction was found by the consumers of Tata Teleservices (74.6%), followed by BSNL (74.5%) and Bharti (74.2%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm and HFCL with 73.5% each.

Percent of satisfied consumers

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

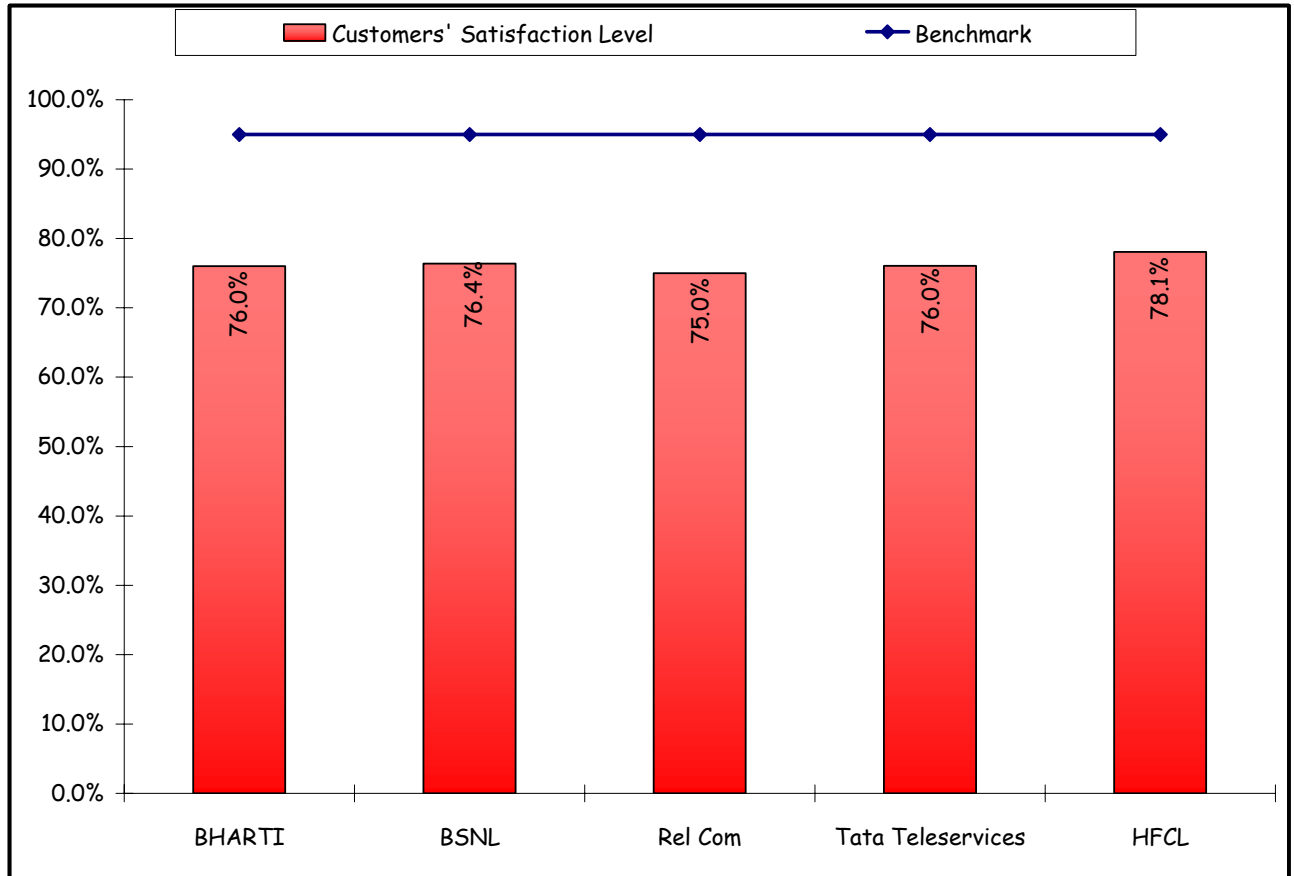


- Audit conducted for 5 operators providing service in Punjab Service Area.
- In the case of all operators, >90% of customers were satisfied with the help service.
- Highest percentage of satisfied customers was found in the case of BSNL (97.5%), followed by Tata Teleservices (95.9%) and HFCL (95.2%).
- Whereas, the lowest percentage of satisfied customers was in the case of Rel Comm (93.8%) and Bharti (94.3%).

4.2.1.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

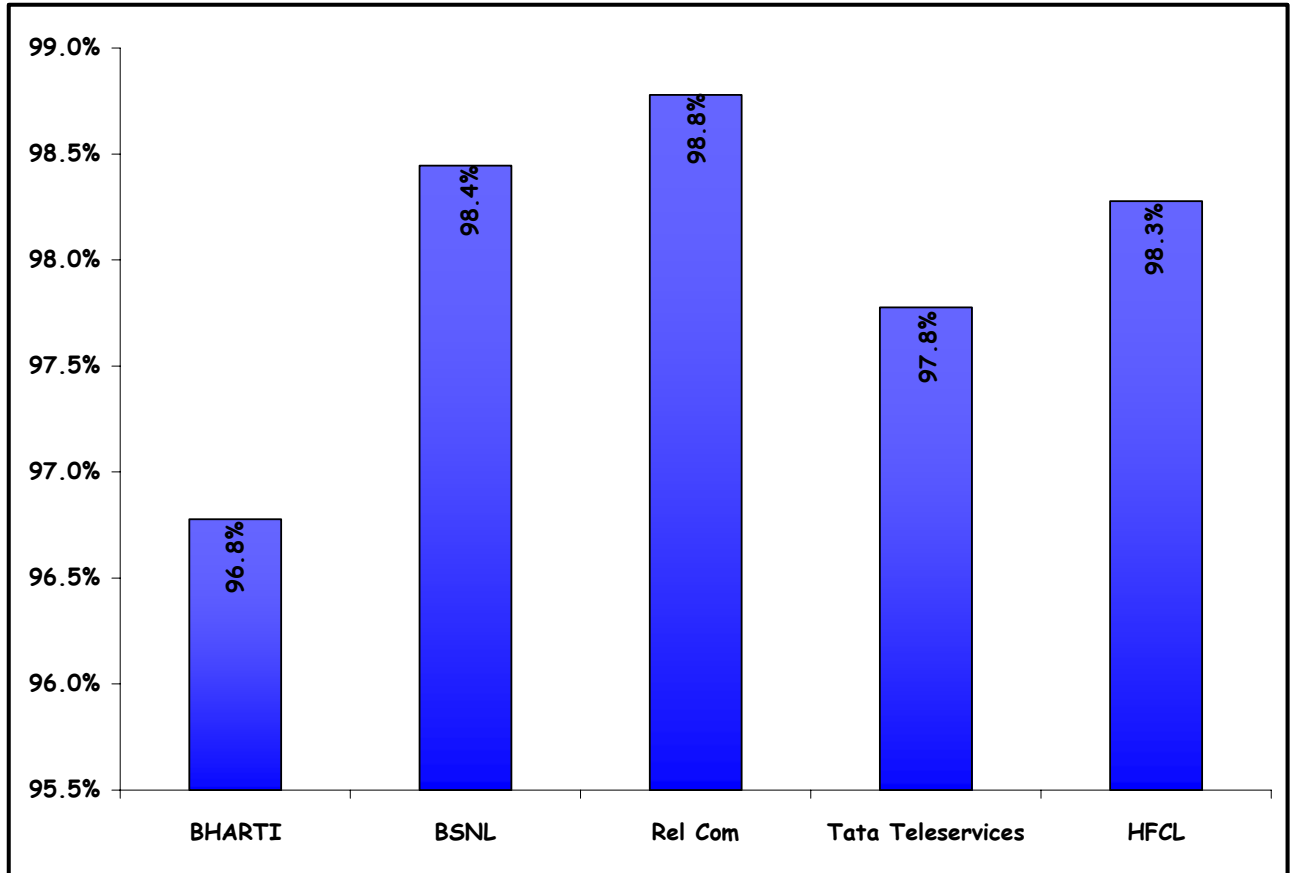
The following graph shows the consumer satisfaction level with network performance.



- Audit conducted for 5 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with network performance, achievement level of all the 5 operators ranged from 75.0% to 78.1%.
- Highest level of satisfaction was found by the consumers of HFCL (78.1%) followed by BSNL (76.4%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (75%) followed by Bharti & Tata Teleservices (76% each).

Percent of satisfied consumers

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

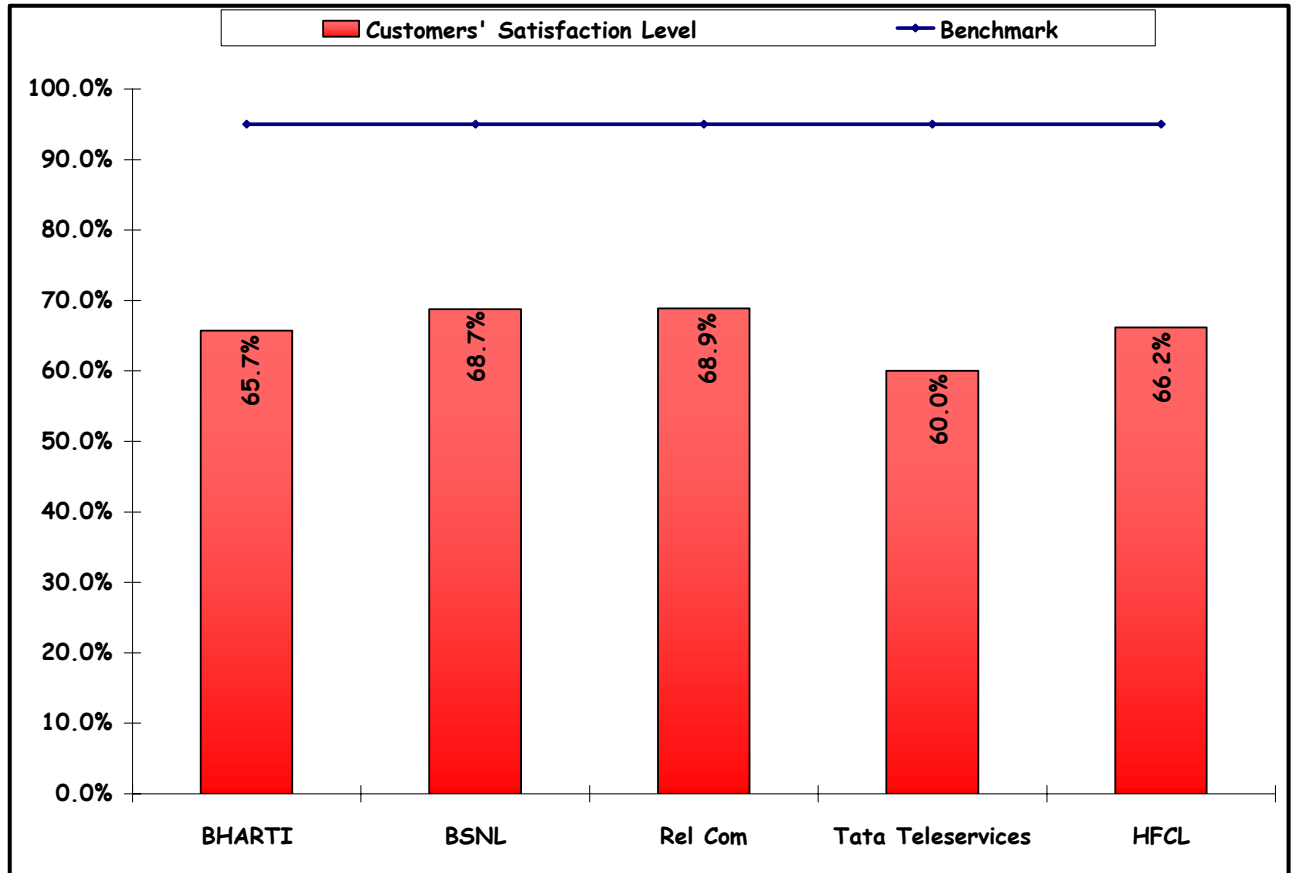


- Audit conducted for 5 operators providing service in Punjab Service Area.
- In the case of all the operators, >95% of customers were satisfied with the network performance.
- Highest percentage of satisfied customers were found in the case of Rel Comm (98.8%), followed by BSNL (98.4%) and HFCL (98.3%).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (96.8%) and Tata Teleservices (97.8%).

4.2.1.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

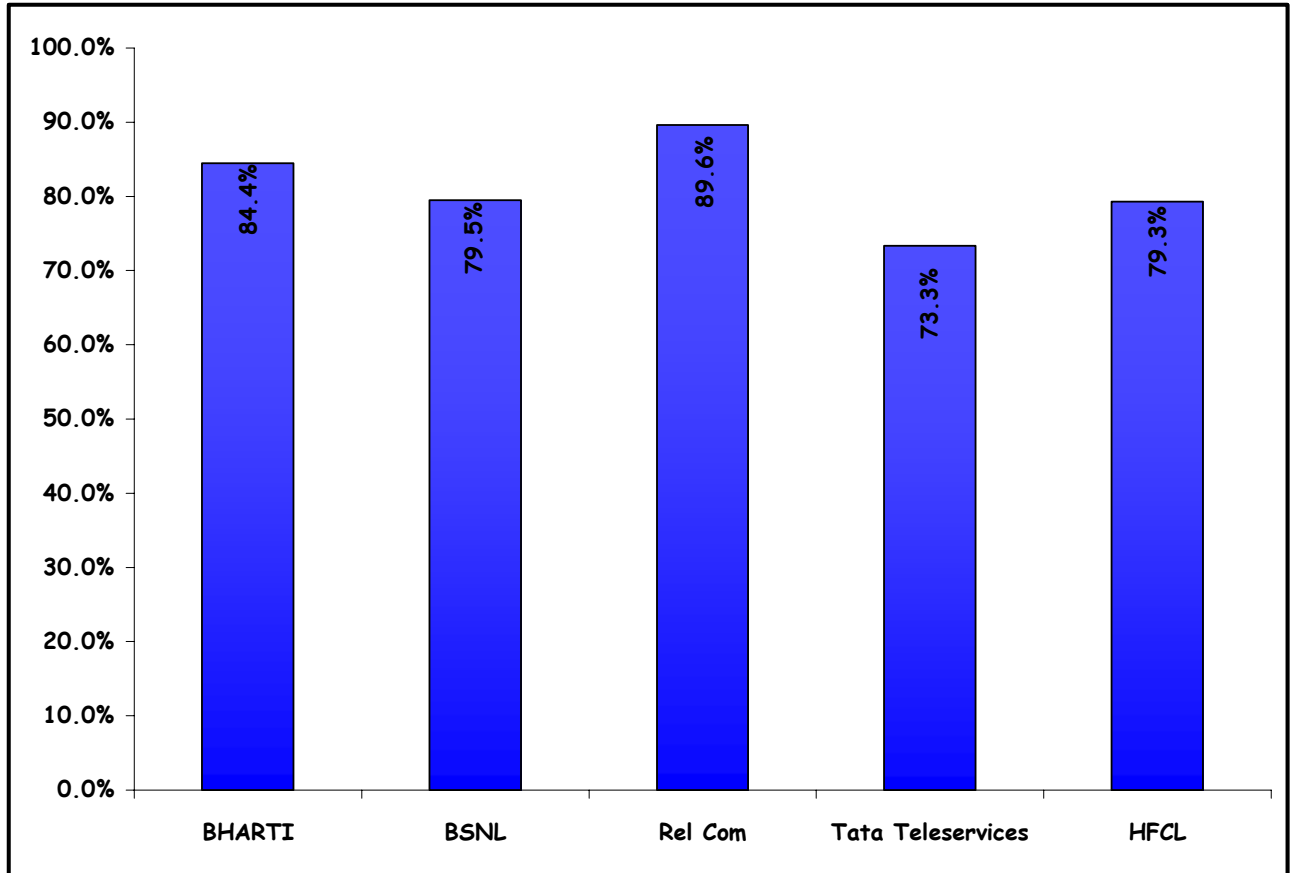
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 5 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with maintainability, achievement level of all the 5 operators ranged from 60.0% to 68.9%.
- Highest level of satisfaction was found by the consumers of Rel Comm (68.9%), followed by BSNL (68.7%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (60.0%) followed by Bharti (65.7%) and HFCL (66.2%).

Percent of satisfied consumers

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

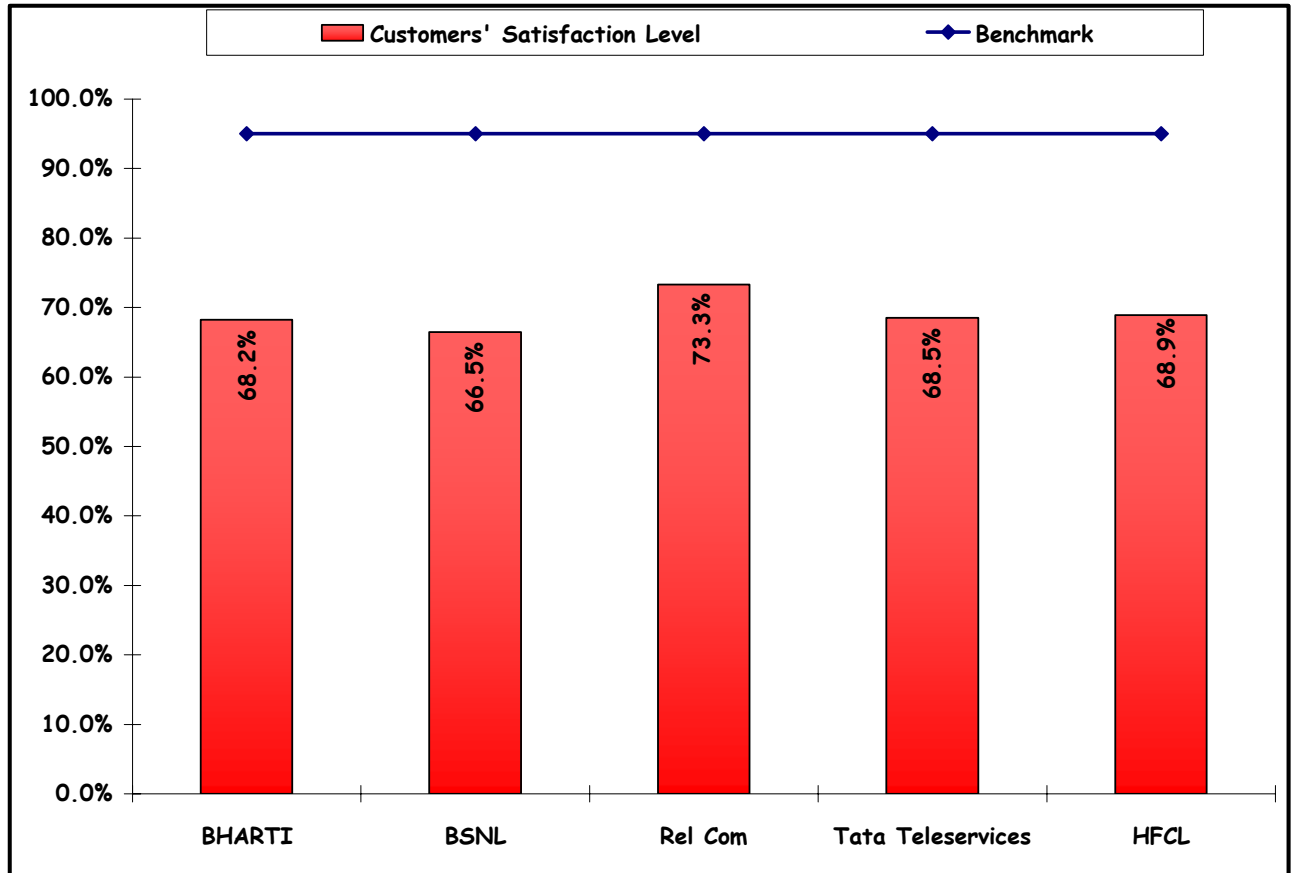


- Audit conducted for 5 operators providing service in Punjab Service Area.
- In the case of all operators, >90% of customers were satisfied with the maintainability.
- Highest percentage of satisfied customers were found in the case of Rel Comm (89.6%), followed by Bharti (84.4%), BSNL (79.5%) and HFCL (79.3%).
- Whereas, the lowest percentage of satisfied customers were in the case of Tata Teleservices (73.3%).

4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

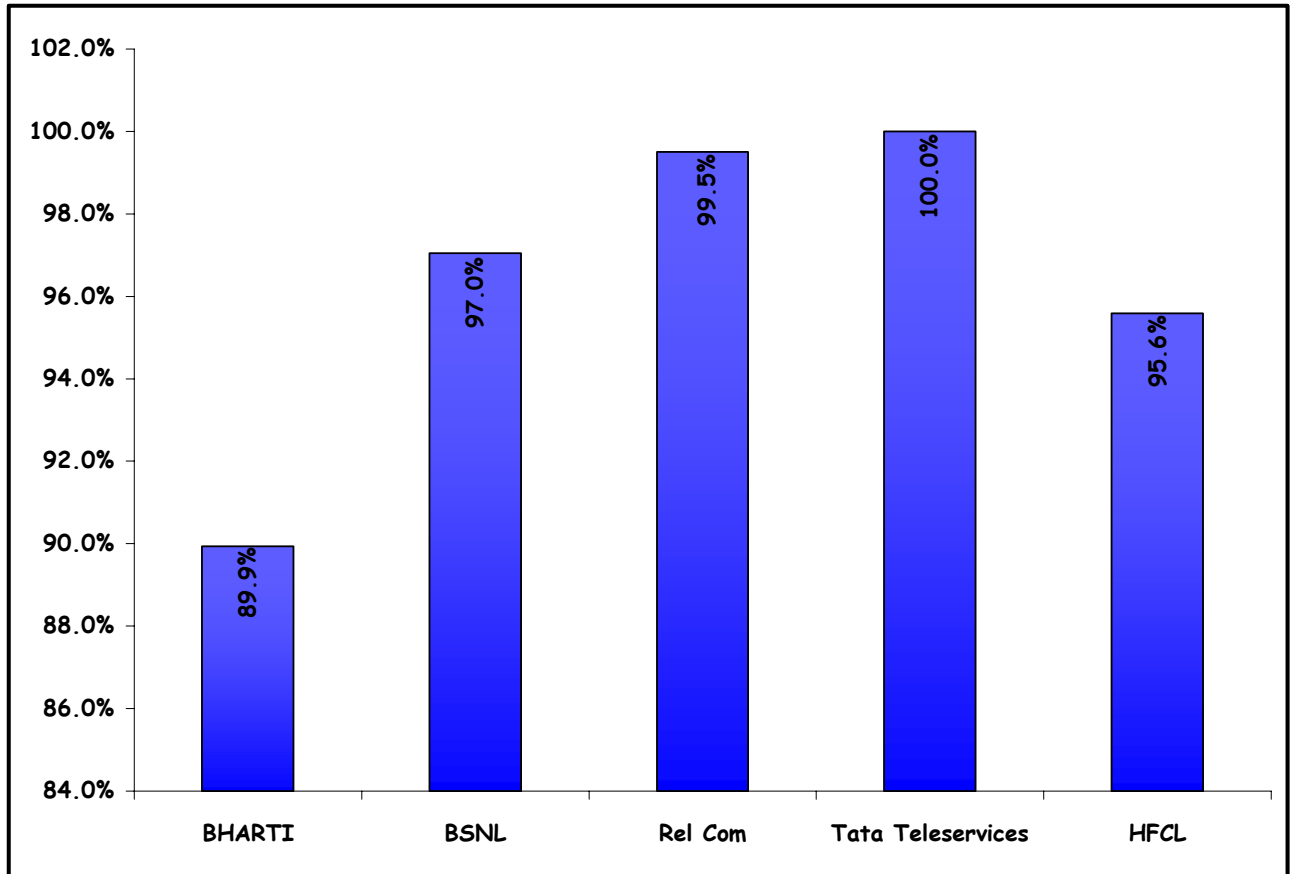
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 5 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with supplementary services, achievement level of all the 5 operators ranged from 66.5% to 73.3%.
- Highest level of satisfaction was found by the consumers of Rel Comm (73.3%), followed by HFCL (68.9%) and Tata Teleservices (68.5%).
- The lowest level of satisfaction was attained by the consumers of BSNL (66.5%) followed by Bharti (68.2%).

Percent of satisfied consumers

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

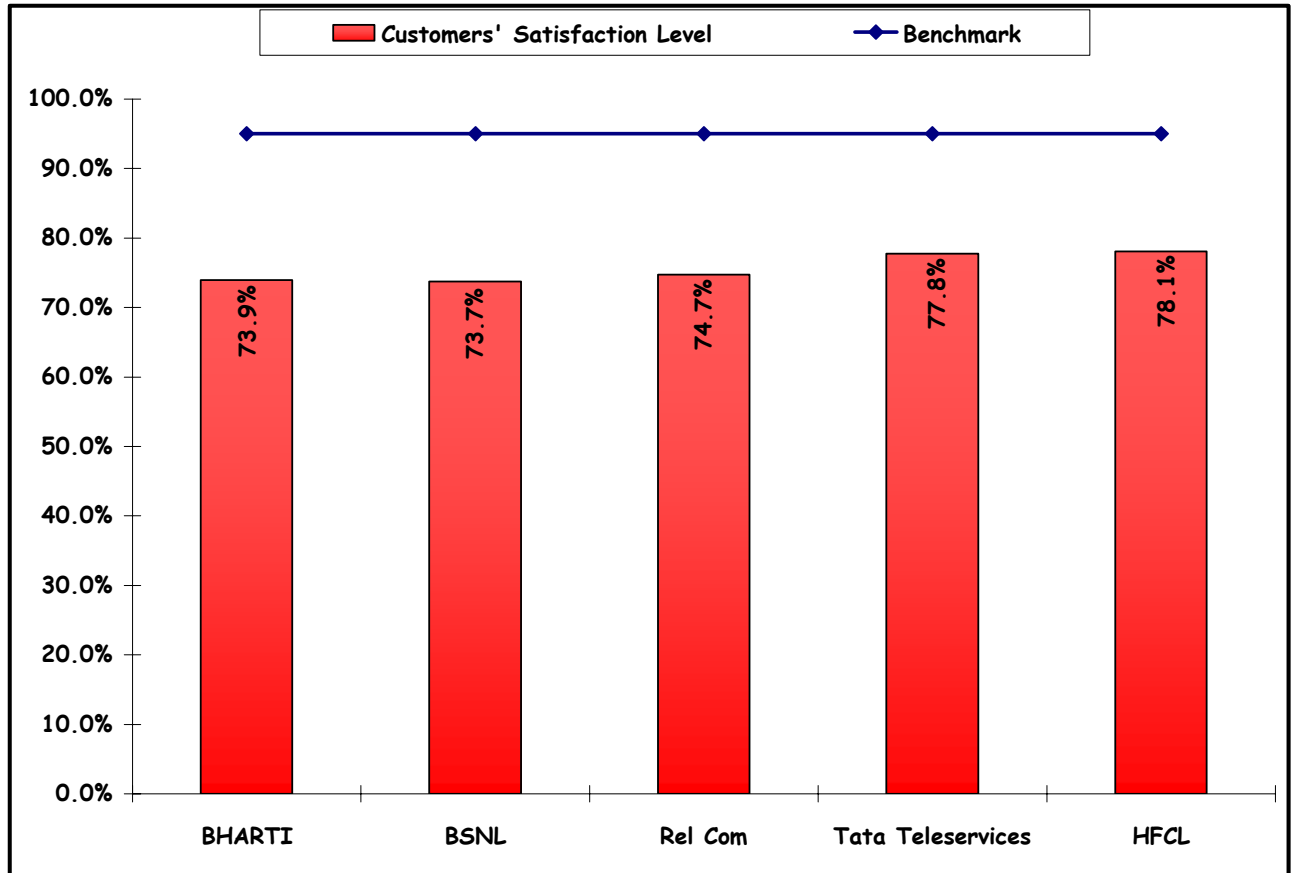


- Audit conducted for 5 operators providing service in Punjab Service Area.
- In the case of 4 operators, >95% of customers were satisfied with the Supplementary services.
- Highest percentage of satisfied customers were found in the case of Tata Teleservices (100%) followed by Rel Comm (99.5%), BSNL (97.0%) and HFCL (95.6%)
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (89.9%).

4.2.1.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

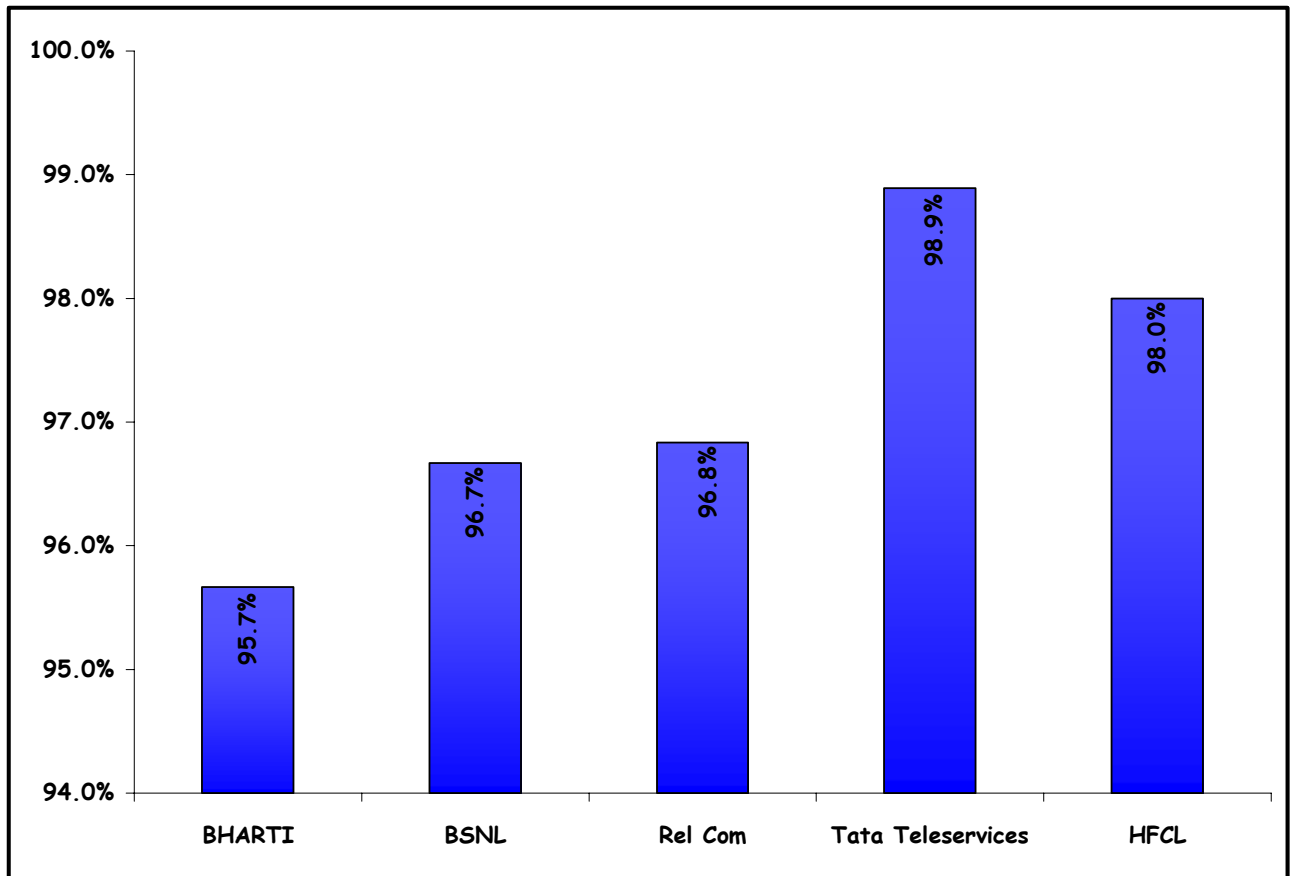
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 5 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with overall services, achievement level of all the 5 operators ranged from 73.7% to 78.1%.
- Highest level of satisfaction was achieved by the consumers of HFCL (78.1%) followed by Tata Teleservices (77.8%).
- The lowest level of satisfaction was attained by the consumers of BSNL (73.7%) followed by Bharti (73.9%) and Rel Comm (74.7%).

Percent of satisfied consumers

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

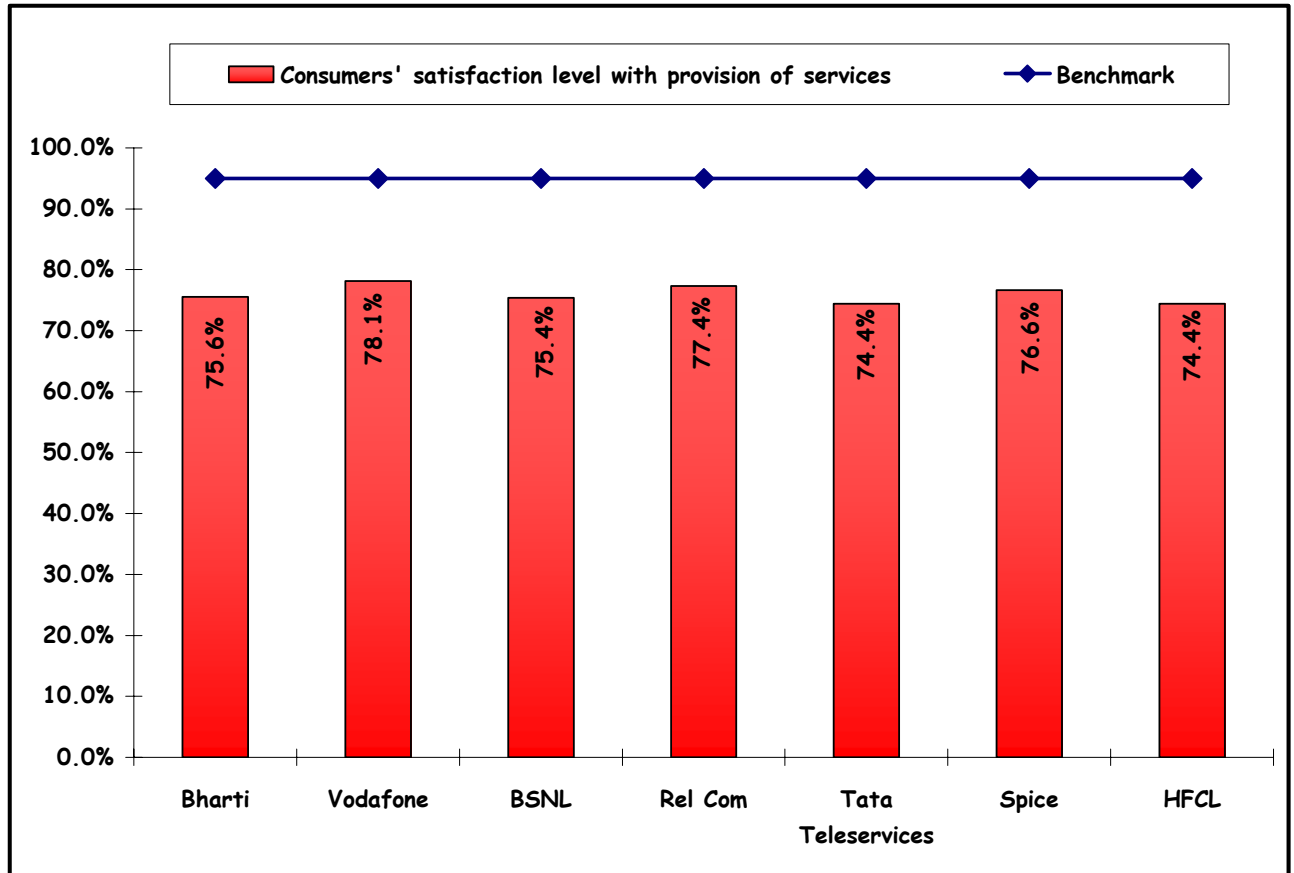


- Audit conducted for 5 operators providing service in Punjab Service Area.
- In the case of all operators, >95% of customers were satisfied with the overall services.
- Highest percentage of satisfied customers were found in the case of Tata Teleservices (98.9%), followed by HFCL (98.0%).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (95.7%), followed by BSNL (96.7%) and Rel Comm (96.8%).

4.2.2 CELLULAR SERVICE – PUNJAB SERVICE AREA

4.2.2.1 SATISFIED WITH PROVISION OF SERVICES

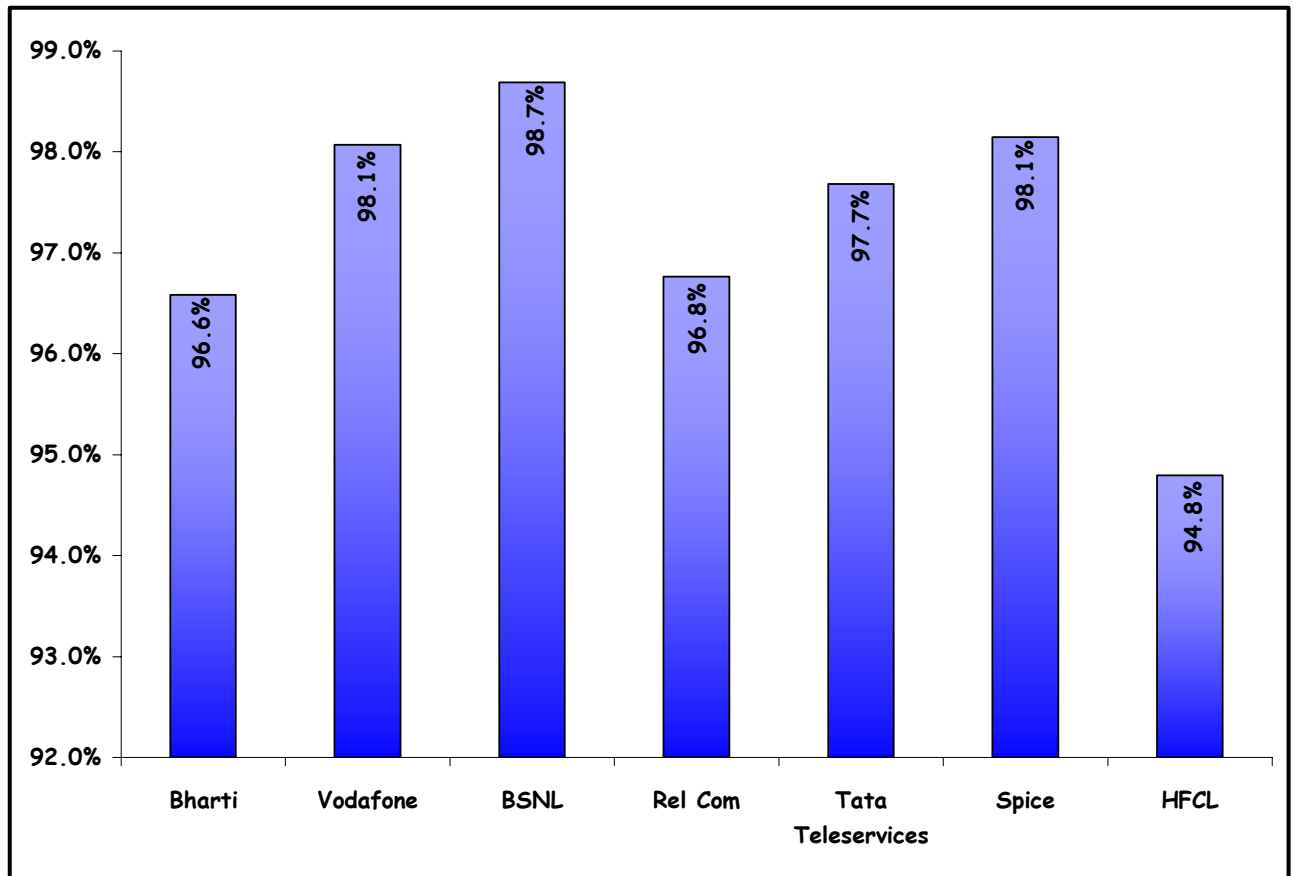
The following graph shows the consumers' satisfaction level with provision of services.



- Audit conducted for 7 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 7 operators ranged from 74.4% to 78.1%.
- Highest level of satisfaction was found by the consumers of Vodafone (78.1%), followed by Rel Comm (77.4%), Spice (76.6%), Bharti (75.6%), and BSNL (75.4%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices and HFCL (74.4% each).

Percent of Satisfied Customers

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

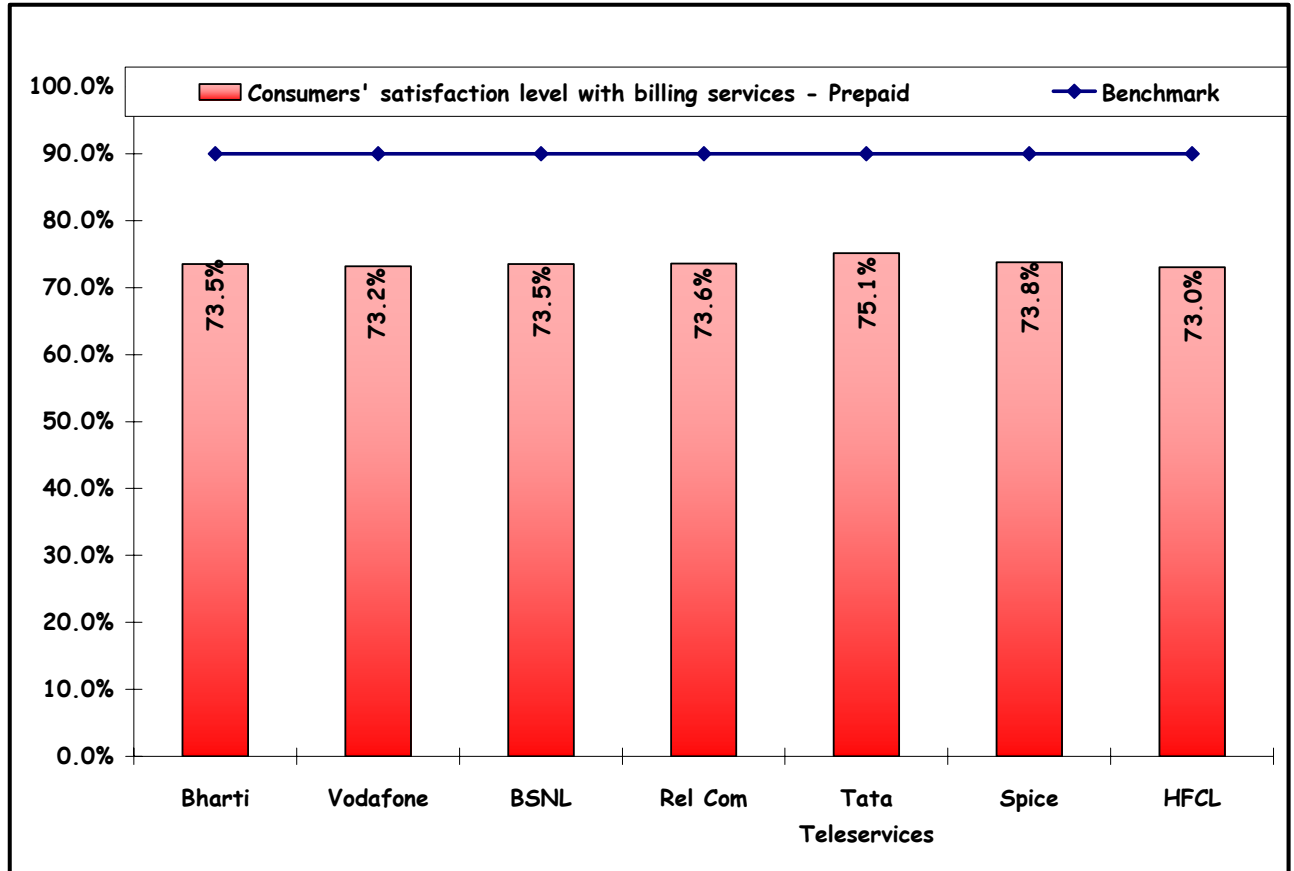


- Audit conducted for 7 operators providing service in Punjab Service Area.
- In the case of 6 operators, more than 95% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers was found in the case of BSNL (98.7%), closely followed by Vodafone and Spice (98.1% each).
- Whereas the lowest percentages of satisfied customers were found in the case of HFCL (94.8%) followed by Bharti (96.6%) rel Comm (96.8%) and Tata Teleservices (97.7%).

4.2.2.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

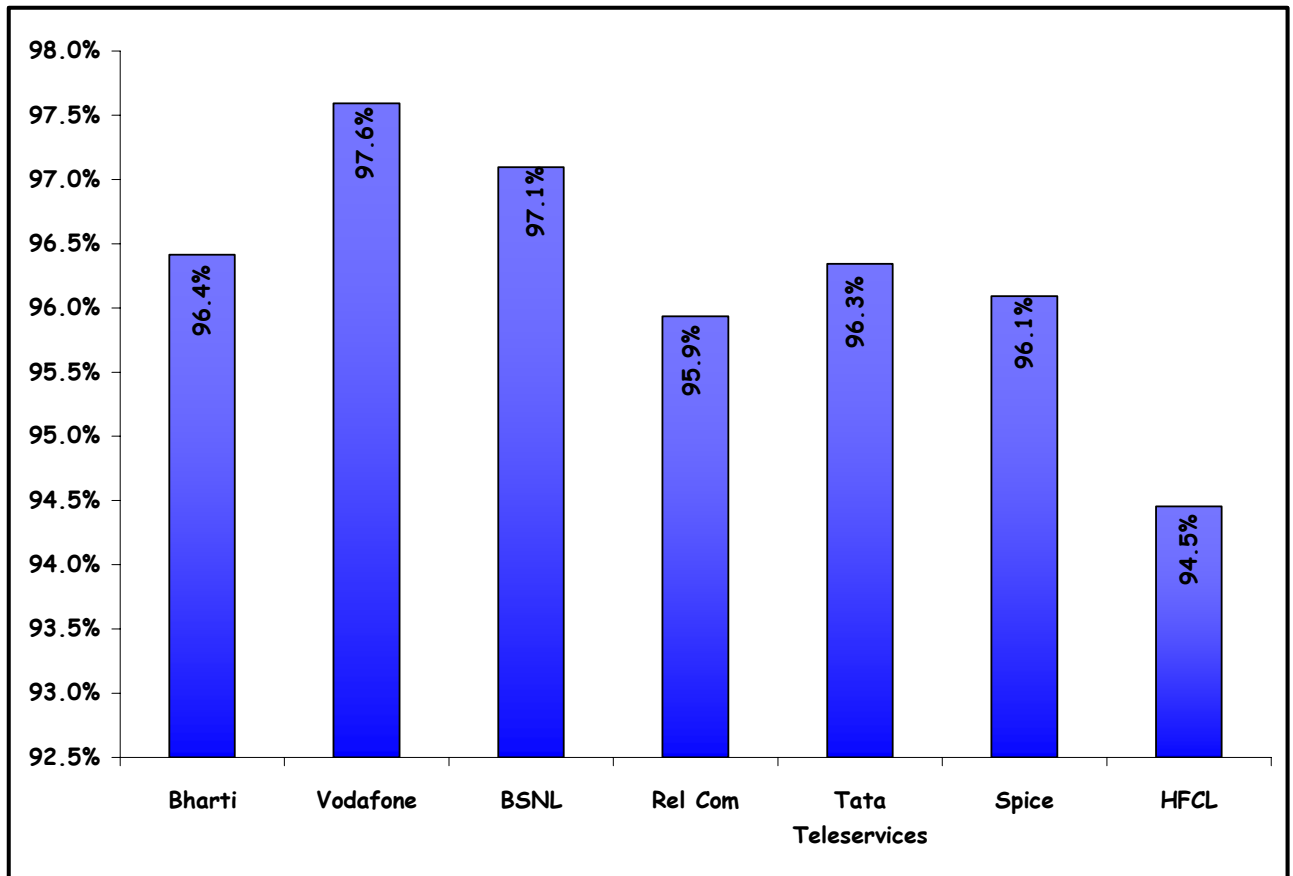
The following graph shows the prepaid consumers' satisfaction level with the prepaid billing services.



- Audit conducted for 7 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For Customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 7 operators ranged from 73.0% to 75.1%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (75.1%), followed by Spice (73.8%), Rel Comm (73.6%) and BSNL and Bharti (73.5%) each.
- The lowest level of satisfaction was attained by the consumers of HFCL (73.0%) followed by Vodafone (73.2%).

Percent of satisfied consumers

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

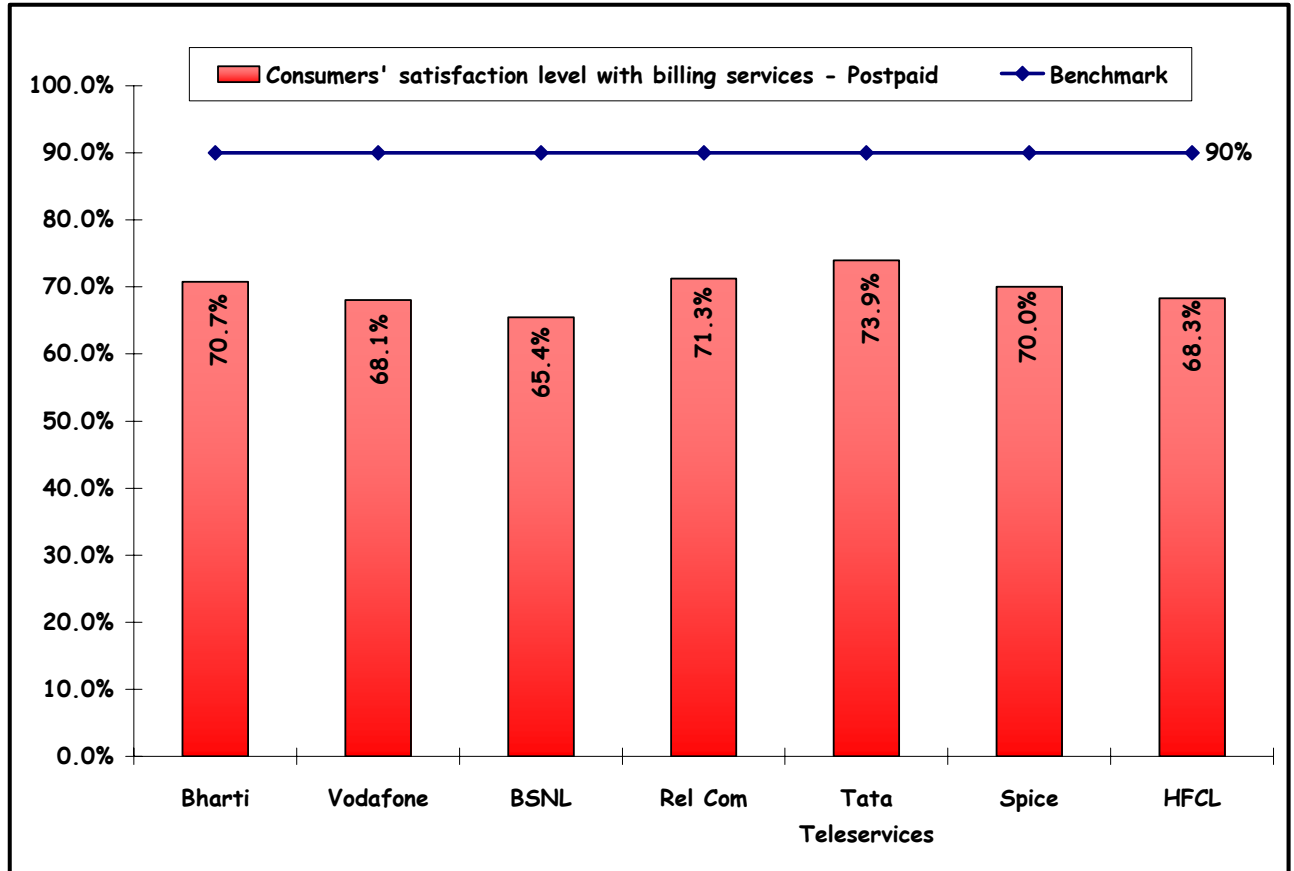


- Audit conducted for 7 operators providing services in Punjab Service Area.
- In all the 7 operators >90% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Vodafone (97.6%), followed by BSNL (97.1%), Bharti (96.4%) and Tata Teleservices (96.3%) and Spice (96.1%).
- Whereas, the lowest percentage of satisfied customers were in the case of HFCL (94.5%) followed by Rel Comm (95.9%).

4.2.2.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

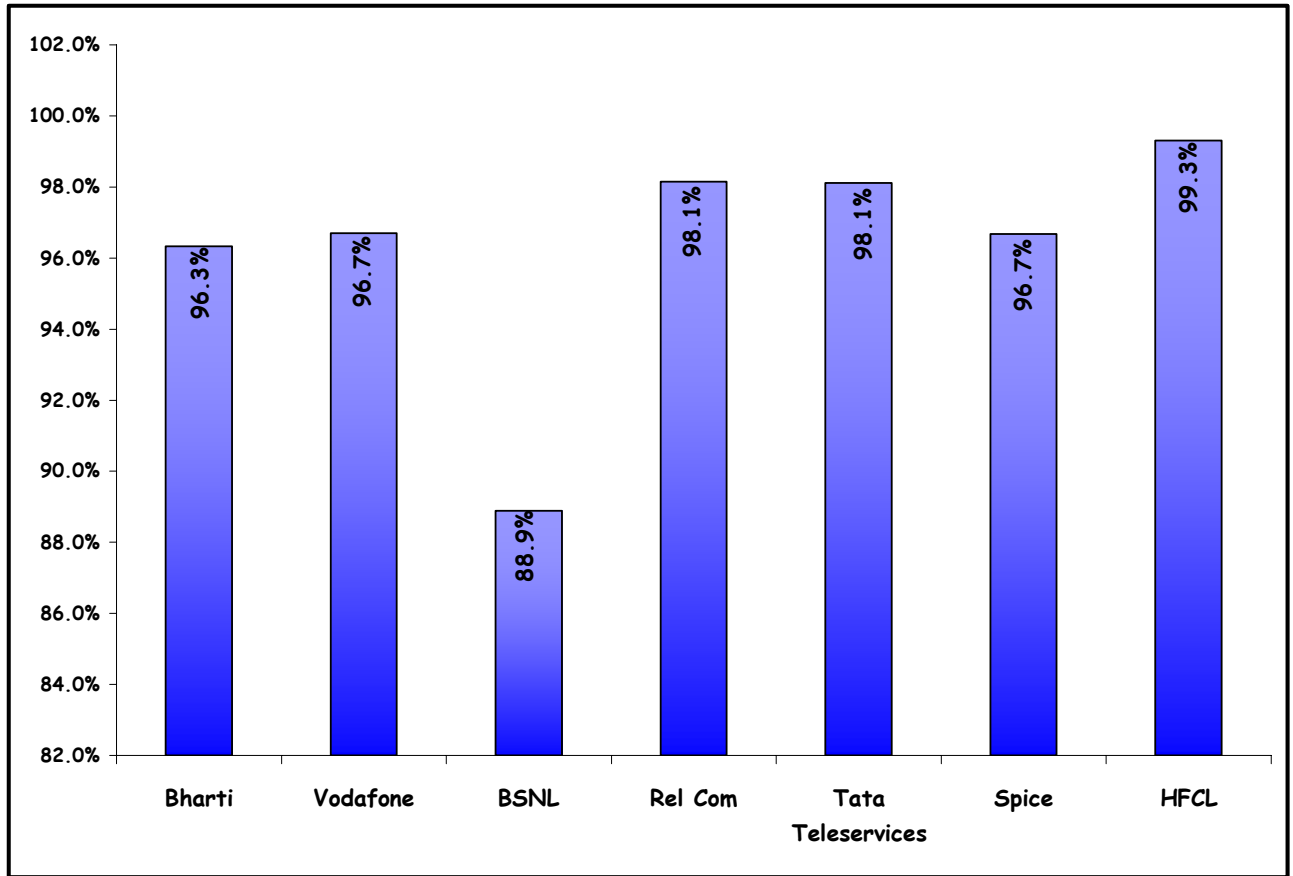
The following graph shows the postpaid consumers' satisfaction level with billing services.



- Audit conducted for 7 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 7 operators ranged from 65.4% to 73.9%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (73.9%), followed by Rel Comm (71.3%), Bharti (70.7%) and Spice (70.0%).
- The lowest level of satisfaction was attained by the consumers of BSNL (65.4%) followed by Vodafone (68.1%) and HFCL (68.3%).

Percent of satisfied consumers

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

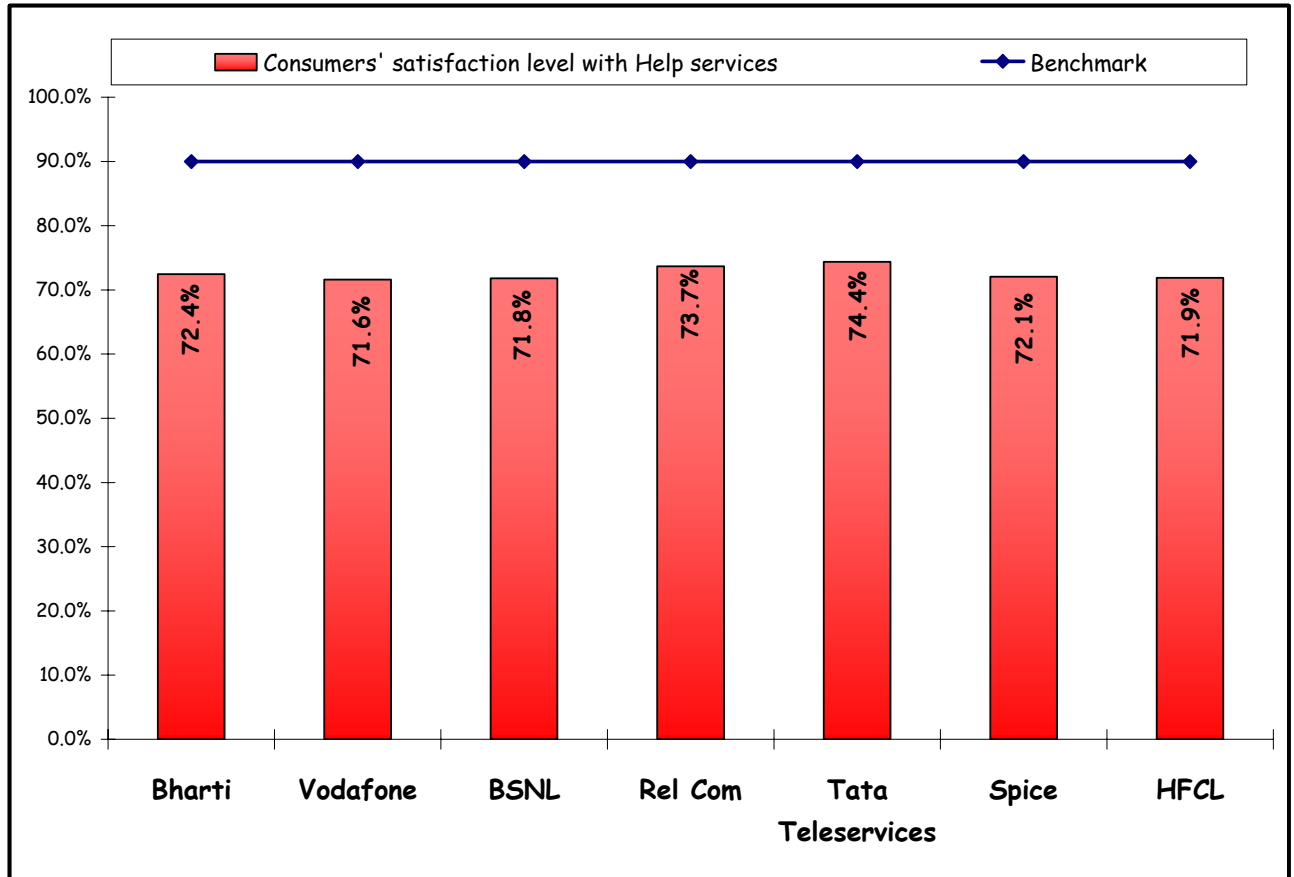


- Audit conducted for 7 operators providing service in Punjab Service Area.
- In the case of 6 operators >90% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of HFCL (99.3%) followed by Tata Teleservices and Rel Comm (98.1% each), Vodafone & Spice (96.7% each).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (88.9%) followed by Bharti (96.3%).

4.2.2.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

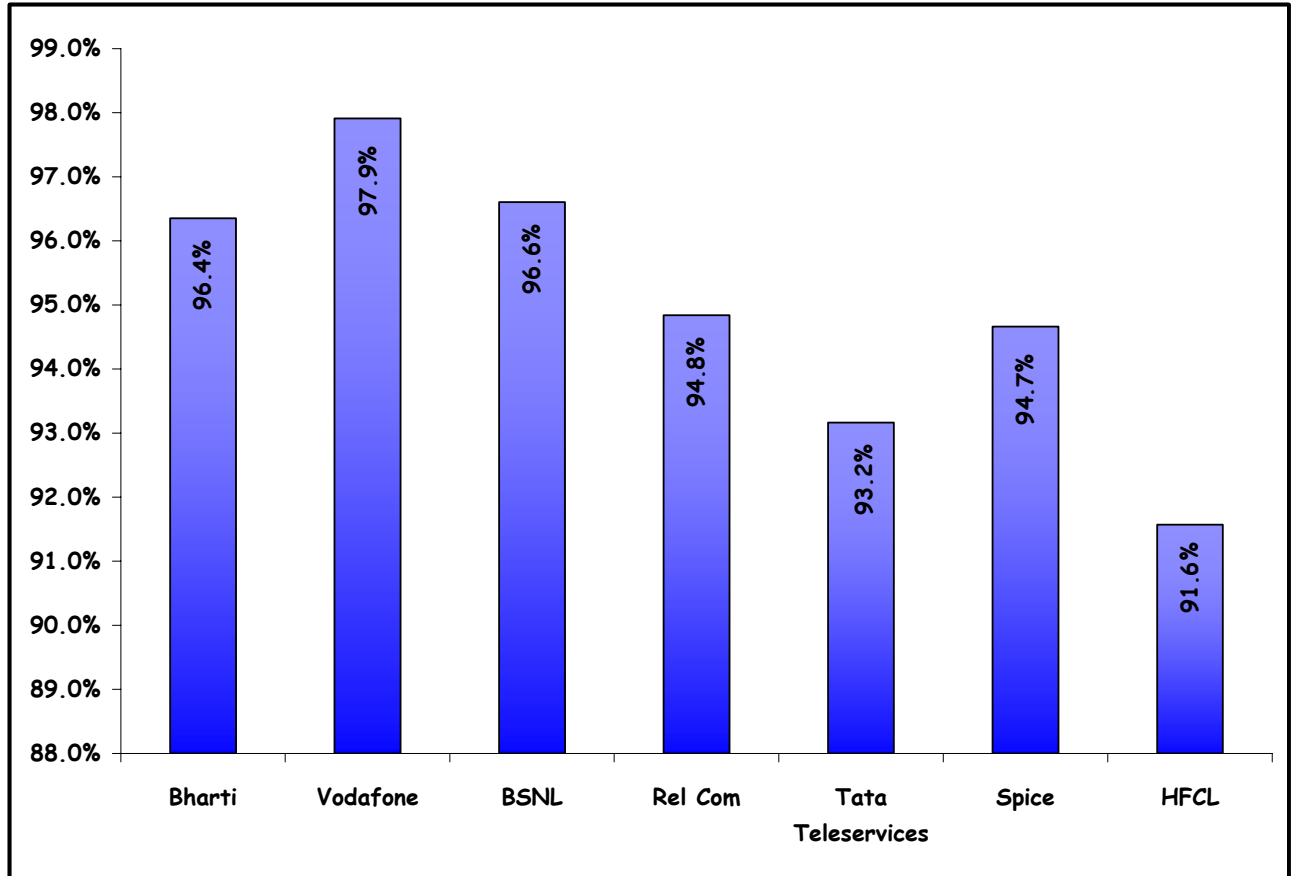
The following graph shows the consumers' satisfaction level with help services.



- Audit conducted for 7 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 7 operators ranged from 71.6% to 74.4%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (74.4%) followed by Rel Comm (73.7%), Bharti (72.4%) and Spice (72.1%)
- The lowest level of satisfaction was attained by the consumers of Vodafone (71.6%) followed by BSNL (71.8%) and HFCL (71.9%).

Percent of satisfied consumers

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

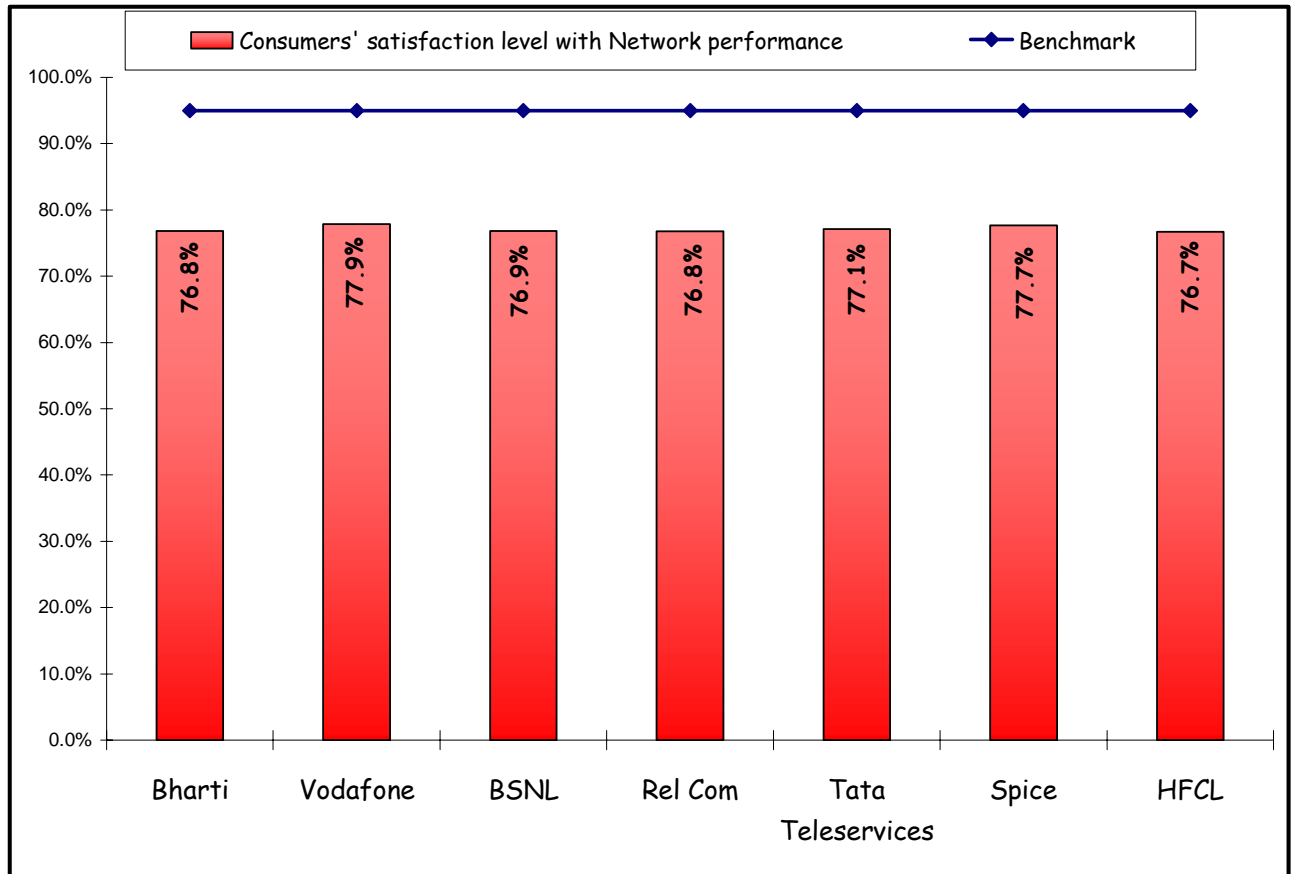


- Audit conducted for 7 operators providing service in Punjab Service Area.
- In the case of all operators >90% of subscribers were satisfied with help services
- Highest percentages of satisfied customers were found in the case of Vodafone (97.9%), BSNL (96.6%) and Bharti (96.4%).
- Whereas, the lowest percentages of satisfied customers were found in the case of HFCL (91.6%) followed by Tata Teleservices (93.2%), Spice (94.7%) and Rel Comm (94.8%).

4.2.2.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

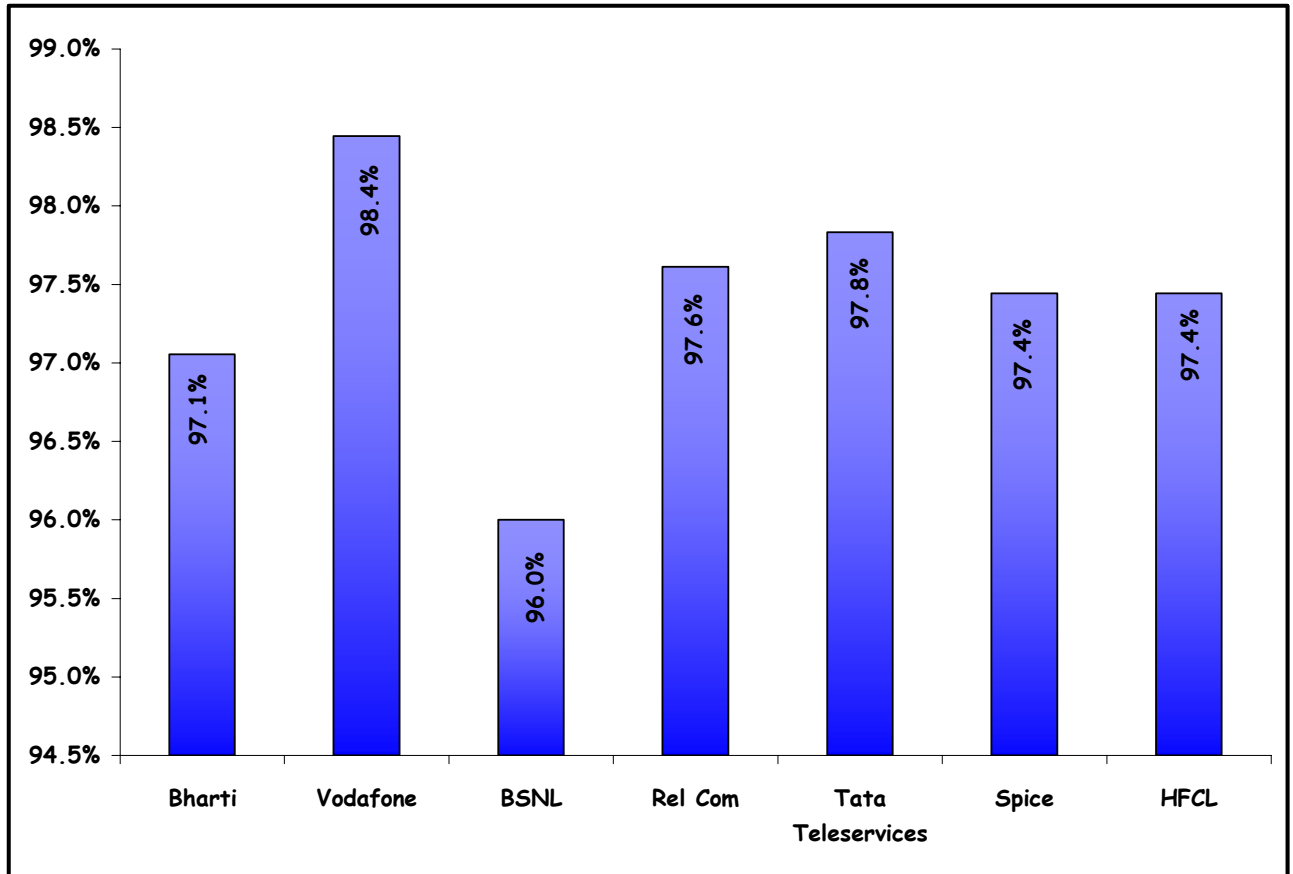
The following graph shows the consumers' satisfaction level with network performance.



- Audit conducted for 7 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with network performance, achievement level of all the 7 operators ranged from 76.7% to 77.9%.
- Highest level of satisfaction was achieved by the consumers of Vodafone (77.9%), followed by Spice (77.7%) and Tata Teleservices (77.1%).
- The lowest level of satisfaction was attained by the consumers of HFCL (76.7%) followed by Bharti and Rel Comm (76.8% each) and BSNL (76.9%).

Percent of satisfied consumers

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

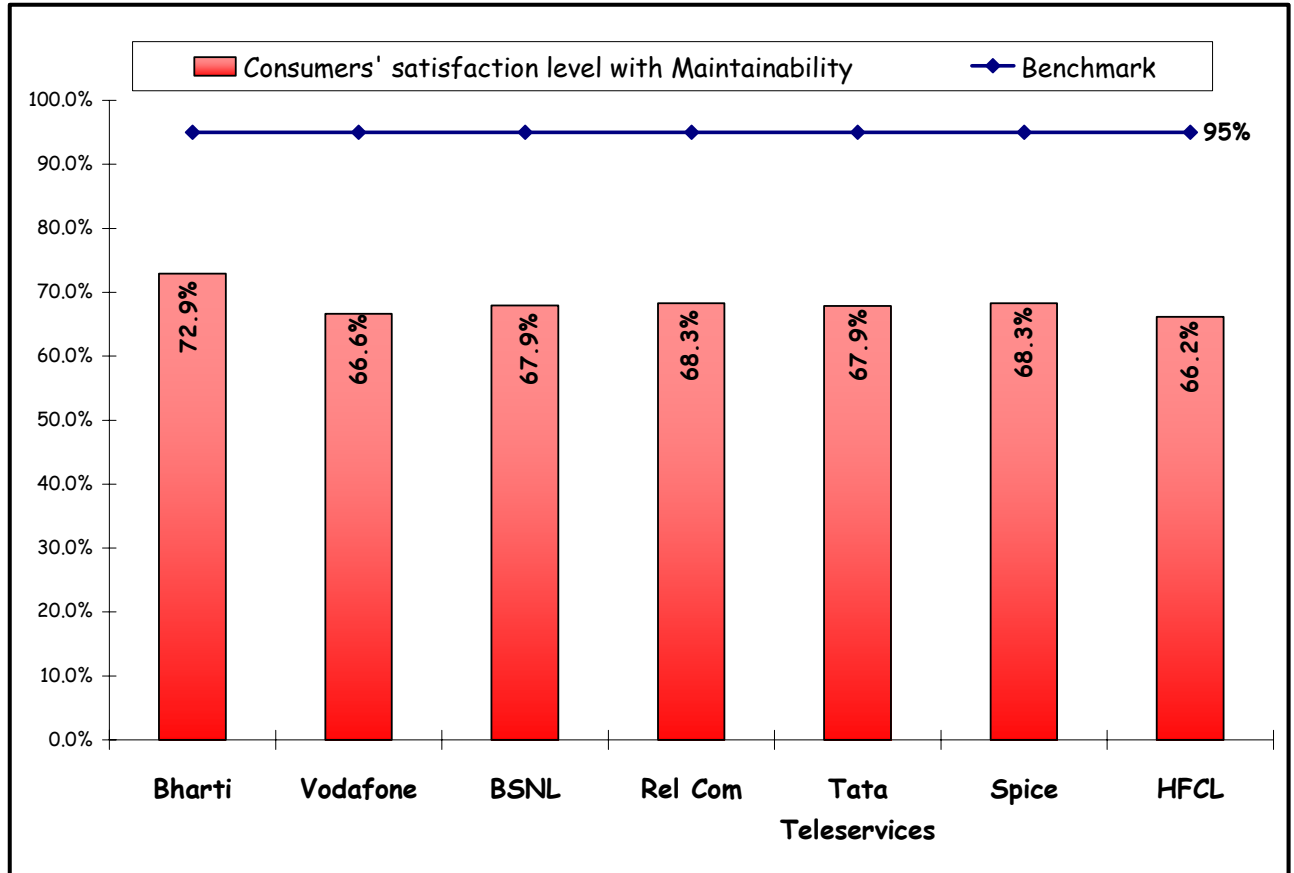


- Audit conducted for 7 operators providing service in Punjab Service Area.
- In the case of all operators >95% of subscribers were satisfied with network performance
- Highest percentage of satisfied customers were found in the case of Vodafone (98.4%), followed by Tata Teleservices (97.8%) Rel Comm (97.6%) and Spice and HFCL (97.4% each).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (96.0%), followed by Bharti (97.1%).

4.2.2.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

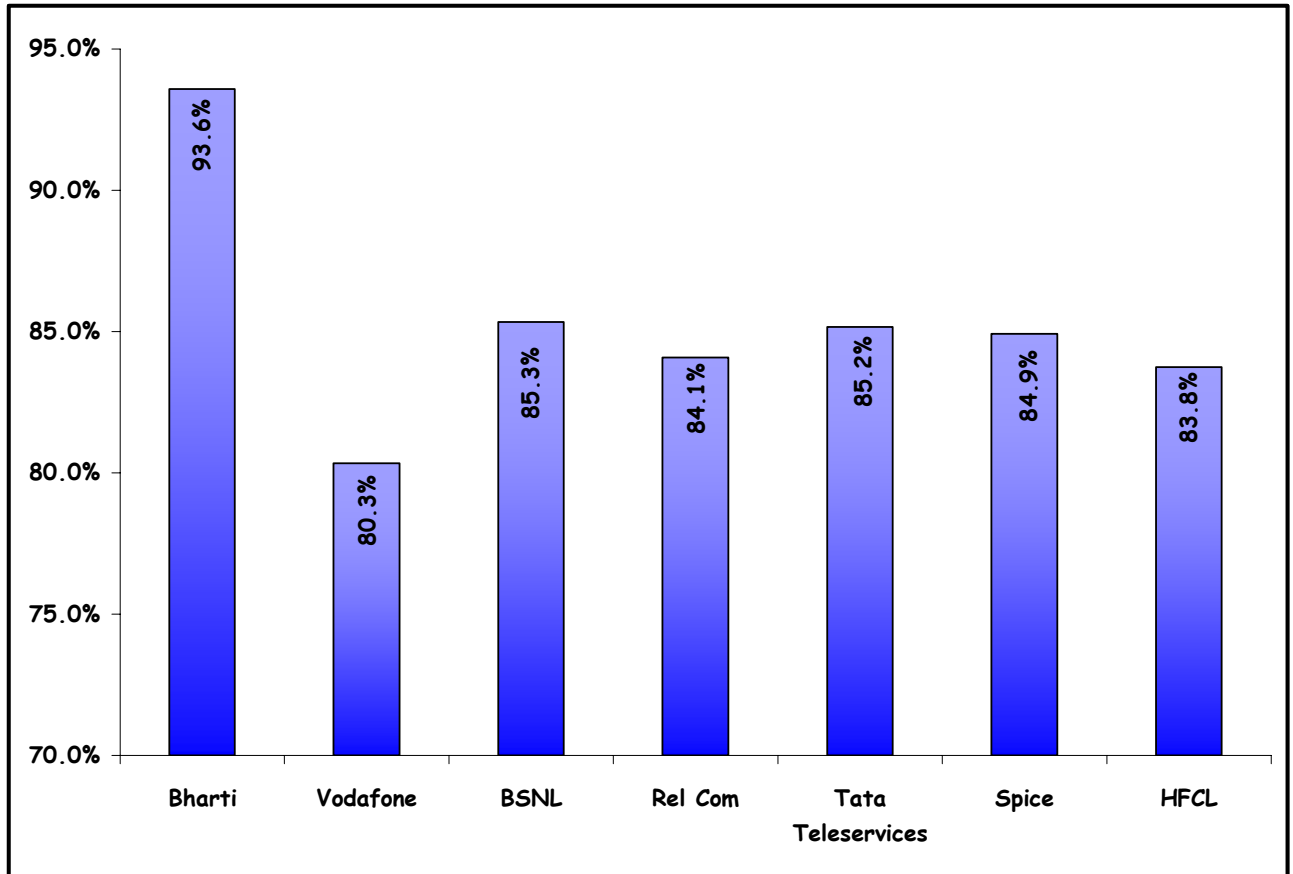
The following graph shows the consumers' satisfaction level with Maintainability.



- Audit conducted for 7 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with maintainability, achievement level of all the 7 operators ranged from 66.2% to 72.9%
- Highest level of satisfaction was found by the consumers of Bharti (72.9%), followed by Rel Comm and Spice (68.3% each).
- The lowest level of satisfaction was attained by the consumers of HFCL (66.2%) followed by Vodafone (66.6%), BSNL and Tata Teleservices (67.9%) each.

Percent of satisfied consumers

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

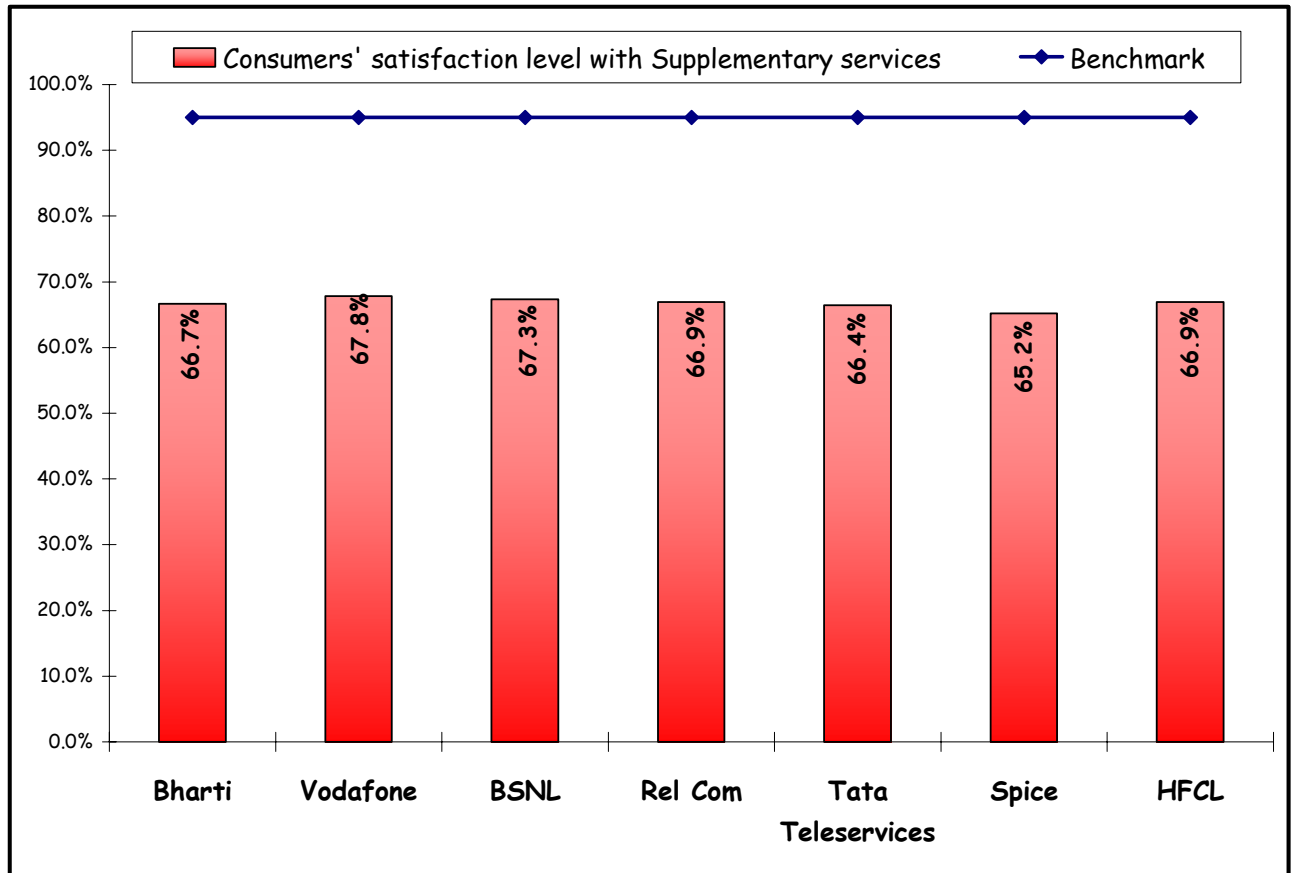


- Audit conducted for 7 operators providing service in Punjab Service Area.
- In none of the operator >95% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of Bharti (93.6%), followed by BSNL (85.3%) and Tata Teleservices (85.2%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Vodafone (80.3%) followed by HFCL (83.8%), Rel Comm (84.1%) and Spice (84.9%).

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

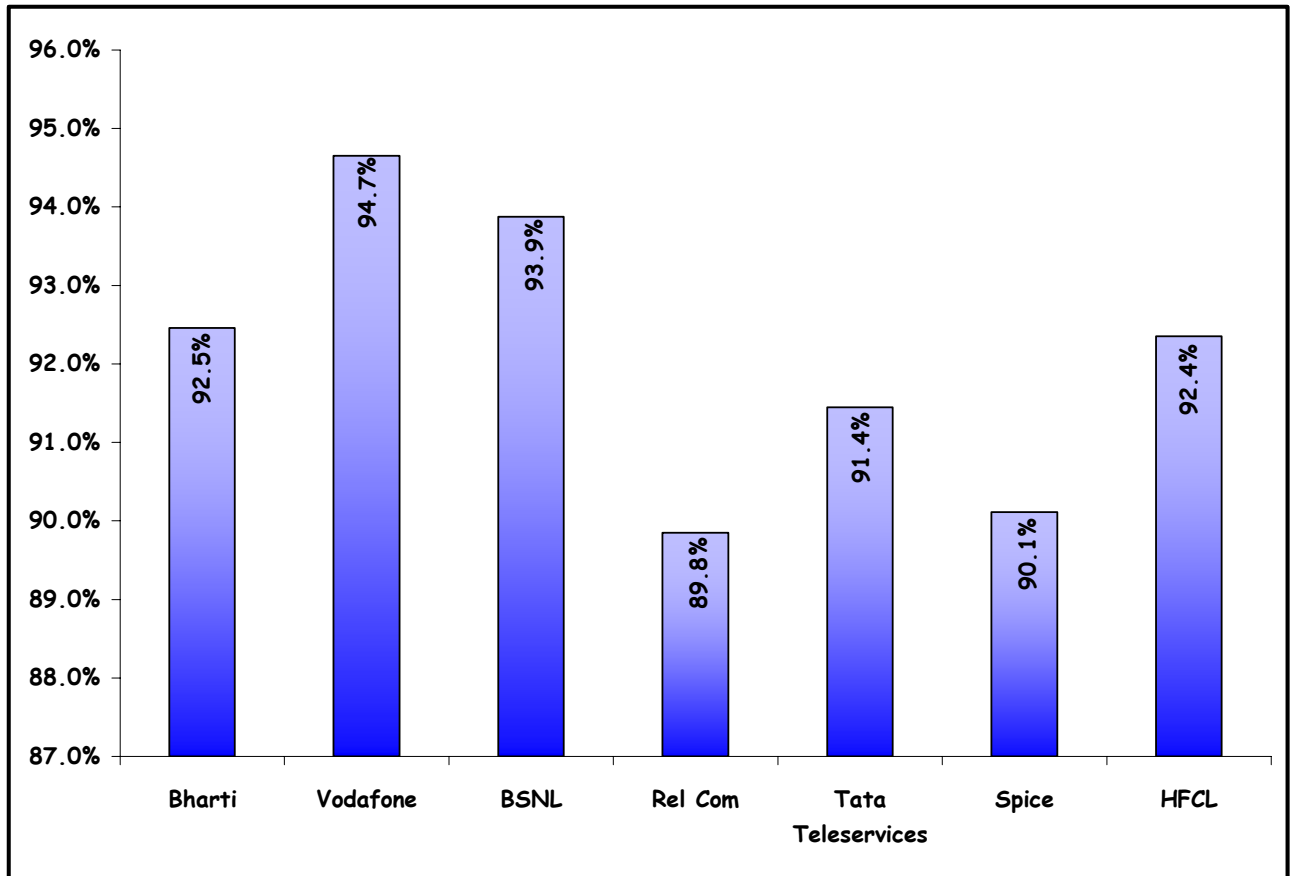
The following graph shows the consumers' satisfaction level with supplementary services.



- Audit conducted for 7 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with supplementary service, achievement level of all the 7 operators ranged from 65.2% to 67.8%.
- Highest level of satisfaction was found by the consumers of Vodafone (67.8%) followed by BSNL (67.3%) and HFCL and Rel Comm (66.9% each).
- The lowest level of satisfaction was attained by the consumers of Spice (65.2%) followed by Tata Teleservices (66.4%) and Bharti (66.7%).

Percent of satisfied consumers

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

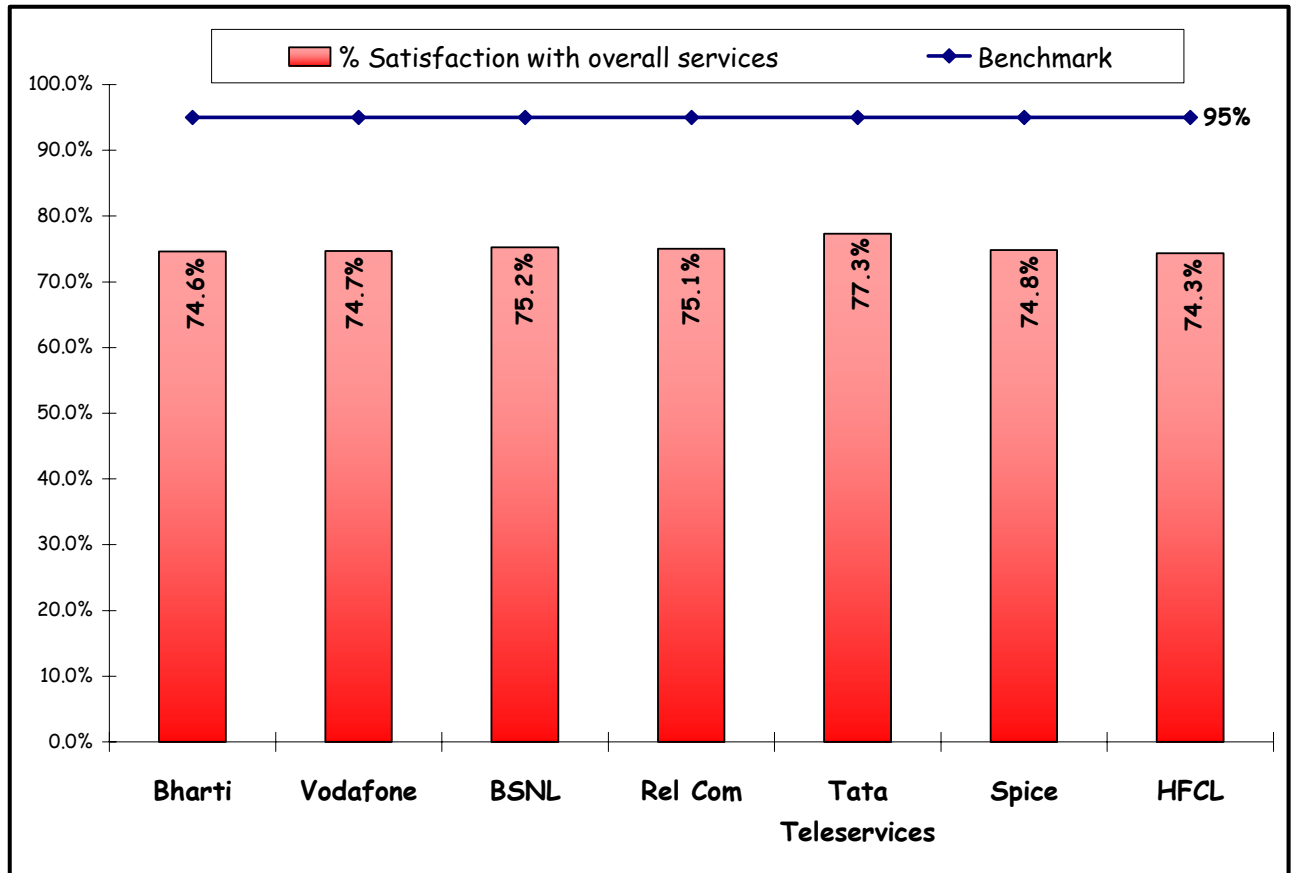


- Audit conducted for 7 operators providing service in Punjab Service Area.
- In the case none of the operators >95% of subscribers were satisfied with supplementary services.
- Highest percentage of satisfied customers were found in the case of Vodafone (94.7%), followed by BSNL (93.9%), Bharti (92.5%) and HFCL (92.4%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm (89.8%) followed by Spice (90.1%) and Tata Teleservices (91.4%).

4.2.2.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

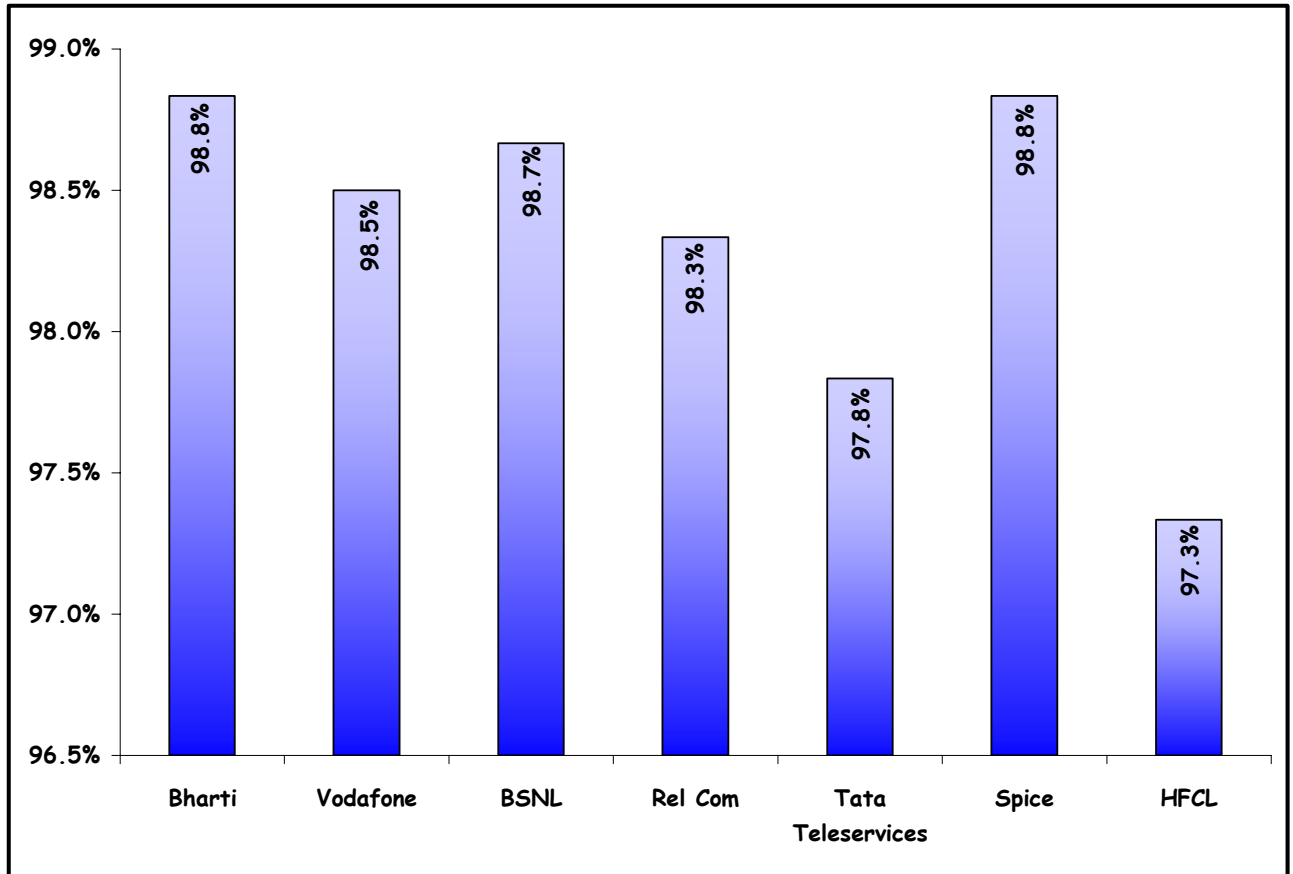
The following graph shows the consumers' overall satisfaction level.



- Audit conducted for 7 operators providing service in Punjab Service Area.
- None of the operators were found to be meeting the benchmark of >95%.
- For customer satisfaction level with overall services, achievement level of all the 7 operators ranged from 74.3% to 77.3%.
- Highest level of satisfaction was achieved by the consumers of Tata Teleservices (77.3%), followed by BSNL (75.2%) and Rel Comm (75.1%).
- The lowest level of satisfaction was attained by the consumers of HFCL (74.3%), followed by Bharti (74.6%) Vodafone (74.7%) and Spice (74.8%).

Percent of satisfied consumers

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



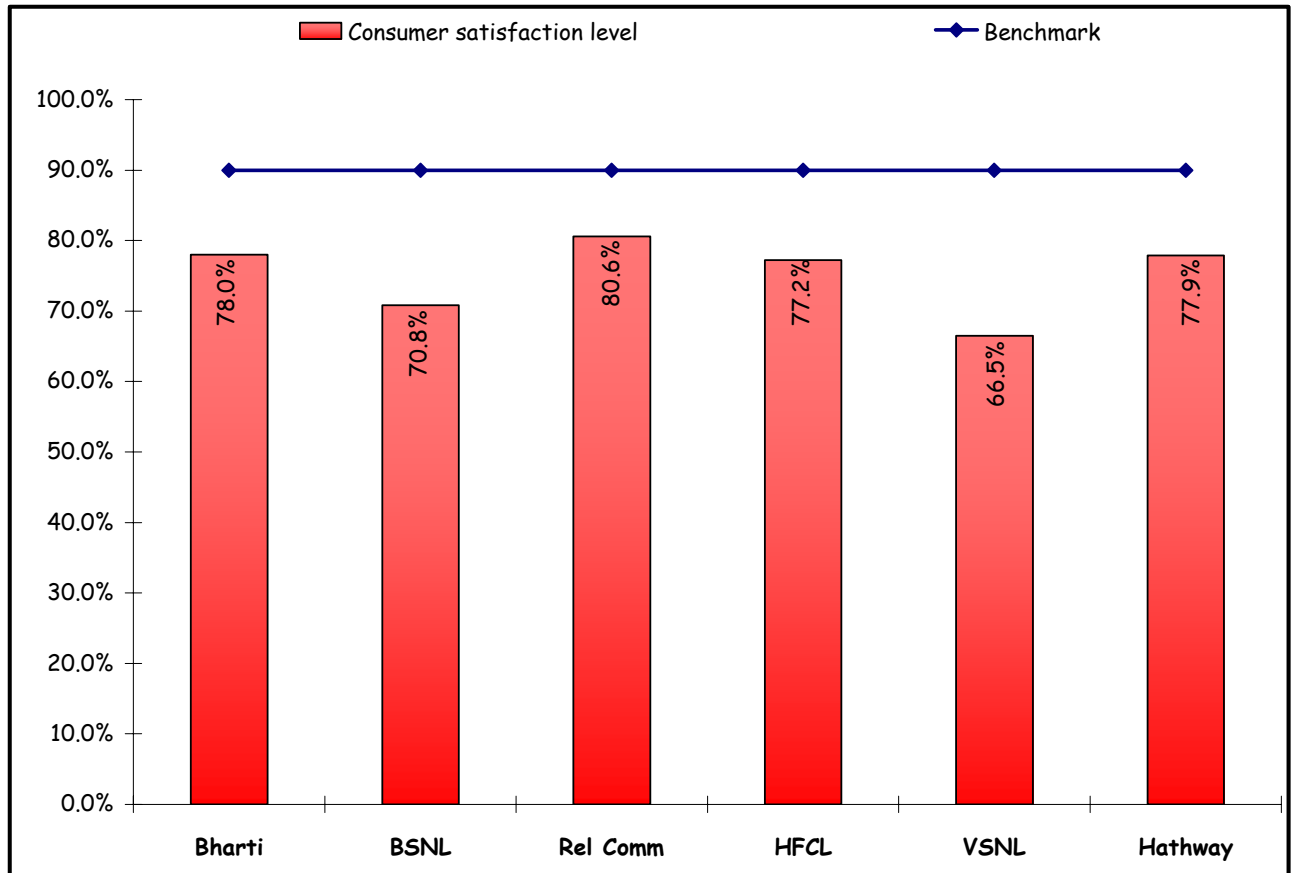
- Audit conducted for 7 operators providing service in Punjab Service Area.
- In case of all the operators >95% of subscribers were overall satisfied with services.
- Highest percentage of satisfied customers were found in the case of Bharti and Spice (98.8%) each, followed by BSNL (98.7%), Vodafone (98.5%) and Rel Comm (98.3%).
- Whereas, the lowest percentage of satisfied customers were found in the case of HFCL (97.3%) followed by Tata Teleservices (97.8%).

4.2.3 Broadband services – PUNJAB SERVICE AREA

4.2.3.1 SATISFIED WITH PROVISION OF SERVICES

Consumer Satisfaction level

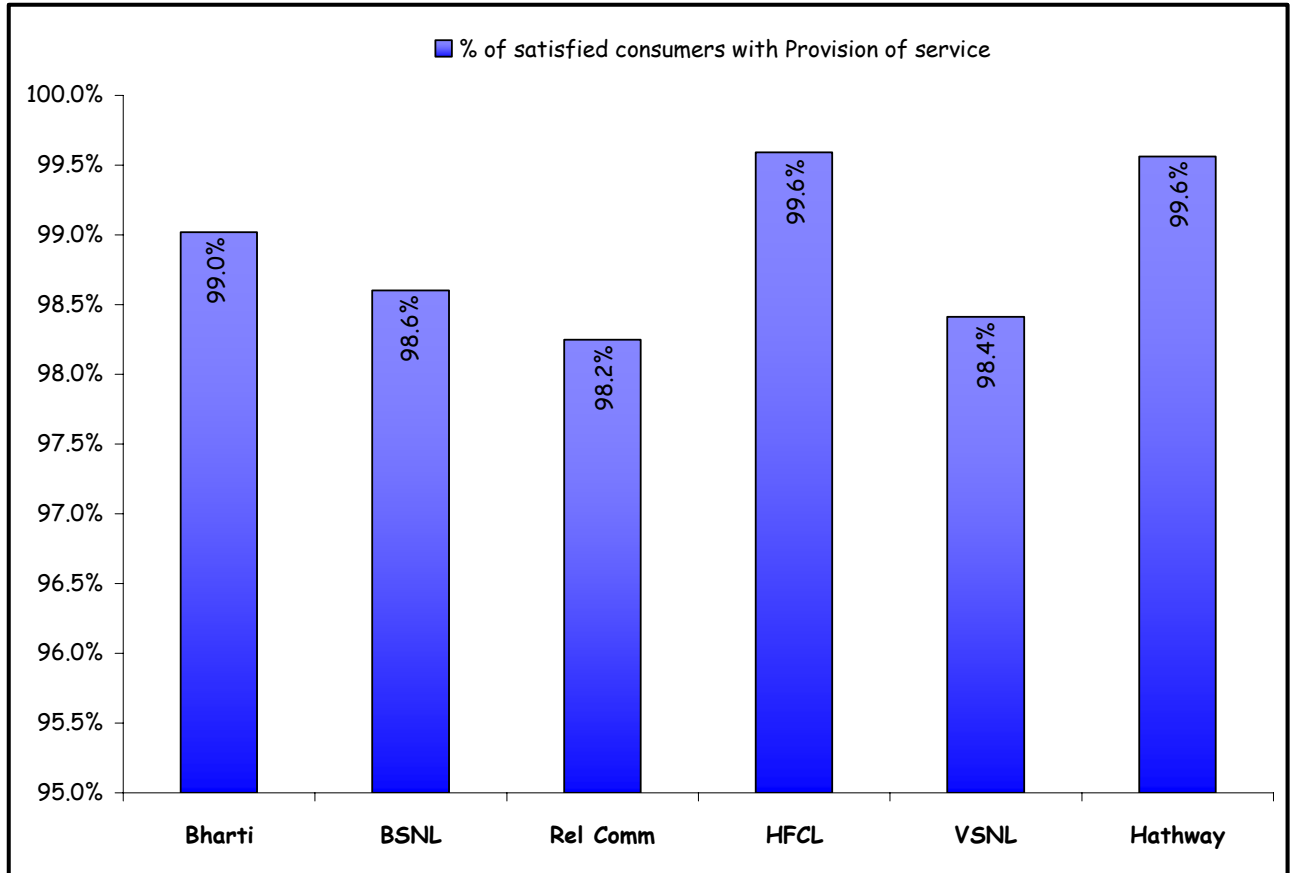
The following graph shows the consumer satisfaction level with the provision of services.



- Audit conducted for 6 operators providing services in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- Customer satisfaction level with the provision of services attained by all the 6 operators ranged from 66.5% to 80.6%
- Highest level of satisfaction was found by the consumers of Rel Comm (80.6%), followed by Bharti (78.0%), Hathway (77.9%) and HFCL (77.2%).
- The lowest level of satisfaction was attained by the consumers of VSNL (66.5%), followed by BSNL (70.8%)

Percent of satisfied consumers

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

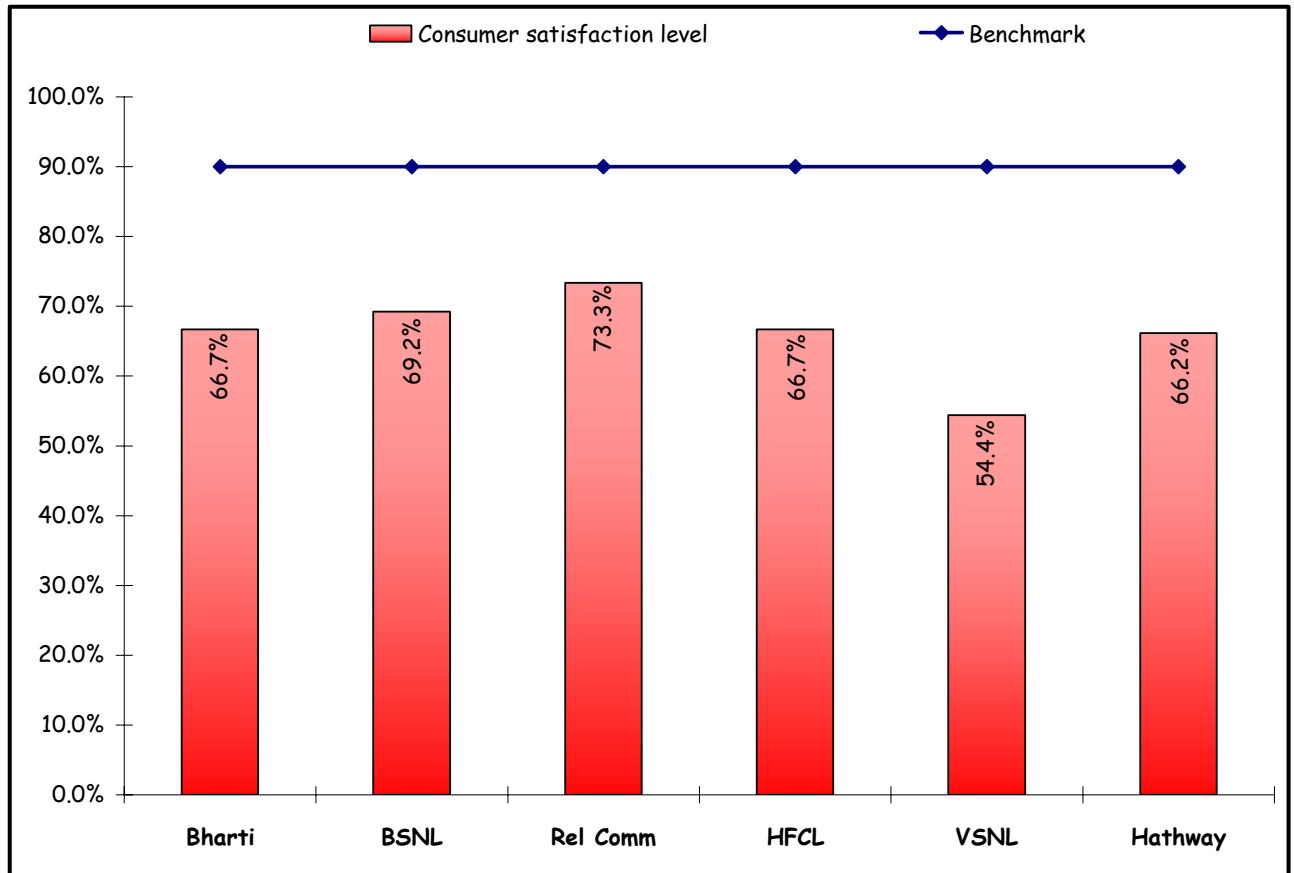


- Audit conducted for 6 operators providing services in Punjab Service Area.
- In the case of all the operators >95% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers were found in the case of HFCL and Hathway (99.6% each) followed by Bharti (99.0%) and BSNL (98.6%).
- Whereas, the lowest percentage of satisfied customers were in the case of Rel Com (98.2%) closely followed by VSNL (98.4%).

4.2.3.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer Satisfaction level

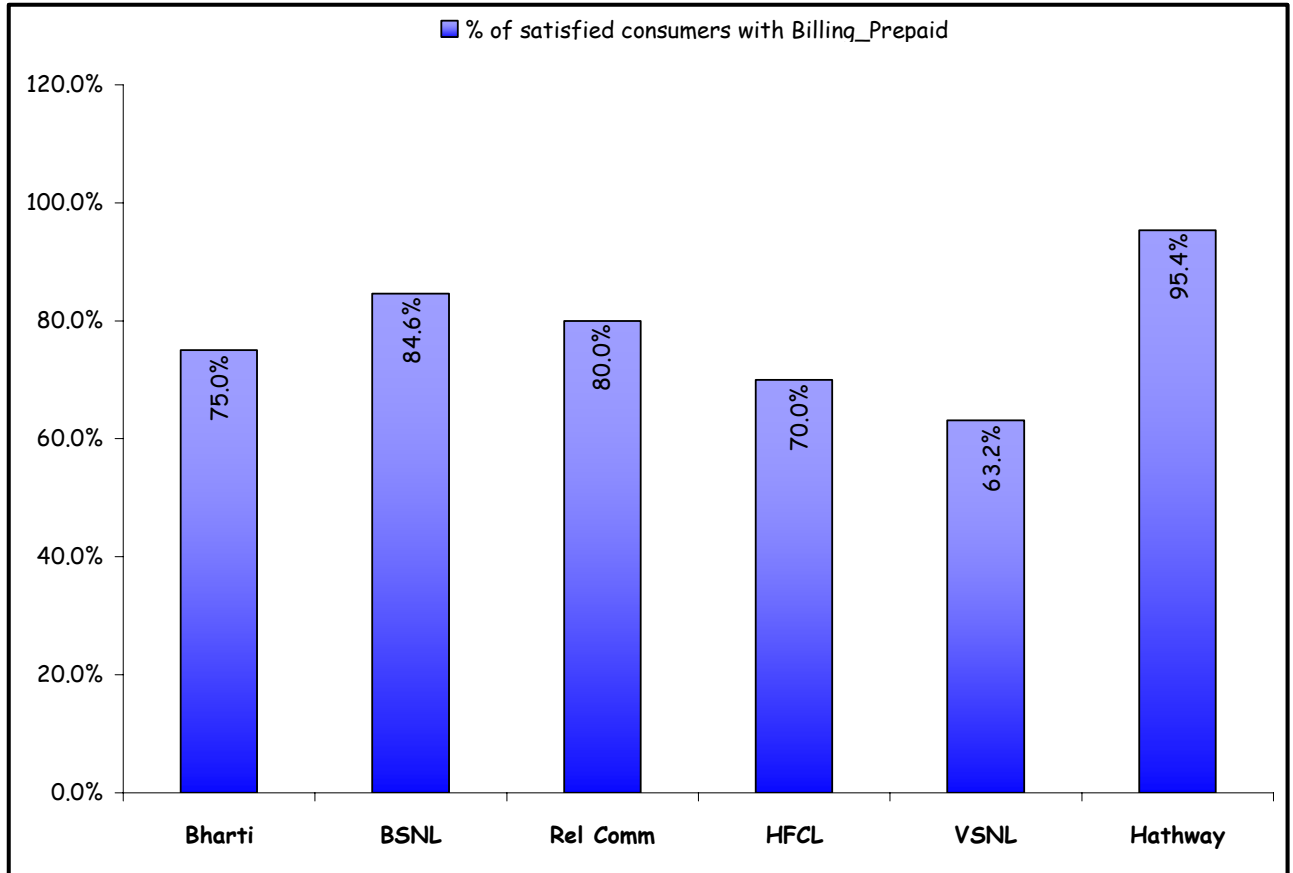
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 6 operators providing services in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 6 operators ranged from 54.4% to 73.3%.
- Highest level of satisfaction was found by the consumers of Rel Comm (73.3%) followed by BSNL (69.2%).
- The lowest level of satisfaction was attained by the consumers of VSNL (54.4%) followed by Hathway (66.2%) and Bharti and HFCL (66.7% each).

Percent of satisfied consumers

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

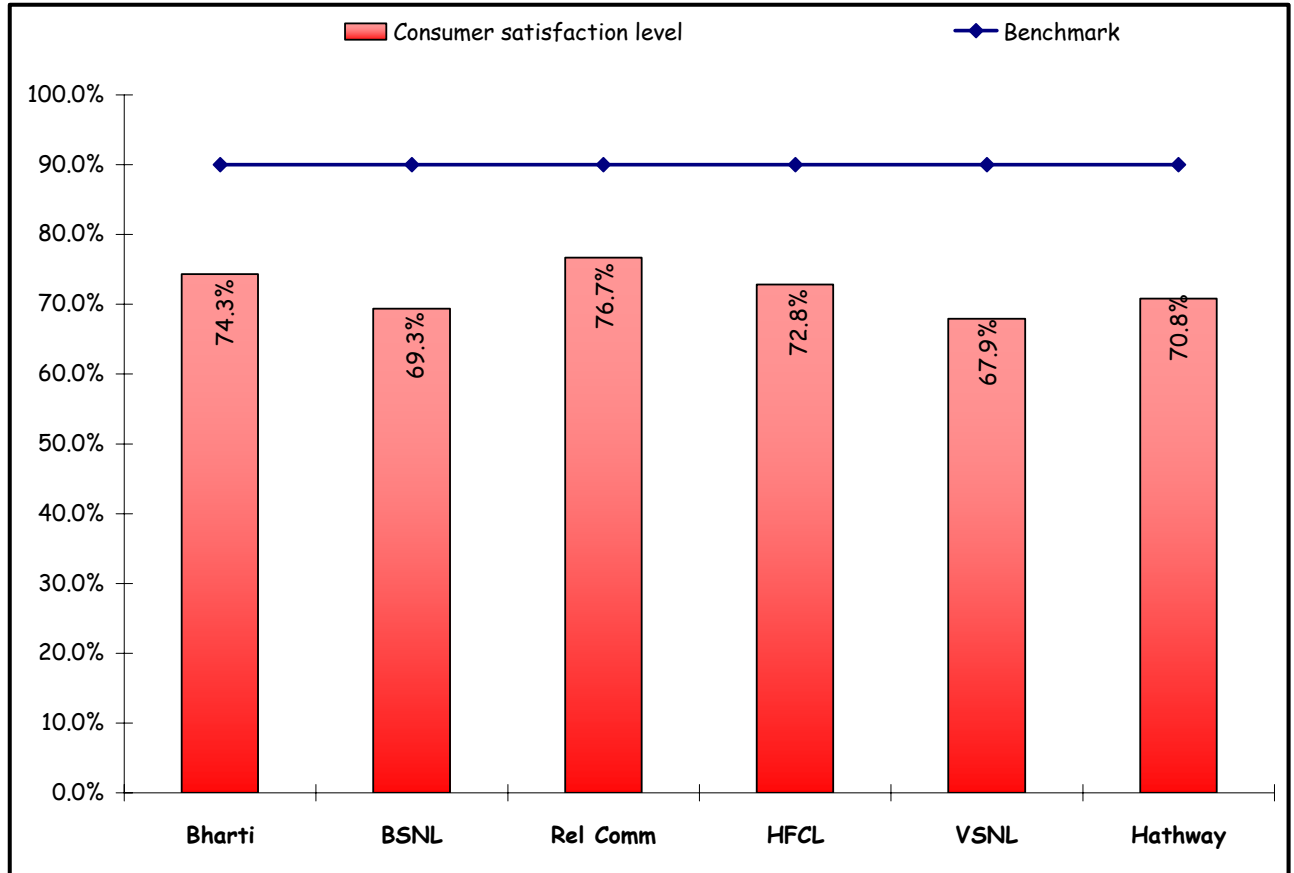


- Audit conducted for 6 operators providing services in Punjab Service Area.
- In the case of only one of the operator >90% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Hathway (95.4%) followed by BSNL (84.6%), Rel comm (80.0%) and Bharti (75.0%).
- Whereas, the lowest percentage of satisfied customers were found in the case of VSNL (63.2%) followed by HFCL (70.0%).

4.2.3.3 SATISFIED WITH POSTPAID BILLING SERVICES)

Consumer Satisfaction level

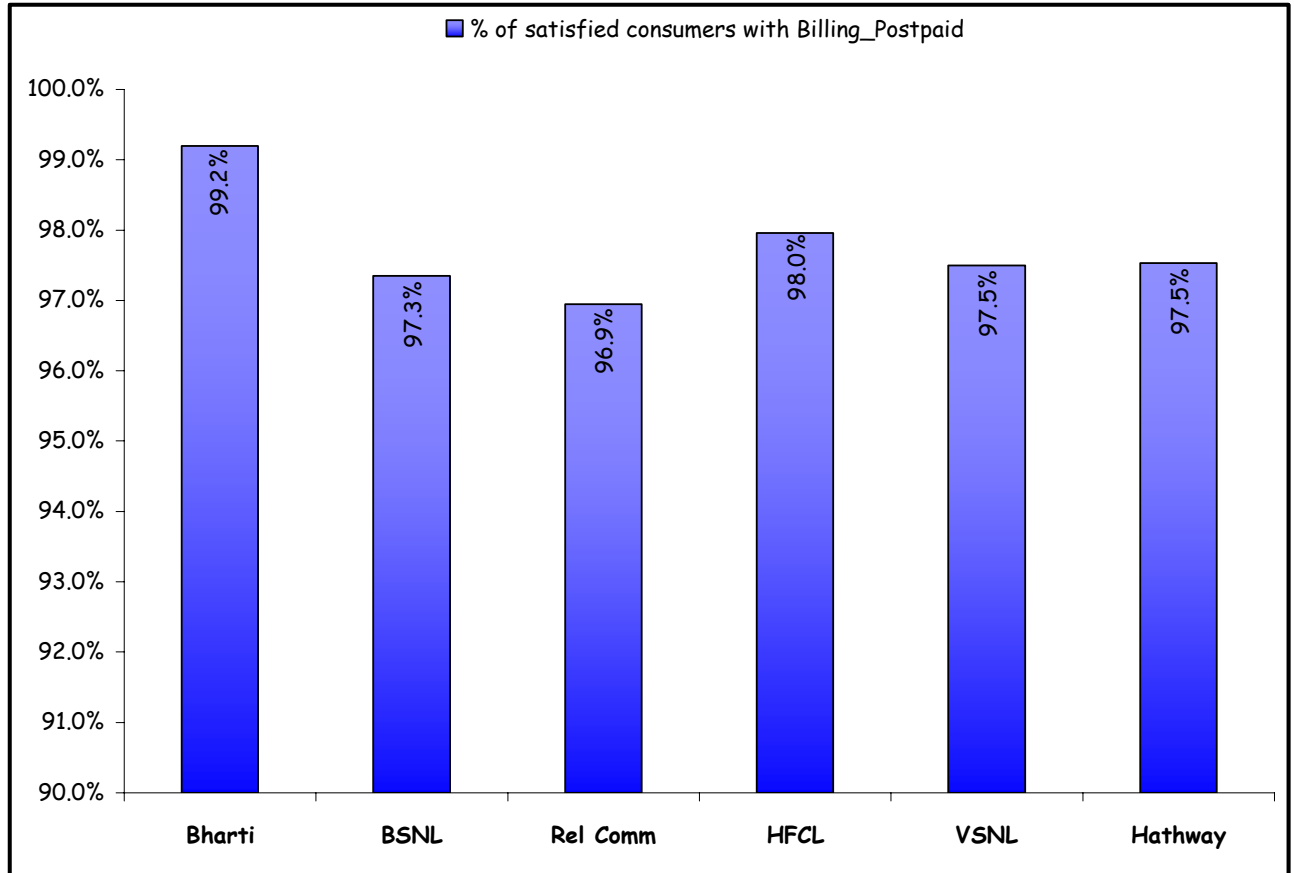
The following graph shows the consumer satisfaction level with the postpaid billing services.



- Audit conducted for 6 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 6 operators ranged from 67.9% to 76.7%
- Highest level of satisfaction was found by the consumers of Rel comm (76.7%) followed by Bharti (74.3%), HFCL (72.8%) and Hathway (70.8%).
- The lowest level of satisfaction was attained by the consumers of VSNL (67.9%) followed by BSNL (69.3%).

Percent of satisfied consumers

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

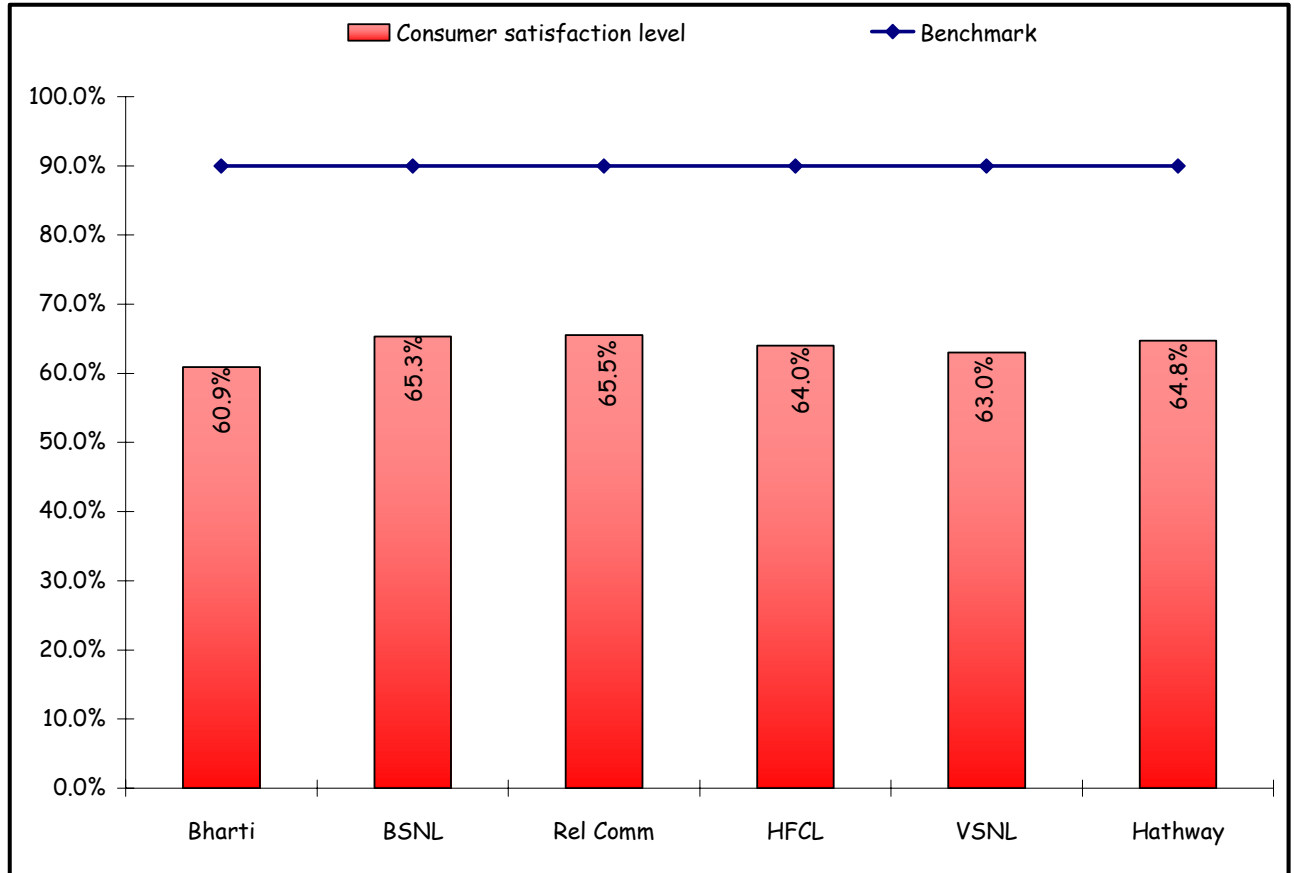


- Audit conducted for 6 operators providing service in Punjab Service Area.
- In the case of all the operators >95% of postpaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Bharti (99.2%) followed by HFCL (98.0%), VSNL and Hathway (97.5% each).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm (96.9%) followed by BSNL (97.3%).

4.2.3.4 SATISFIED WITH HELP SERVICES

Consumer Satisfaction level

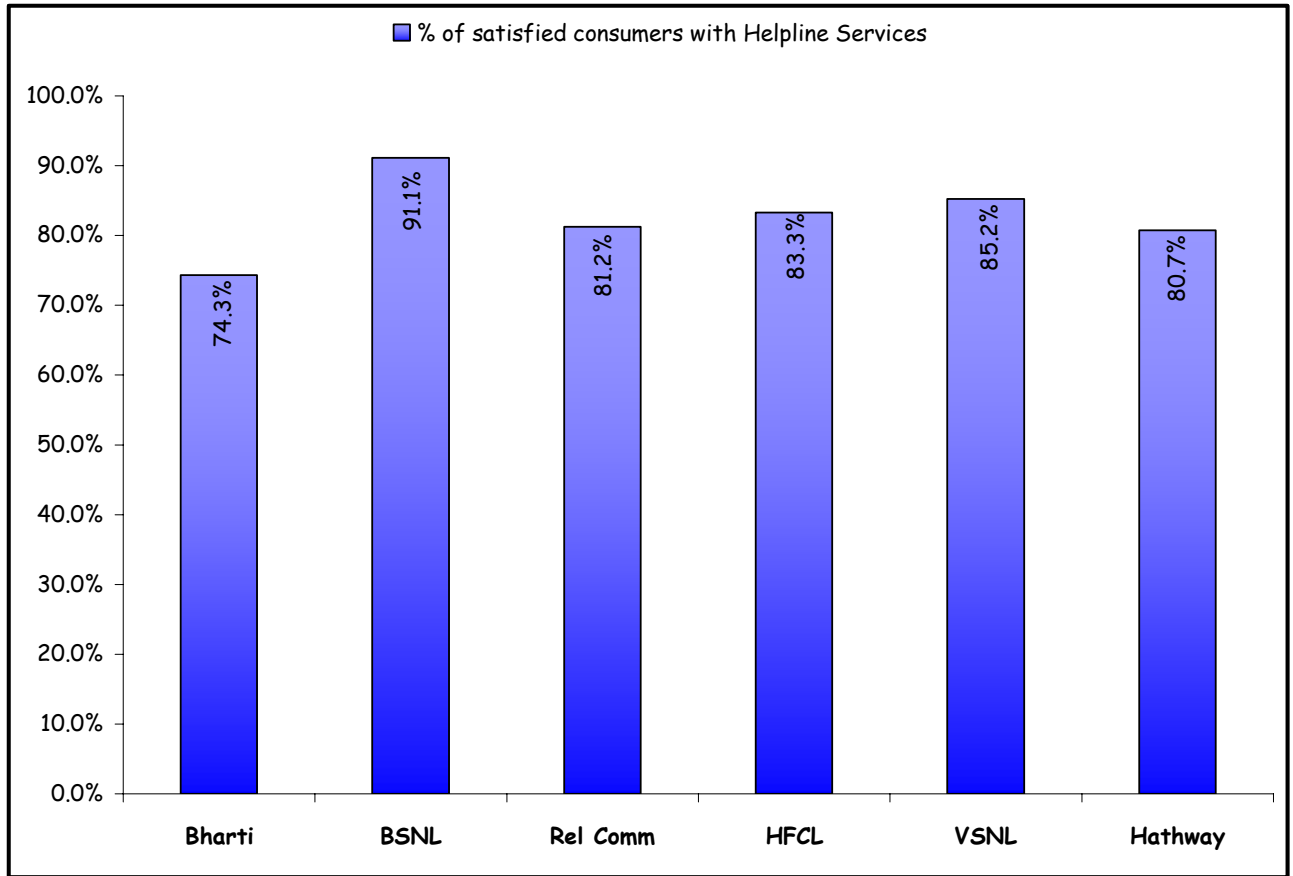
The following graph shows the consumer satisfaction level with the help services.



- Audit conducted for 6 operators providing services in Punjab Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 6 operators ranged from 60.9% to 65.5%.
- Highest level of satisfaction was found by the consumers of Rel Comm (65.5 %) closely followed by BSNL (65.3%) and Hathway (64.8%).
- The lowest level of satisfaction was attained by the consumers of Bharti (60.9%) followed by VSNL (63.0%) and HFCL (64.0%).

Percent of satisfied consumers

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

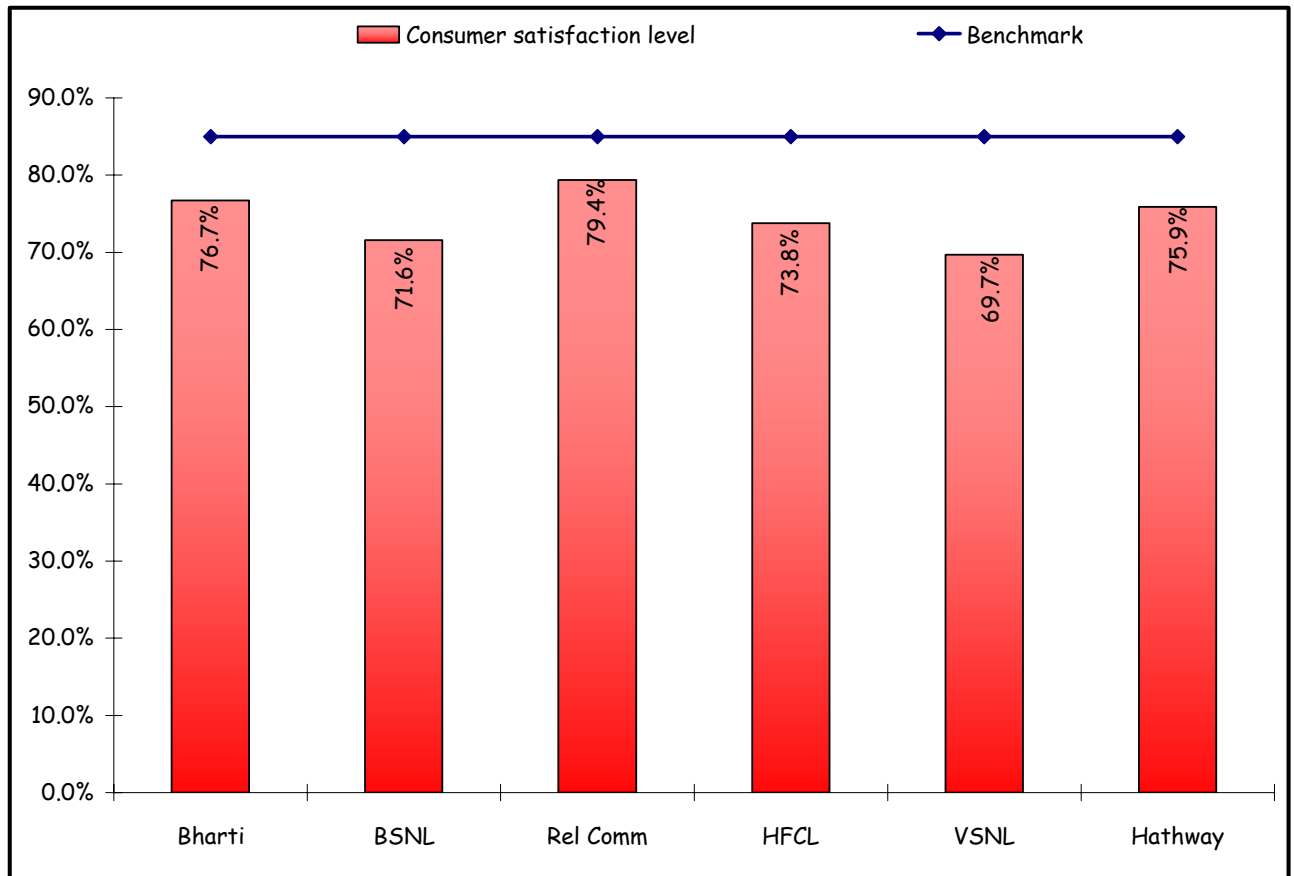


- Audit conducted for 6 operators providing services in Punjab Service Area.
- In the case of one of the operator >90% of subscribers were satisfied with help services
- Highest percentage of satisfied customers were found in the case of BSNL (91.1%) followed by VSNL (85.2%), HFCL (83.3%) and Rel Comm (81.2%).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (74.3%) followed by Hathway (80.7%).

4.2.3.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer Satisfaction level

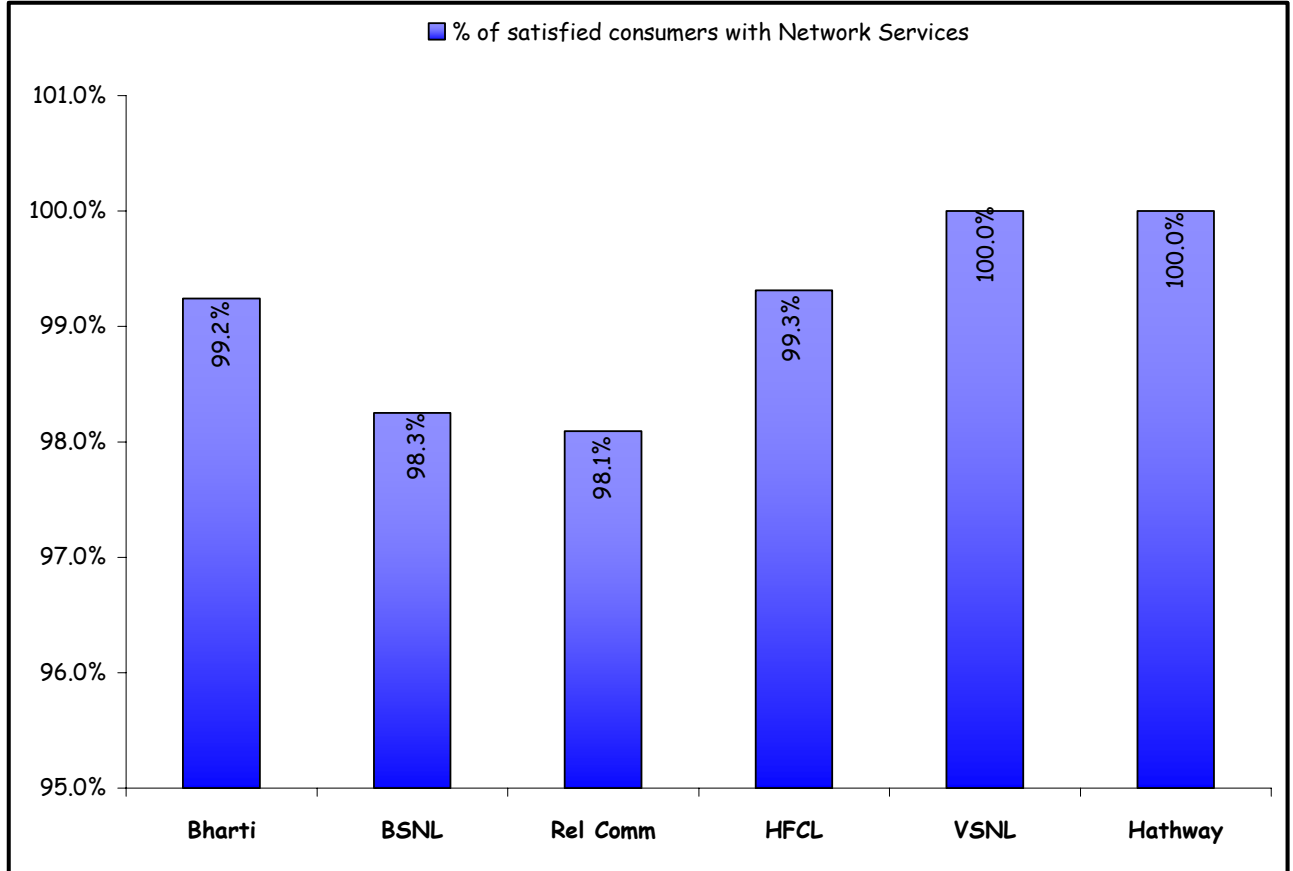
The following graph shows the consumer satisfaction level with the network performance.



- Audit conducted for 6 operators providing service in Punjab Service Area.
- None of the operators were found meeting the benchmark of >85%.
- For customer satisfaction level with network performance, achievement level of all the 6 operators ranged from 69.7% to 79.4%.
- Highest level of satisfaction was found by the consumers of Rel Comm (79.4%) followed by Bharti (76.7%), Hathway (75.9%) and HFCL (73.8%).
- The lowest level of satisfaction was attained by the consumers of VSNL (69.7%) followed by BSNL (71.6%).

Percent of satisfied consumers

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

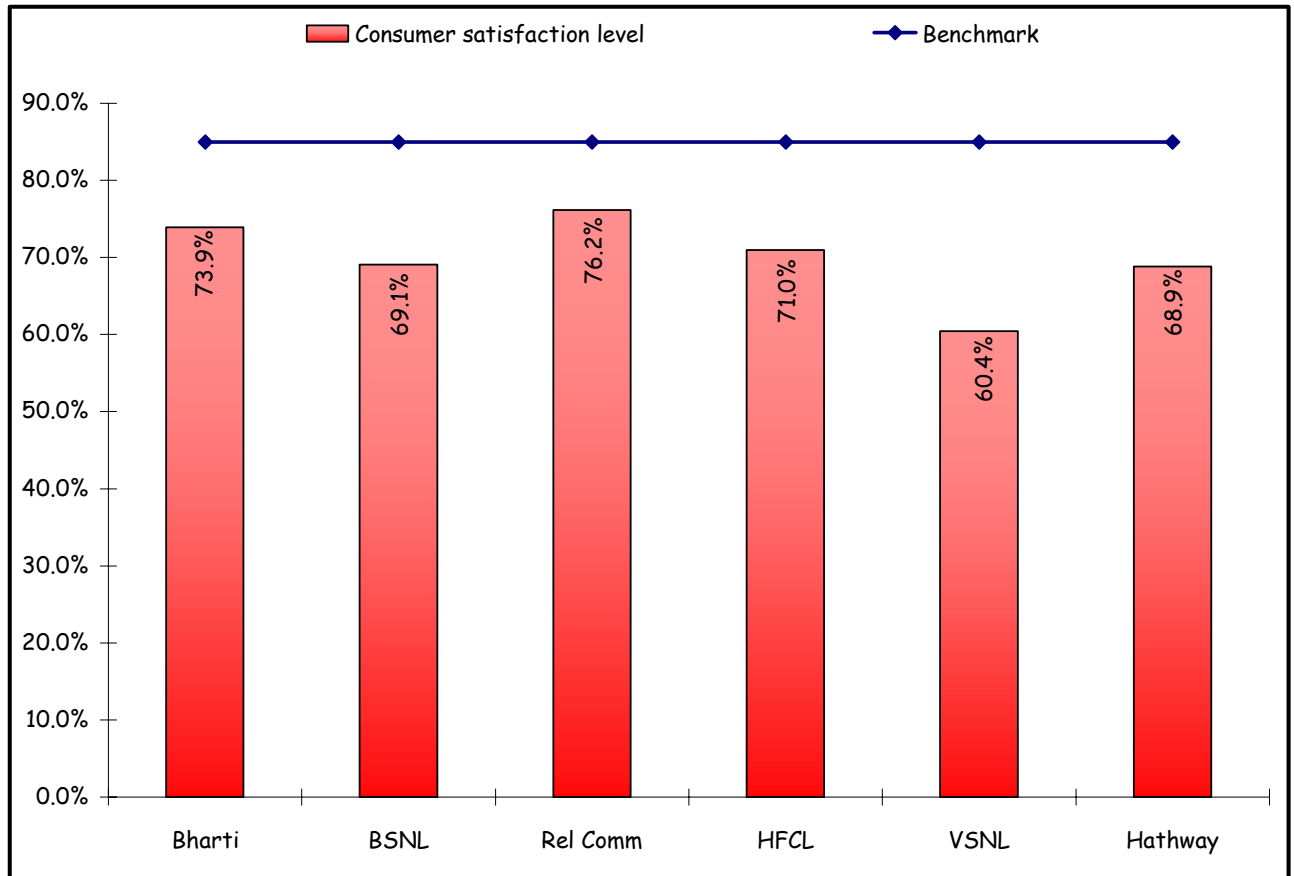


- Audit conducted for 6 operators providing service in Punjab Service Area.
- In the case of all the operators >95% of subscribers were satisfied with network performance
- Highest percentage of satisfied customers were found in the case of Hathway and VSNL (100% each) followed by HFCL (99.3%) and Bharti (99.2%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm (98.1%) closely followed by BSNL (98.3%)

4.2.3.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

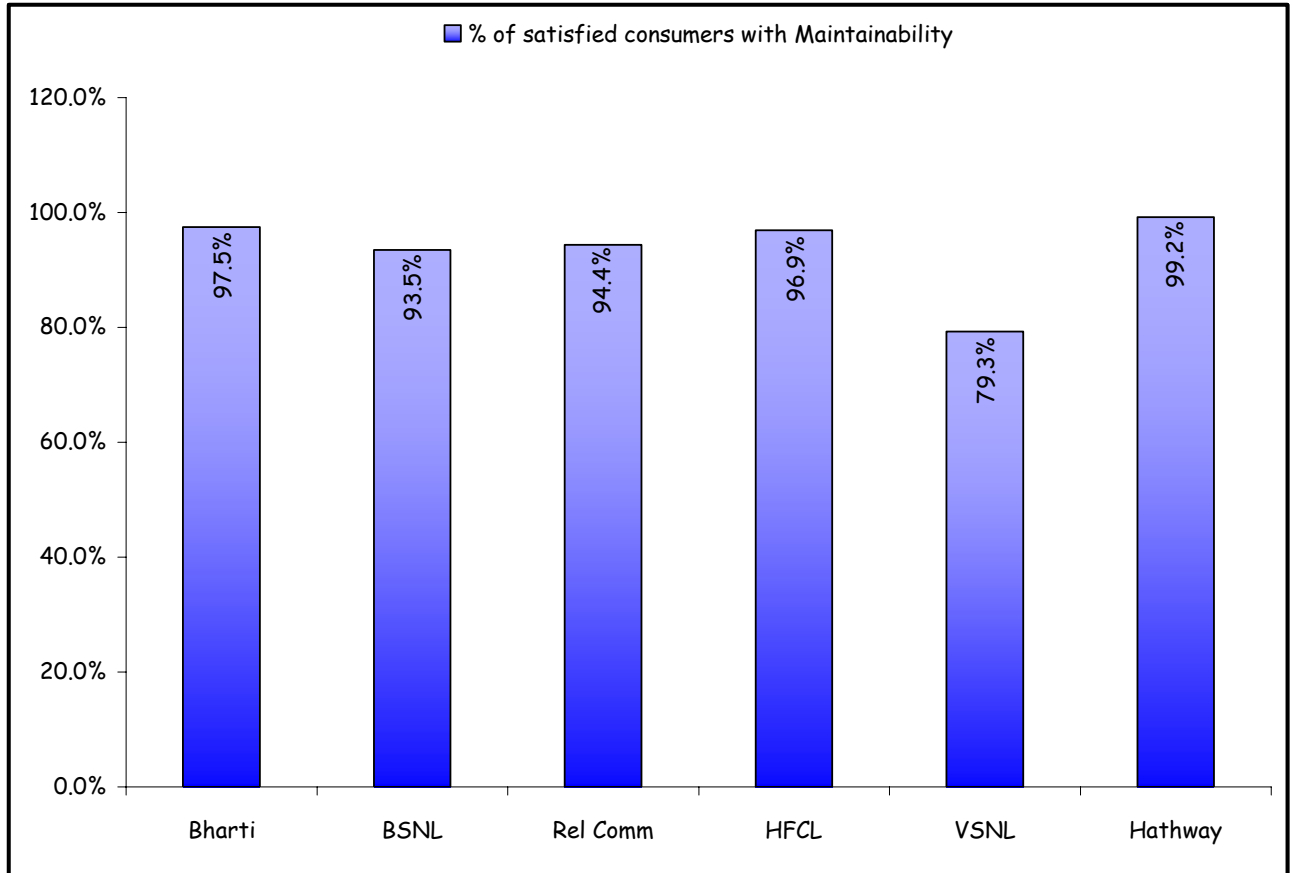
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 6 operators providing services in Punjab Service Area.
- None of the operators were found meeting the benchmark of >85%.
- For customer satisfaction level with maintainability, achievement level of all the 6 operators ranged from 60.4% to 76.2%.
- Highest level of satisfaction was found by the consumers Rel Comm (76.2%) followed by Bharti (73.9%) and HFCL (71.0%).
- The lowest level of satisfaction were attained by the consumers of VSNL (60.4%) followed by Hathway (68.9%) and BSNL (69.1%).

Percent of satisfied consumers

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

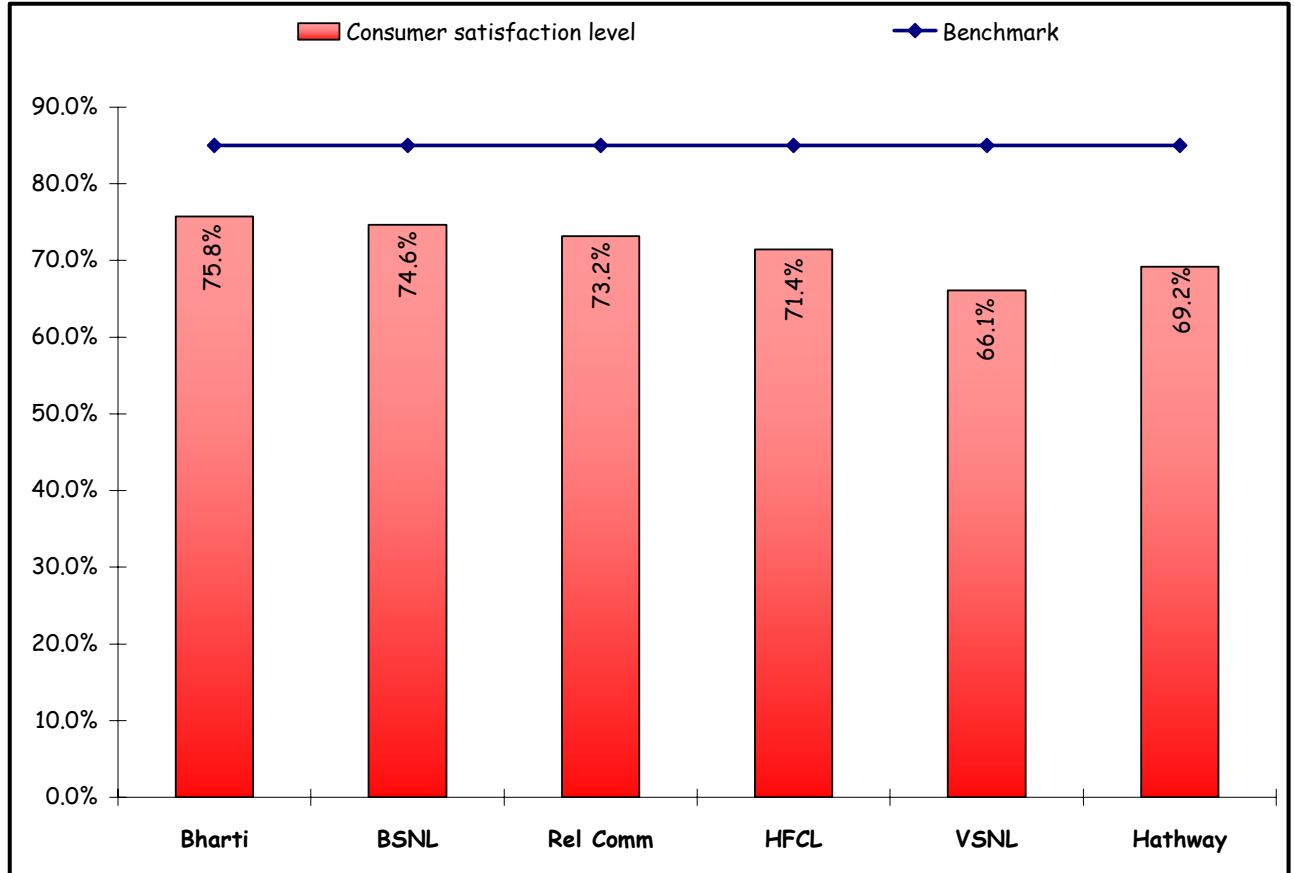


- Audit conducted for 6 operators providing services in Punjab Service Area.
- In the case of 5 of the operator >90% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of Hathway (99.2%) followed by Bharti (97.5%), HFCL (96.9%) and Rel Comm (94.4%).
- Whereas, the lowest percentage of satisfied customers were found in the case of VSNL (79.3%) followed by BSNL (93.5%).

4.2.3.7 SATISFIED WITH SUPPLEMENTARY SERVICES

Consumer satisfaction level

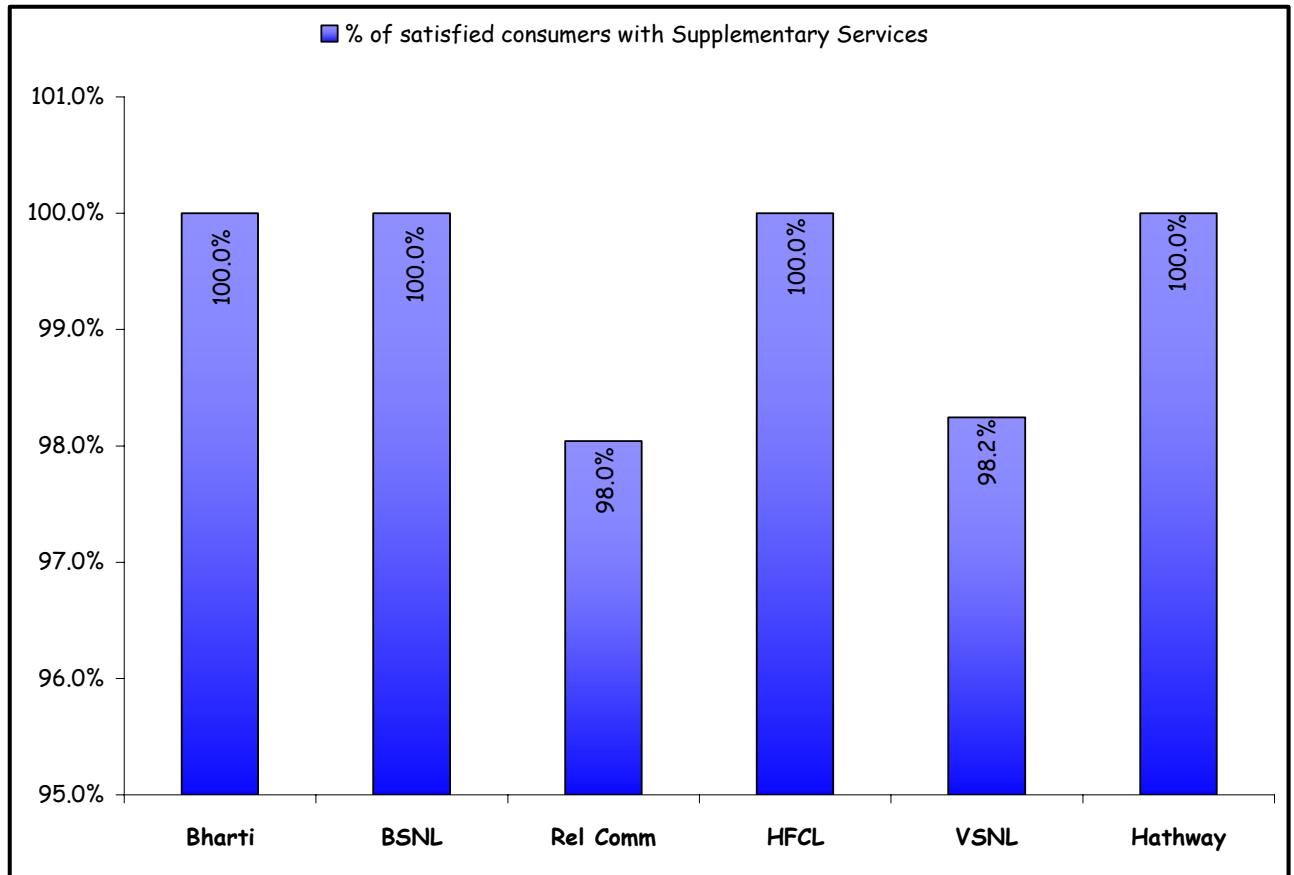
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 6 operators providing services in Punjab Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with supplementary services, achievement level of all the 6 operators ranged from 66.1% to 75.8%.
- Highest level of satisfaction was found by the consumers of Bharti (75.8%) followed by BSNL (74.6%), Rel comm (73.2%) and HFCL (71.4%).
- The lowest level of satisfaction was attained by the consumers of VSNL (66.1%) followed by Hathway (69.2%).

Percent of satisfied consumers

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

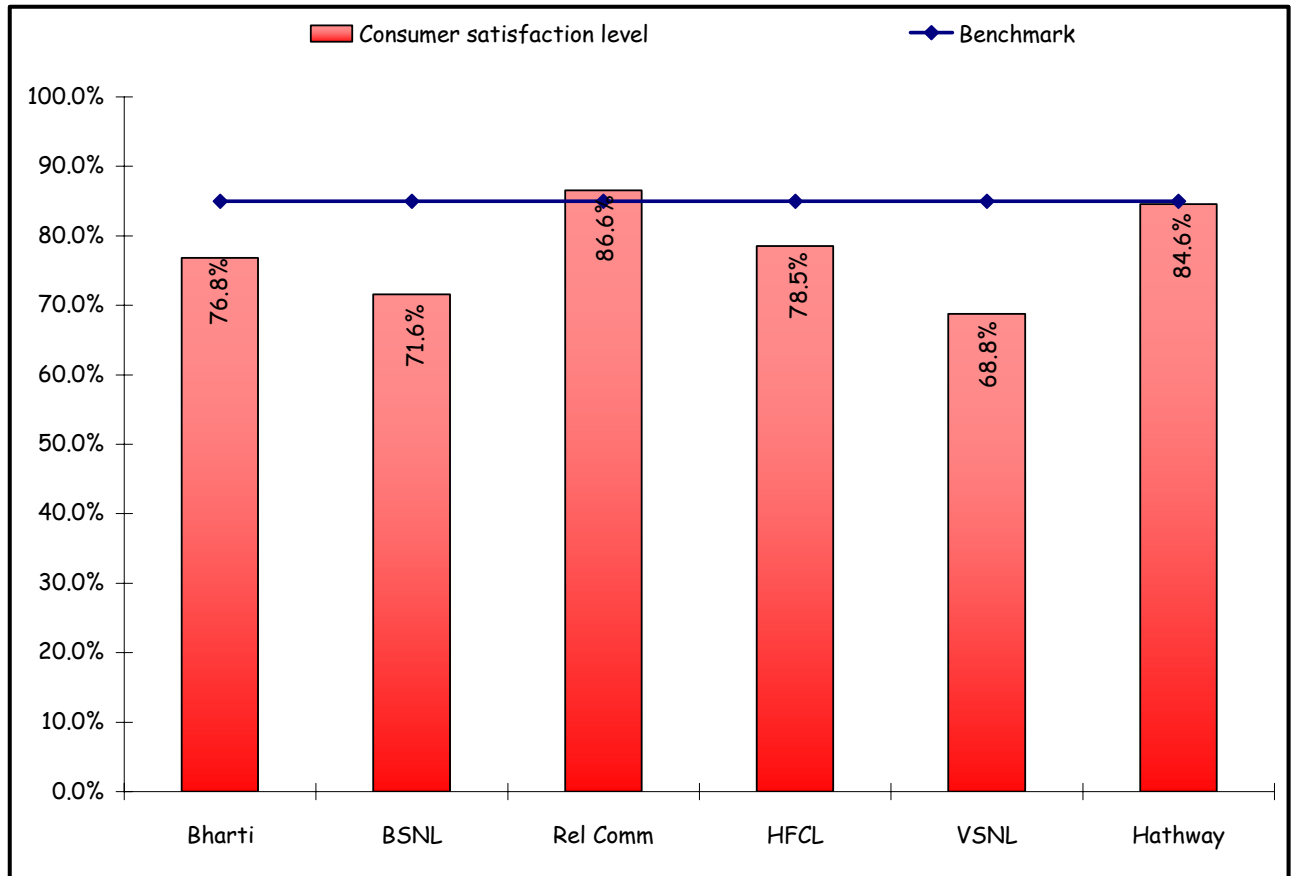


- Audit conducted for 6 operators providing services in Punjab Service Area.
- In the case of all of the operators >85% of subscribers were satisfied with supplementary services.
- All the consumers (100%) of Bharti, BSNL, HFCL and Hathway were found to be satisfied with the supplementary services.
- Whereas, the lowest percentage of satisfied customers were in the case of Rel Comm (98.0%) closely followed by VSNL (98.2%).

4.2.3.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

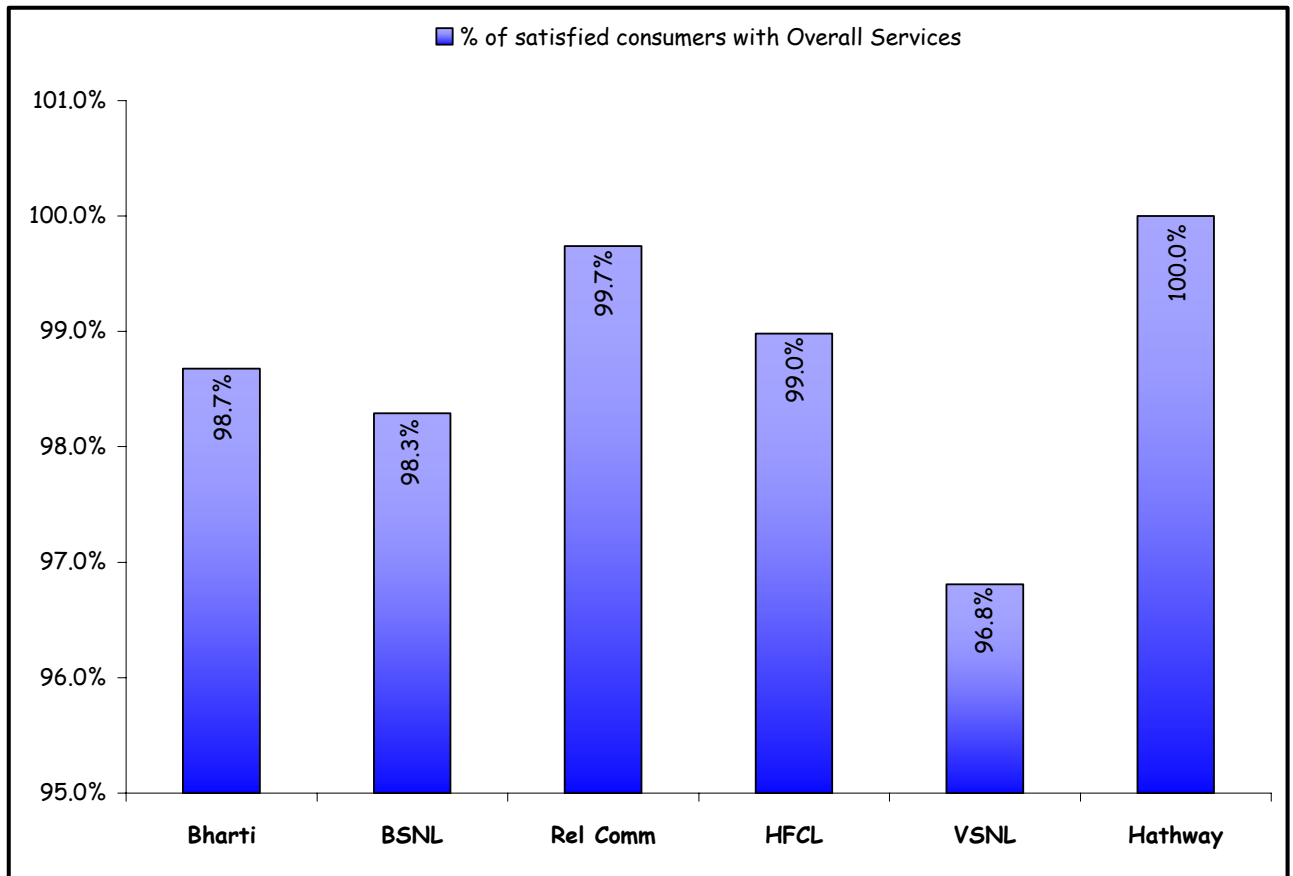
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 6 operators providing services in Punjab Service Area.
- One of the operators, Rel Comm, was found to be meeting the benchmark of >85%.
- For customer satisfaction level with overall services, achievement level of all the 6 operators ranged from 68.8% to 86.6%.
- Highest level of satisfaction was obtained by the consumers of Rel Comm (86.6%) followed by Hathway (84.6%), HFCL (78.5%) and Bharti (76.8%).
- The lowest level of satisfaction was attained by the consumers of VSNL (68.8%) followed by BSNL (71.6%).

Percent of satisfied consumers

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



- Audit conducted for 6 operators providing services in Punjab Service Area.
- In the case of all the operators >95% of subscribers were satisfied with overall services
- Highest percentage of satisfied customers were found in the case of Hathway (100.0%) followed by Rel Comm (99.7%) and HFCL (99.0%).
- Whereas, the lowest percentage of satisfied customers were in the case of VSNL (96.8%) followed by BSNL (98.3%) and Bharti (98.7%).

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

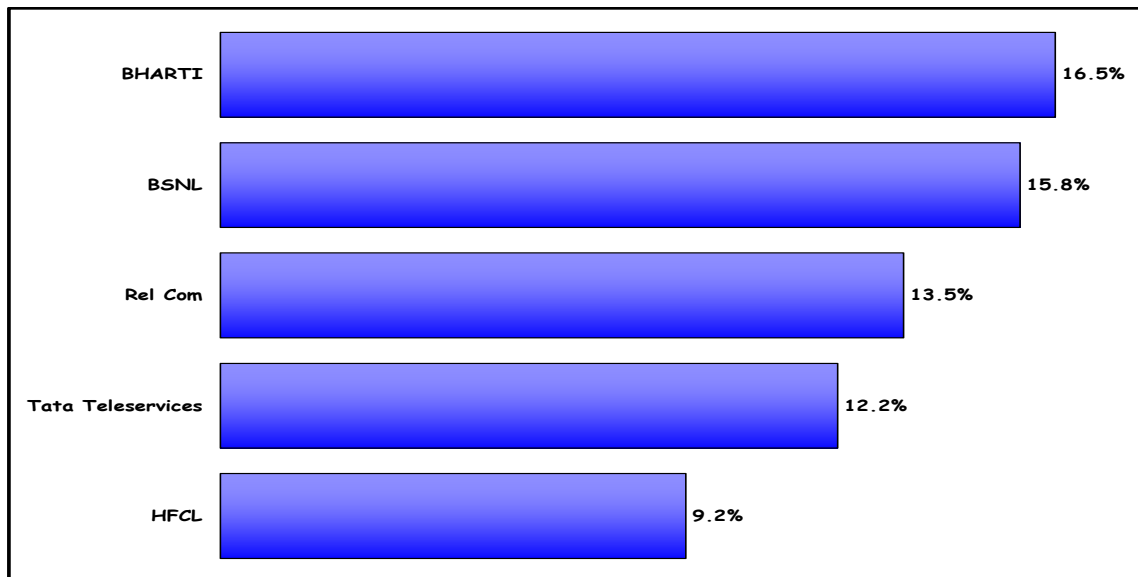


4.3.1: BASIC SERVICE WIRELINE – Punjab Service Area

4.3.1.1: Awareness about redressal system: In the Basic service (wireline), altogether 2490 consumers were interviewed for Punjab Service Area. Overall 13.7 % respondents reported that they were aware of the three stage grievance redressal mechanism set up by their Operators. And among the all, Bharti (16.5%) and BSNL (15.8%) have the highest percentage of aware consumers of three stage grievance redressal mechanism set up by their Operators based on the regulation of TRAI for redressal of grievances. This is shown in the table below:

Table 4.3.1.1: Are you aware of the three stage grievance redressal mechanism set up by your telecom Operators based on the regulations of TRAI for redressal of your grievances?				
Operators		Yes	No	Total
Bharti	Count	99	501	600
	%age	16.5%	83.5%	100.0%
BSNL	Count	95	505	600
	%age	15.8%	84.2%	100.0%
Rel Comm	Count	81	519	600
	%age	13.5%	86.5%	100.0%
Tata Teleservices	Count	11	79	90
	%age	12.2%	87.8%	100.0%
HFCL	Count	55	545	600
	%age	9.2%	90.8%	100.0%
Total	Count	341	2149	2490
	%age	13.7%	86.3%	100.0%

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

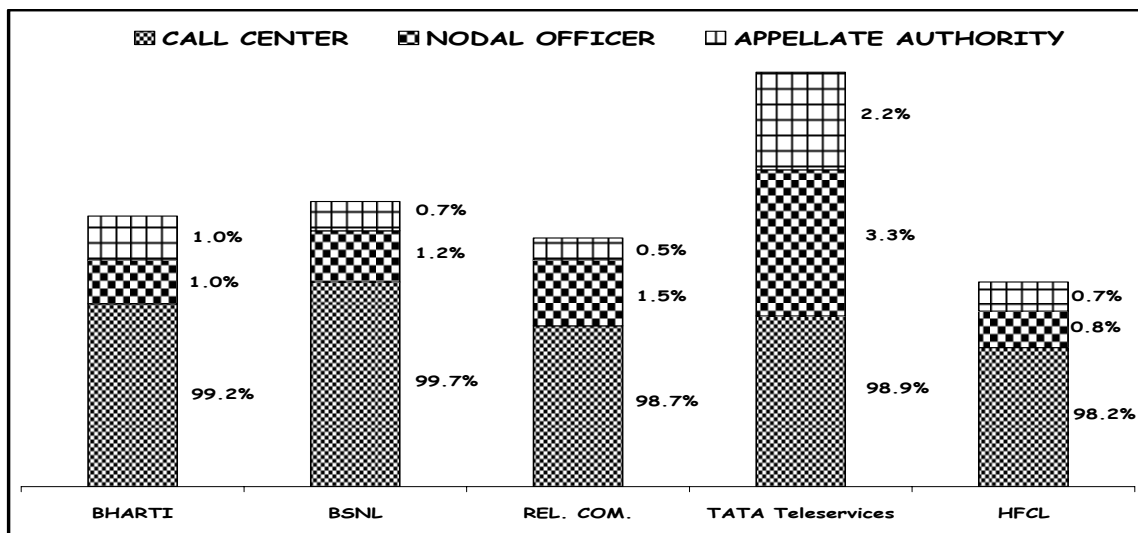


4.3.1.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate authority. The following table shows their awareness level with respect to each of the stage mentioned above. Out of 2490 respondents, 98.9% respondents indicated that they were aware of call center. Whereas, only 1.2 % were aware of Nodal Officer and 0.8% on the Appellate Authority. However, 0.9 % of respondents also indicated that they were not aware of any of the stage.

Table 4.3.1.2. Which all stages of the three stage grievance mechanism process set up by your telecom Operators for redressal of grievances of telecom consumers are you aware of?						
Operators		CALL CENTER	NODAL OFFICER	APPELLATE AUTHORITY	NONE OF THESE	Total
Bharti	Count	595	6	6	4	600
	%age	99.2%	1.0%	1.0%	0.7%	100.0%
BSNL	Count	598	7	4	1	600
	%age	99.7%	1.2%	0.7%	0.2%	100.0%
Rel Comm	Count	592	9	3	7	600
	%age	98.7%	1.5%	0.5%	1.2%	100.0%
Tata Teleservices	Count	89	3	2	0	90
	%age	98.9%	3.3%	2.2%	0.0%	100.0%
HFCL	Count	589	5	4	11	600
	%age	98.2%	0.8%	0.7%	1.8%	100.0%
Total	Count	2463	30	19	23	2490
	%age	98.9%	1.2%	0.8%	0.9%	100.0%

*Multi Responded

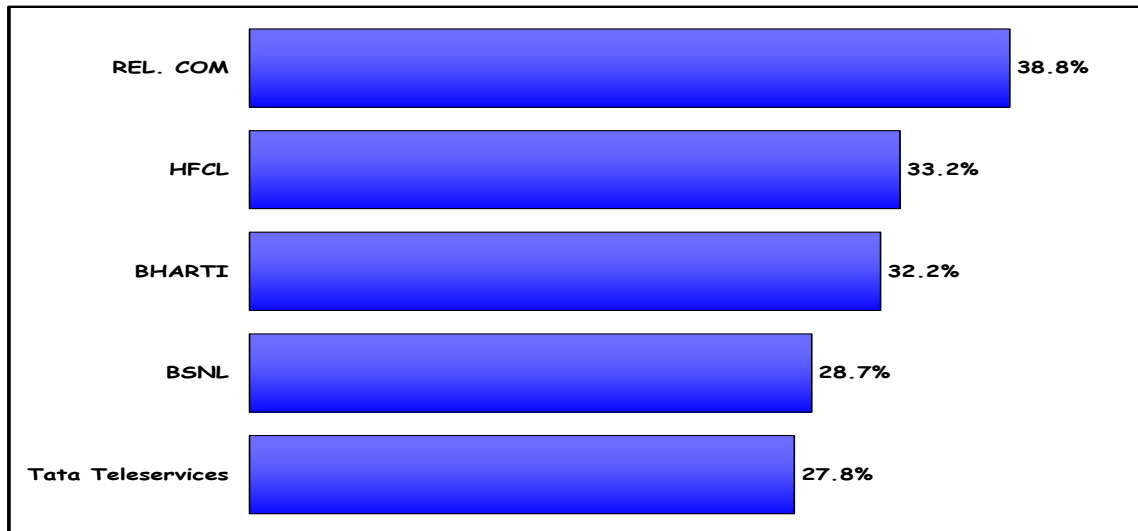
Graphical representation: The following graph shows the percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



4.3.1.3: Consumers' complaints about services: The table below shows that out of 2490 respondents, 33% of respondents had used call centre / help line telephone numbers for complaints in the last six months. Rel Comm (38.8%) had the highest percentages of complainants, followed by HFCL (33.2%) and Bharti (32.2%), who used this service for complaint within last six months. The minimum percentage of consumers who made complaints were found in the case of Tata Teleservices (27.8%), followed by BSNL (28.7%).

Table 4.3.1.3 Have you made any complaint within last 6 months to the toll free call centre/customer care/ helpline telephone number?				
Operators		Yes	No	Total
Bharti	Count	193	407	600
	%age	32.2%	67.8%	100.0%
BSNL	Count	172	428	600
	%age	28.7%	71.3%	100.0%
Rel Comm	Count	233	367	600
	%age	38.8%	61.2%	100.0%
Tata Teleservices	Count	25	65	90
	%age	27.8%	72.2%	100.0%
HFCL	Count	199	401	600
	%age	33.2%	66.8%	100.0%
Total	Count	822	1668	2490
	%age	33.0%	67.0%	100.0%

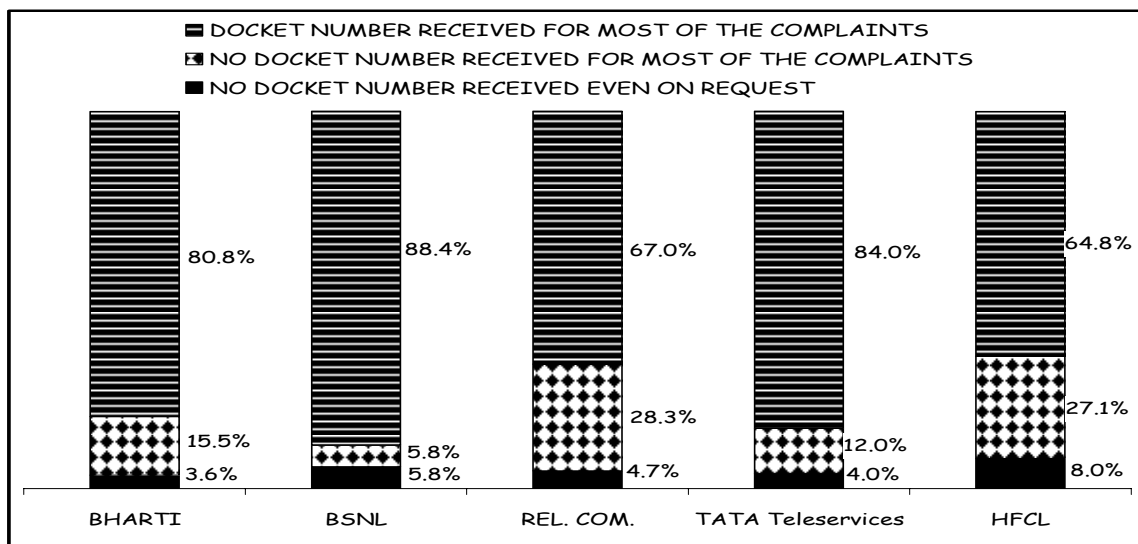
Graphical representation: The graph below shows the percentage of respondents who had made any complaint within last 6 months to the toll free call centre/customer care/ Helpline telephone number of their Operators.



4.3.1.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 822 respondents who had made a complaint, 74.7% confirmed that they had received docket number for most of their complaints. However 19.8 % indicated that they didn't receive any docket number for most of their complaints. The table also shows 5.5% of respondents did not receive docket numbers even on request.

Table 4.3.1.4. Redressal of grievances mechanism provides for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.					
Operators		no docket number received even on request	no docket number received for most of the complaints	docket number received for most of the complaints	Total
Bharti	Count	7	30	156	193
	%age	3.6%	15.5%	80.8%	100.0%
BSNL	Count	10	10	152	172
	%age	5.8%	5.8%	88.4%	100.0%
Rel Comm	Count	11	66	156	233
	%age	4.7%	28.3%	67.0%	100.0%
Tata Teleservices	Count	1	3	21	25
	%age	4.0%	12.0%	84.0%	100.0%
HFCL	Count	16	54	129	199
	%age	8.0%	27.1%	64.8%	100.0%
Total	Count	45	163	614	822
	%age	5.5%	19.8%	74.7%	100.0%

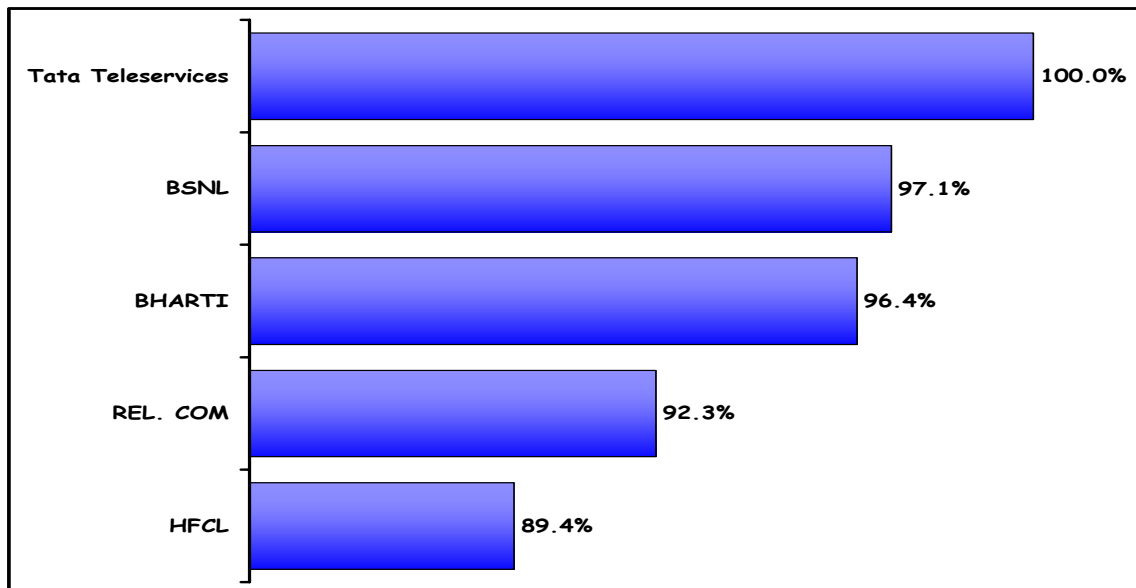
Graphical representation: The graphs shows that highest number of respondents who had reported that they received docket number came from BSNL (88.4%) followed by Tata Teleservices (84.0%), Bharti (80.8%) , Rel Comm (67.0%) & HFCL (64.8%).



4.3.1.5: Feed back from Call Centre: The respondents who had made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 822 respondents, 93.8% had reported that they were informed by call center for the action taken on their complaints. The highest from Tata Teleservices (100%), followed by BSNL (97.1%), Bharti (96.4%), Rel Comm (92.3%) and HFCL (89.4%).

Table 4.3.1.5. Did the call centre inform you the action taken on your complaint?				
Operators		Yes	No	Total
Bharti	Count	186	7	193
	%age	96.4%	3.6%	100.0%
BSNL	Count	167	5	172
	%age	97.1%	2.9%	100.0%
Rel Comm	Count	215	18	233
	%age	92.3%	7.7%	100.0%
Tata Teleservices	Count	25	0	25
	%age	100.0%	0.0%	100.0%
HFCL	Count	178	21	199
	%age	89.4%	10.6%	100.0%
Total	Count	771	51	822
	%age	93.8%	6.2%	100.0%

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



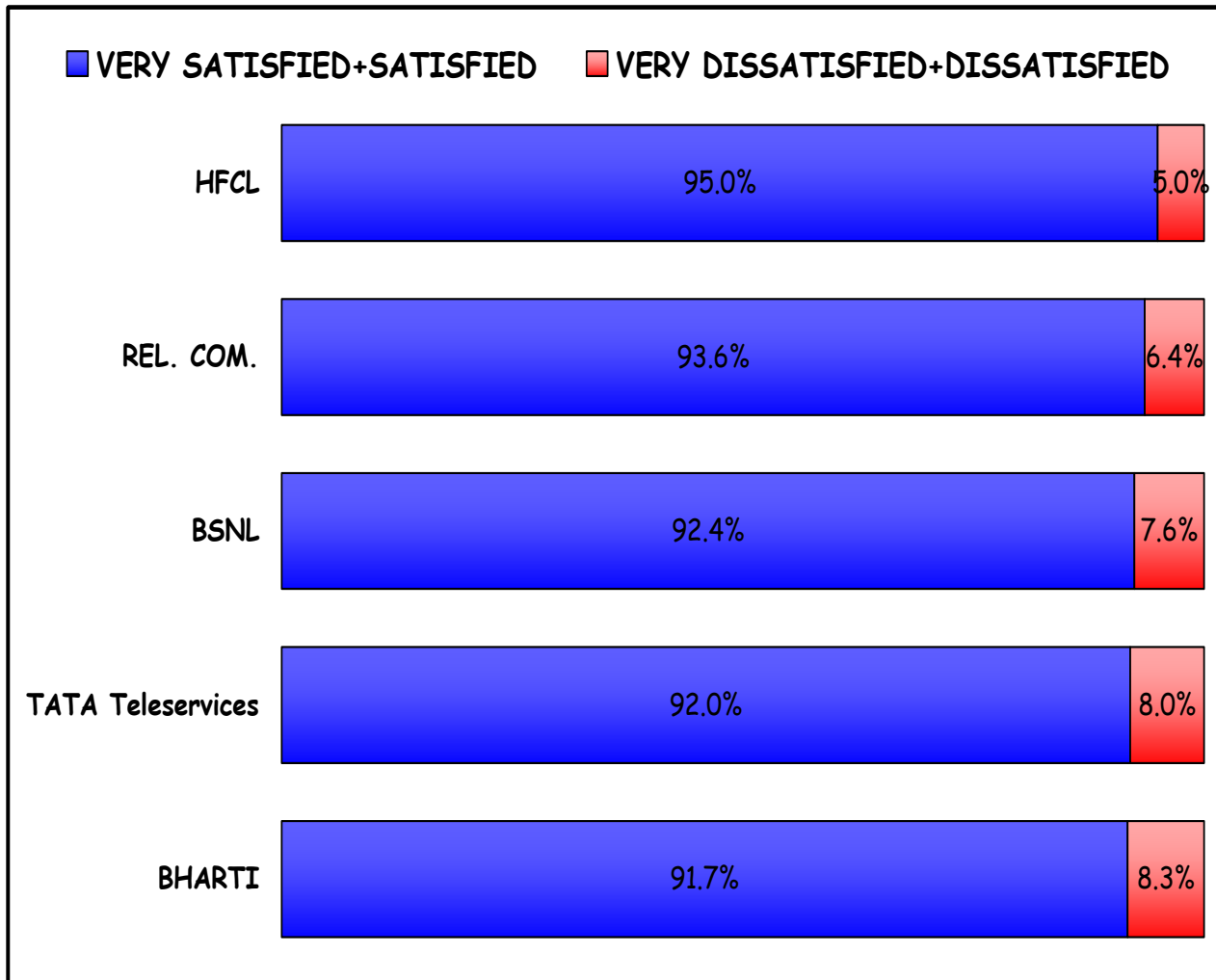
4.3.1.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

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

Operators		very dissatisfied	dissatisfied	very dissatisfied + dissatisfied	satisfied	very satisfied	very satisfied + satisfied	Total
Bharti	Count	1	15	16	163	14	177	193
	%age	0.5%	7.8%	8.3%	84.5%	7.3%	91.7%	100.0%
BSNL	Count	1	12	13	153	6	159	172
	%age	0.6%	7.0%	7.6%	89.0%	3.5%	92.4%	100.0%
Rel Comm	Count	0	15	15	204	14	218	233
	%age	0.0%	6.4%	6.4%	87.6%	6.0%	93.6%	100.0%
Tata Teleservices	Count	0	2	2	22	1	23	25
	%age	0.0%	8.0%	8.0%	88.0%	4.0%	92.0%	100.0%
HFCL	Count	1	9	10	168	21	189	199
	%age	0.5%	4.5%	5.0%	84.4%	10.6%	95.0%	100.0%
Total	Count	3	53	56	710	56	766	822
	%age	0.4%	6.4%	6.8%	86.4%	6.8%	93.2%	100.0%

- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) were reported in the case of **HFCL (95.0%)**, followed by **Rel Comm (93.6%)** and BSNL (92.4%). Whereas the lowest were in the case of Bharti (91.7%) followed by Tata Teleservices (92.0%).
- The highest percentage of **very satisfied consumers** was found in the case **HFCL (10.6%)**, which was followed by the Bharti (7.3%) and Rel Comm (6.0%).
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from **Bharti (8.3%)**. But 1 of the each of HFCL, Bharti and BSNL customer also reported that they were very dissatisfied with the resolution of their complaints.

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



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

Various reasons were specified by the consumers. Among them “Difficult to connect to the call centre Executive” was cited as the main reason. This was cited by 62.5% of dis-satisfied consumers. This was cited maximum in the case of HFCL (90.0%), followed by BSNL (84.6%).

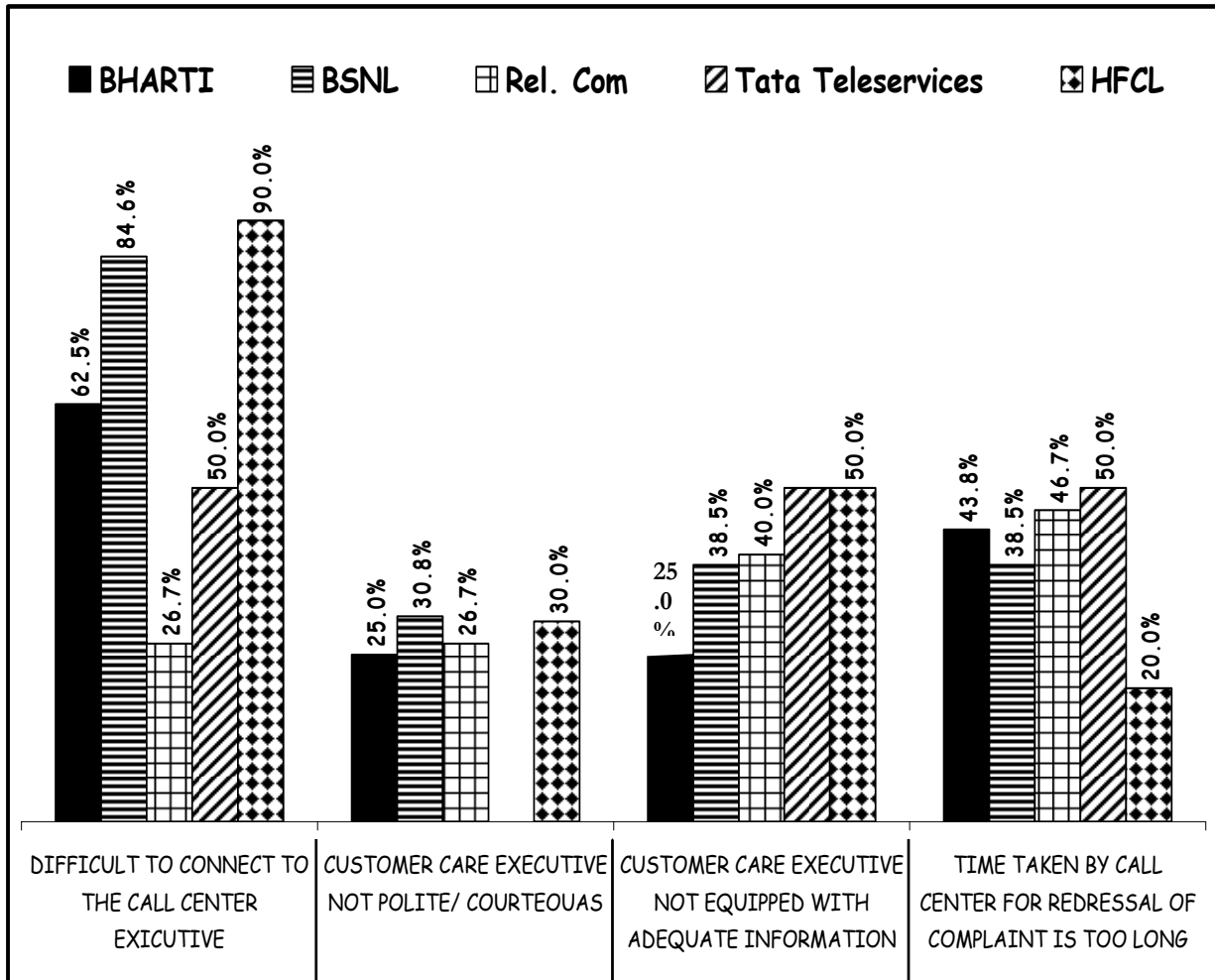
Second most important reason was cited as “**time taken by call center for redressal of complaint is too long**”. This was found highest in the case of Tata Teleservices (50%), followed by Rel Comm (46.7%) and Bharti (43.8%).

Table 4.3.1.7. Please specify the reason(s) for your dissatisfaction						
Operators		difficult to connect to the call center executive	customer care executive not polite/ courteous	customer care executive not equipped with adequate information	time taken by call center for redressal of complaint is too long	Total
Bharti	Count	10	4	4	7	16
	%age	62.5%	25.0%	25.0%	43.8%	100.0%
BSNL	Count	11	4	5	5	13
	%age	84.6%	30.8%	38.5%	38.5%	100.0%
Rel Comm	Count	4	4	6	7	15
	%age	26.7%	26.7%	40.0%	46.7%	100.0%
Tata Teleservices	Count	1	0	1	1	2
	%age	50.0%	0.0%	50.0%	50.0%	100.0%
HFCL	Count	9	3	5	2	10
	%age	90.0%	30.0%	50.0%	20.0%	100.0%
Total	Count	35	15	21	22	56
	%age	62.5%	26.8%	37.5%	39.3%	100.0%

“Customer care executive not equipped with adequate information” was also cited by over 37% of respondents.

Similarly around 15 (26.8%) complaints also reported about “**customer care executive not polite/Courteous**”.

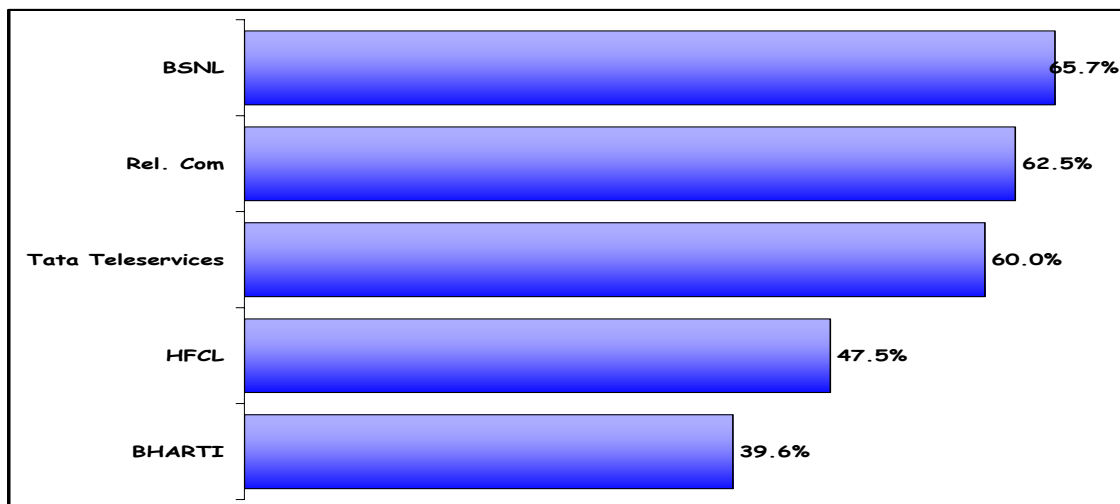
Graphical representation: The following graph shows the some of the reasons specified by the consumers who were dissatisfied with the resolution their complaints.



4.3.1.8: Resolution of billing complaints: The following table shows that out of 822 respondents who had complained to call center/customer care, 715 had billing related complaints. Out of these 715, 54.0% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four weeks after lodging the complaint. This was found to be highest in the case of BSNL (65.7%), followed by Rel Comm (62.5%) and Tata Teleservices (60%). In the case of Bharti this was confirmed by only 39.6% of customers followed by HFCL (47.5%).

Table 4.3.1.8. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?				
Operators		Yes	No	Total
Bharti	Count	67	102	169
	%age	39.6%	60.4%	100.0%
BSNL	Count	113	59	172
	%age	65.7%	34.3%	100.0%
Rel Comm	Count	105	63	168
	%age	62.5%	37.5%	100.0%
Tata Teleservices	Count	15	10	25
	%age	60.0%	40.0%	100.0%
HFCL	Count	86	95	181
	%age	47.5%	52.5%	100.0%
Total	Count	386	329	715
	%age	54.0%	46.0%	100.0%

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



4.3.1.9: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35). 30 (1.2%) respondents had reported that they were aware about Nodal officers. However, awareness about the contact details of Nodal Officers was found to be low. Only 7 (23.3%) customer had reported that they were aware about the contact details of Nodal Officer.

4.3.1.9. Are you aware of the contact details of the Nodal Officer?				
Operators		Yes	No	Total
Bharti	Count	1	5	6
	%age	16.7%	83.3%	100.0%
BSNL	Count	1	6	7
	%age	14.3%	85.7%	100.0%
Rel Comm	Count	3	6	9
	%age	33.3%	66.7%	100.0%
Tata Teleservices	Count	1	2	3
	%age	33.3%	66.7%	100.0%
HFCL	Count	1	4	5
	%age	20.0%	80.0%	100.0%
Total	Count	7	23	30
	%age	23.3%	76.7%	100.0%

4.3.1.10 Complaints to Nodal officer:

None of the customers who were aware of the contact details of nodal officer had made any complaint to Nodal officers. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

4.3.1.11: Awareness about the contact details of Appellate Authority:

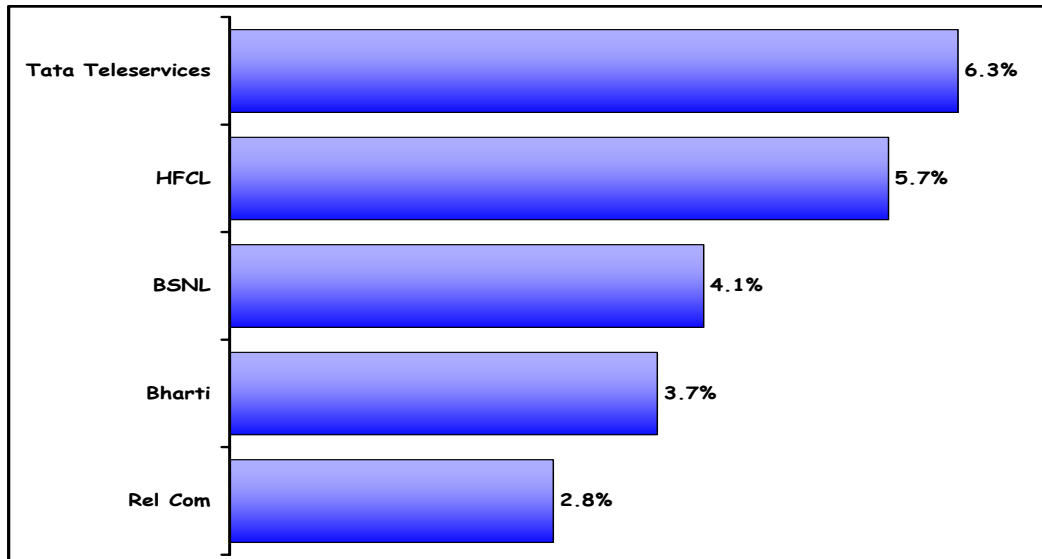
As regard to the awareness about the contact details of the Appellate Authority, out of 19 (0.8%) respondents who had reported that they were aware about Appellate Authority, none of them were aware about the contact details for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

4.3.1.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 766 prepaid customers of 5 providers targeted, only 36 (4.7%) reported that they were aware of this facility. Therefore more than 95% customers of prepaid service were unaware about this facility. The highest percentage of awareness level of this service was found among the customers of Tata Teleservices (6.3%), followed by HFCL (5.7%).

Table 4.3.1.12. Are you aware that the prepaid customer can get item-wise usage charge details, on request?				
Operators		Yes	No	Total
Bharti	Count	4	105	109
	%age	3.7%	96.3%	100.0%
BSNL	Count	4	93	97
	%age	4.1%	95.9%	100.0%
Rel Comm	Count	4	137	141
	%age	2.8%	97.2%	100.0%
Tata Teleservices	Count	2	30	32
	%age	6.3%	93.8%	100.0%
HFCL	Count	22	365	387
	%age	5.7%	94.3%	100.0%
Total	Count	36	730	766
	%age	4.7%	95.3%	100.0%

*Only for Prepaid customer

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



4.3.1.13: Denial of itemized usage charges detail: There were 36 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. But only 17 of them reported that they were denied of their request for itemized usage charge for their pre paid connection from their service charge.

4.3.1.13: Have you been denied of your request for itemized usage charge details for your pre-paid connection?				
Operators		Yes	No	Total
Bharti	Count	2	2	4
	%age	50.0%	50.0%	100.0%
BSNL	Count	2	2	4
	%age	50.0%	50.0%	100.0%
Rel Comm	Count	2	2	4
	%age	50.0%	50.0%	100.0%
Tata Teleservices	Count	1	1	2
	%age	50.0%	50.0%	100.0%
HFCL	Count	7	15	22
	%age	31.8%	68.2%	100.0%
Total	Count	17	19	36
	%age	47.2%	52.8%	100.0%

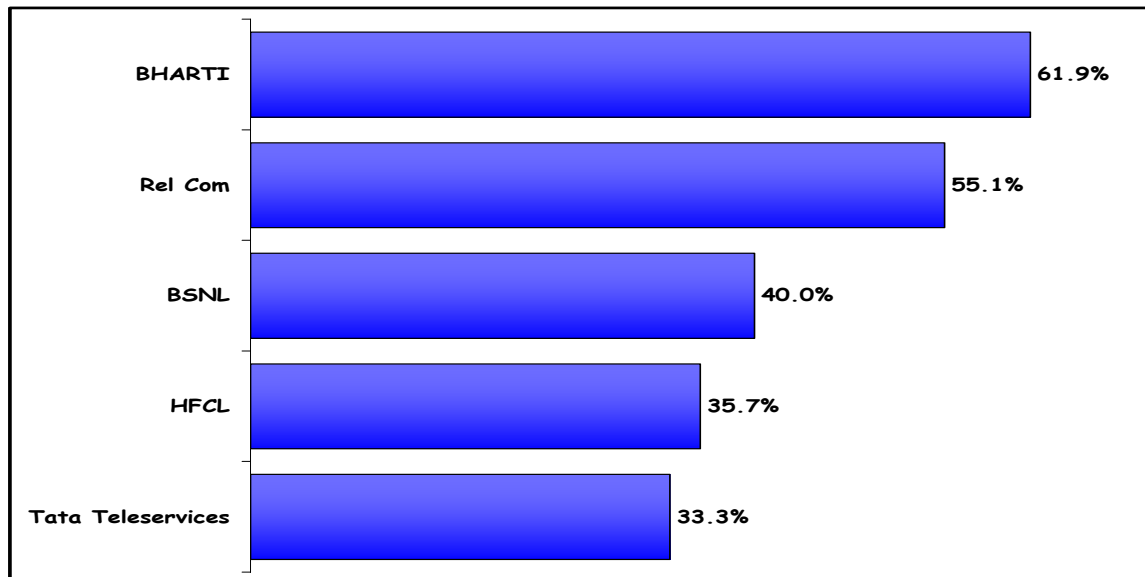
4.3.1.14: Reason (s) for Denial of itemized usage charges detail: Out of these 17 respondents, who reported for denial of itemized usage charges details, 11(64.7%) reported that they were given no reason for denial of itemized usage charges details and rest 6 (35.3%) reported that they were given the reason as technical problem.

4.3.1.14. What were the reason(s) for denying your request?				
Operators		No reason Given	Technical Problem	Total
Bharti	Count	1	1	2
	%age	50.0%	50.0%	100.0%
BSNL	Count	0	2	2
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	4	1	5
	%age	80.0%	20.0%	100.0%
Tata Teleservices	Count	1	0	1
	%age	100.0%	0.0%	100.0%
HFCL	Count	5	2	7
	%age	71.4%	28.6%	100.0%
Total	Count	11	6	17
	%age	64.7%	35.3%	100.0%

4.3.1.15: Provision of Manual of Practice by the Operators: TRAI has suggested to all the Operators to provide manual of practice to the new customers. Out of 221 new respondents, who had subscribed in last 6 months, 116 (52.5%) indicated that they have not been provided the manual of practice containing the terms and condition of service, grievances redressal mechanism while taking the connection. Among the 105 respondents who got the manual of practice, Bharti topped with 61.9% followed by Rel Comm (55.1%), BSNL (40.0%) HFCL (35.7%) and Tata Teleservices (33.3%).

Table 4.3.1.15. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
Bharti	Count	39	24	63
	%age	61.9%	38.1%	100.0%
BSNL	Count	2	3	5
	%age	40.0%	60.0%	100.0%
Rel Comm	Count	27	22	49
	%age	55.1%	44.9%	100.0%
Tata Teleservices	Count	2	4	6
	%age	33.3%	66.7%	100.0%
HFCL	Count	35	63	98
	%age	35.7%	64.3%	100.0%
Total	Count	105	116	221
	%age	47.5%	52.5%	100.0%

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



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

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

S.N.	Sub Parameter	Bharti	BSNL	Rel Comm	Tata Teleservices	HFCL
1	Awareness of three stage grievance mechanism	16.5%	15.8%	13.5%	12.2%	9.2%
2	For pre-paid customers awareness about item-wise usage charge details on request	3.7%	4.1%	2.8%	6.3%	5.7%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	1.8%	2.1%	3.5%	3.1%	1.8%
4	For new customers provisioning of "Manual of practice while taking the new connection	61.9%	40.0%	55.1%	33.3%	35.7%
5	Awareness of call center for redressing grievances	99.2%	99.7%	98.7%	98.9%	98.2%
6	Penetration of consumers made any complaint to the toll free number within last six months	32.2%	28.7%	38.8%	27.8%	33.2%
7	Call center informing about the action taken on complaint	96.4%	97.1%	92.3%	100.0%	89.4%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	39.6%	65.7%	62.5%	60.0%	47.5%
9	Percentage satisfied with complaint resolution by call center	91.7%	92.4%	93.6%	92.0%	95.0%
10	Awareness of nodal officer for redressing grievances	1.0%	1.2%	1.5%	3.3%	0.8%
11	Awareness of appellate authority for redressing grievances	1.0%	0.7%	0.5%	2.2%	0.7%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 9.2% to 16.5%. The highest percentage of aware subscribers were found in the case of Bharti (16.5%), followed by BSNL(15.8%), Rel Comm(13.5%) and Tata Teleservices (12.2%). The lowest percentage of aware consumers were found in the case of HFCL(9.2%)
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 98.2% to 99.7%. This was found to be highest in the case of BSNL (99.7%), followed by Bharti (99.2%), Tata Teleservices(98.9%) , Rel Com (98.7%)and HFCL(98.2%).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 0.8% (HFCL) to 3.3% (Tata Teleservices).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.5% (Rel Comm) to 2.2% (Tata Teleservices)
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of Rel Comm (38.8%), followed by HFCL (33.2%), Bharti(32.2%) and BSNL (28.7%)and Tata Teleservices (27.8%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of TataTeleservices (6.3%) followed by HFCL(5.7%),BSNL(4.1%), Bharti(3.7%) and Rel Comm(2.8%).

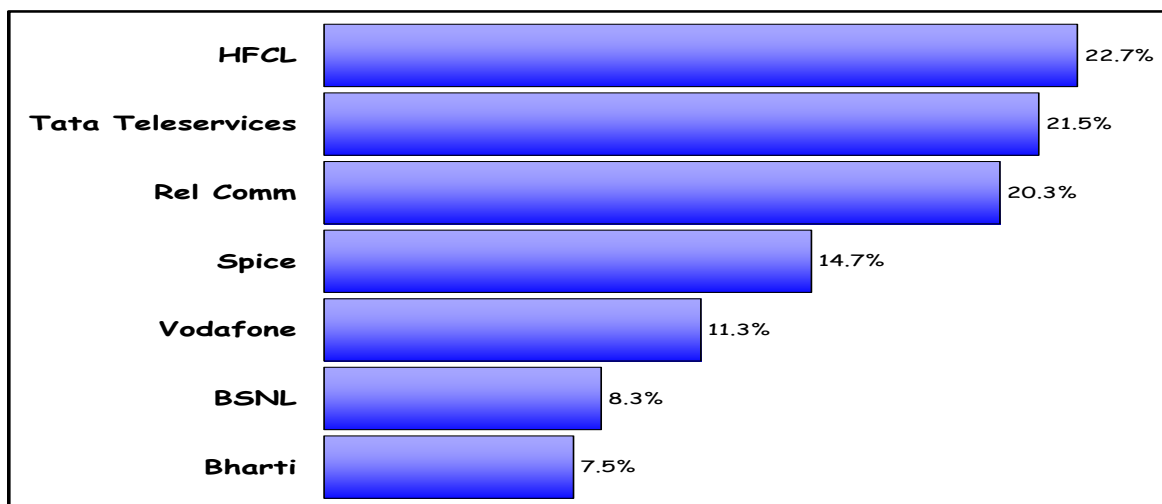
4.3.2 CELLULAR MOBILE – PUNJAB SERVICE AREA

4.3.2.1: Awareness about redressal mechanism Altogether 4,200 mobile consumers of 7 Operators in Punjab Service Area was targeted. Out of these, only 638 (15.2%) were aware about the three stages of grievance redressal mechanism set up by their Operators. The highest percentage of aware subscribers were found in the case of HFCL (22.7%), followed by Tata Teleservices (21.5%) and Rel Comm. (20.3%). The lowest percentage of aware consumer was in the case of Bharti with 7.5%. In the case of BSNL, Vodafone and Spice around 8.3-14.7% consumers were aware of redressal mechanism.

Table 4.3.2.1. Are you aware of the three stage grievance redressal mechanism set up by your telecom Operators based on the regulations of TRAI for redressal of your grievances?

Operators		Yes	No	Total
Bharti	Count	45	555	600
	% age	7.5%	92.5%	100.0%
Vodafone	Count	68	532	600
	% age	11.3%	88.7%	100.0%
BSNL	Count	50	550	600
	% age	8.3%	91.7%	100.0%
Rel Comm	Count	122	478	600
	% age	20.3%	79.7%	100.0%
Tata Teleservices	Count	129	471	600
	% age	21.5%	78.5%	100.0%
Spice	Count	88	512	600
	% age	14.7%	85.3%	100.0%
HFCL	Count	136	464	600
	% age	22.7%	77.3%	100.0%
Total	Count	638	3562	4200
	% age	15.2%	84.8%	100.0%

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



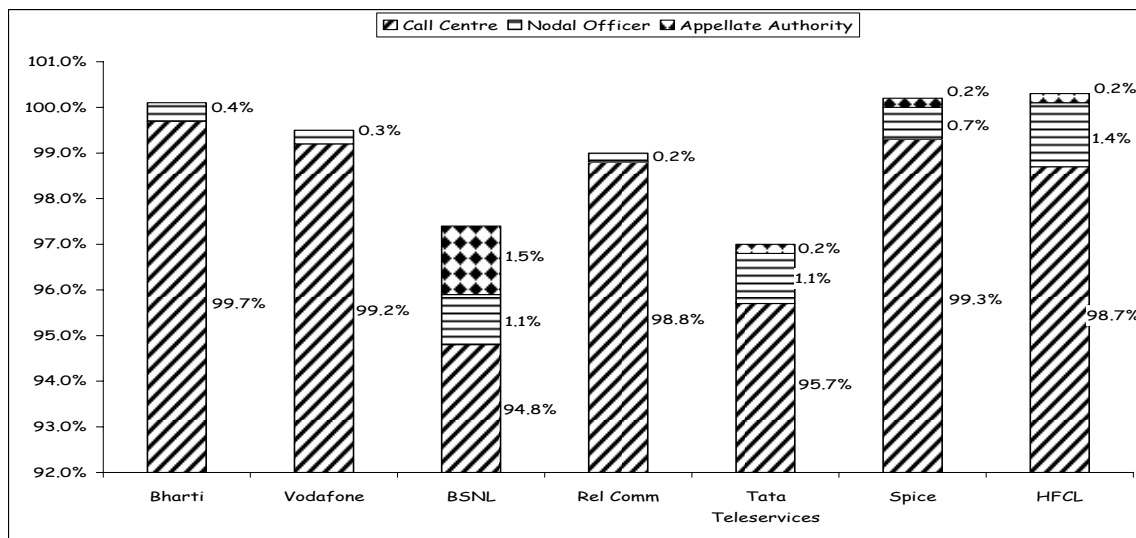
4.3.2.2: Awareness about three stages of redressal system The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate authority. The following table shows their awareness level with respect to each of the stage mentioned above. Out of 4200 respondents targeted, 4105 (98%) were aware of call centers. However , the awareness level in the case of nodal officers and Appellate Authority was found to be too low at 0.7% and 0.7% respectively. This trend was found to be uniform across all the Operators.

Table 4.3.2.2. Which all stages of the three stage grievance mechanism process set up by your telecom Operators for redressal of grievances of telecom consumers are you aware of?

Operators		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	595	2	0	4	600
	%age	99.7%	0.4%	0.0%	0.7%	
Vodafone	Count	593	1	0	5	600
	%age	99.2%	0.3%	0.0%	1.3%	
BSNL	Count	569	5	7	8	600
	%age	94.8%	1.1%	1.5%	1.7%	
Rel Comm	Count	591	1	0	8	600
	%age	98.8%	0.2%	0.0%	1.9%	
Tata Teleservices	Count	574	5	1	9	600
	%age	95.7%	1.1%	0.2%	2.0%	
Spice	Count	591	3	1	5	600
	%age	99.3%	0.7%	0.2%	1.1%	
HFCL	Count	592	6	1	5	600
	%age	98.7%	1.4%	0.2%	1.2%	
Total	Count	4105	23	10	44	4200
	%age	98.0%	0.7%	0.3%	1.4%	

Note: Sum may not add because of multiple responses.

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

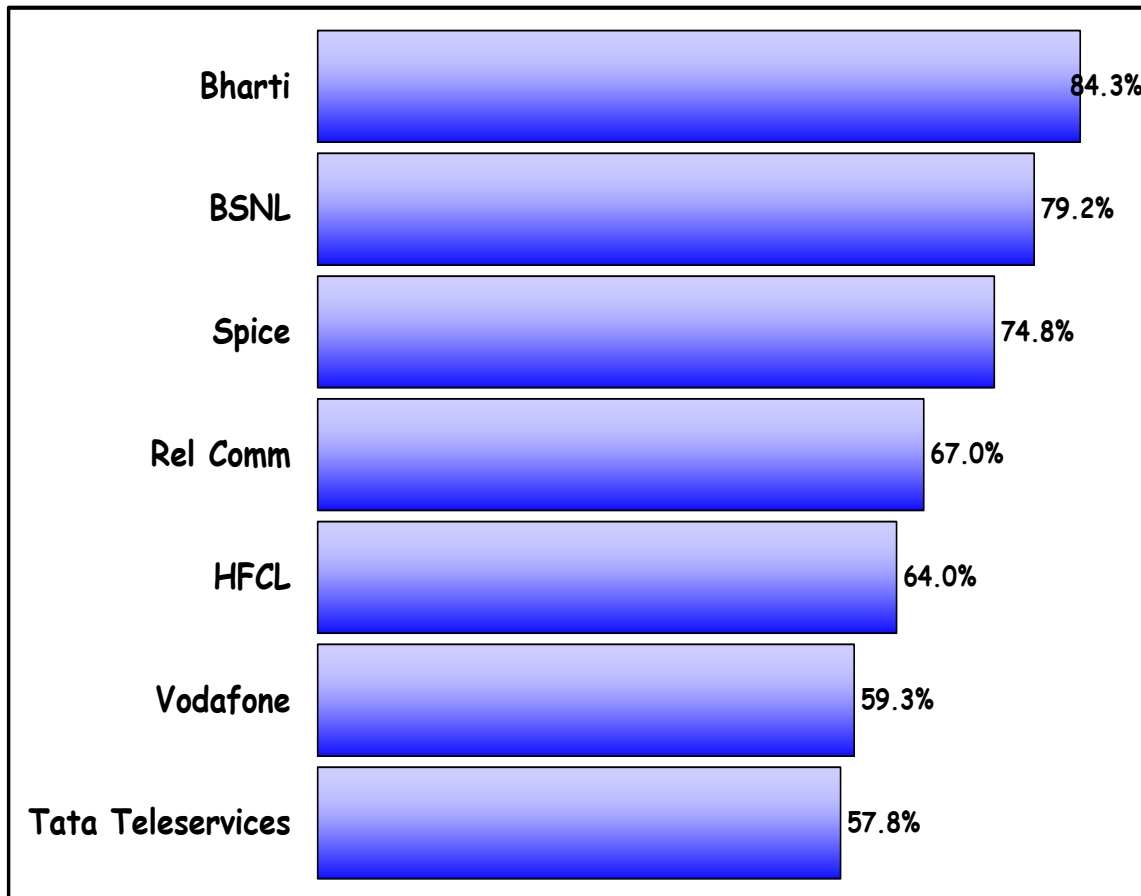


4.3.2.3: Consumers' complaints about services: Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. The table below shows that out of 4200 respondents, 2919 (69.5%) had made complaints. The highest number of respondents, who had made complaints within last six months were from Bharti (84.3%), followed by BSNL (79.2%), Spice (74.8%) and Rel Comm (67.0%) The lowest was in the case of Tata Teleservices (57.8%), Vodafone (59.3%) and HFCL (64.0%).

Operators		Yes	No	Total
Bharti	Count	506	94	600
	%age	84.3%	15.7%	100.0%
Vodafone	Count	356	244	600
	%age	59.3%	40.7%	100.0%
BSNL	Count	475	125	600
	%age	79.2%	20.8%	100.0%
Rel Comm	Count	402	198	600
	%age	67.0%	33.0%	100.0%
Tata Teleservices	Count	347	253	600
	%age	57.8%	42.2%	100.0%
Spice	Count	449	151	600
	%age	74.8%	25.2%	100.0%
HFCL	Count	384	216	600
	%age	64.0%	36.0%	100.0%
Total	Count	2919	1281	4200
	%age	69.5%	30.5%	100.0%

Graphical representation: The percentage of respondents who made complaints within last six months to call centers/ helpline numbers. Highest number of complaints were made in the case of Bharti (84.3%), followed by BSNL (79.2%), Spice (74.8%) and Rel Comm (67.0%)

Whereas, lowest number of complaints was in the case of Tata Teleservices (57.8%), Vodafone (59.3%) and HFCL (64.0%).



4.3.2.4: Receipt of docket number against complaints: Those respondents, who had made complaints to call centre/ helpline numbers were asked whether they received docket numbers, for their complaints.

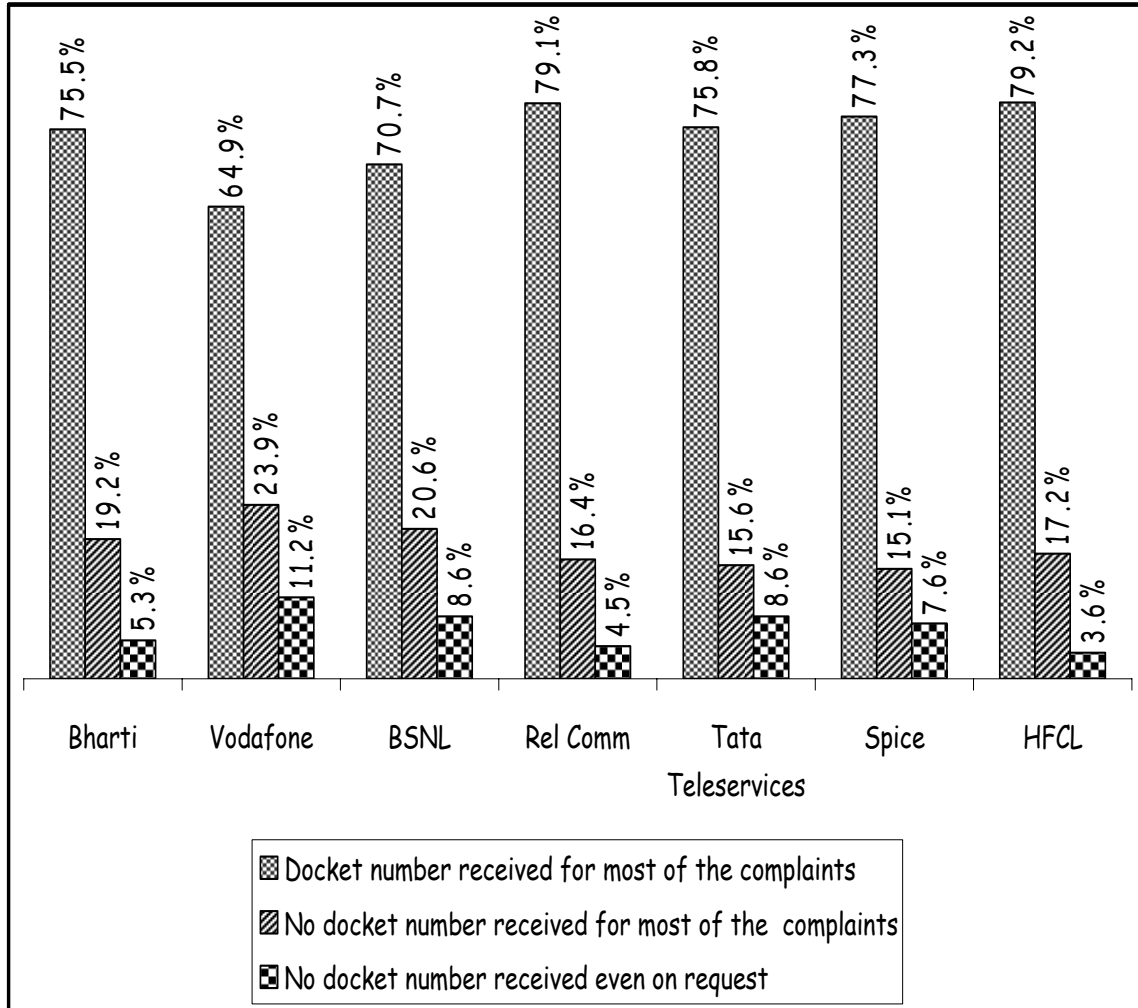
Out of 2919 respondents who had made complaints, 74.7% confirmed that they received docket numbers for most of their complaints. However, 18.3% informed that they did not receive docket number for most of the complaints they made.

The table also shows 7.0% of respondents also reported that docket number was not given for their complaints even on request. Denial of docket number, even on request, was reported to be highest in the case of Vodafone – reported by 11.2% and lowest in the case of HFCL (3.6%).

Operators		Docket number received for most of the complaints	No docket number received for most of the complaints	No docket number received even on request	Total
Bharti	Count	382	97	27	506
	%age	75.5%	19.2%	5.3%	100.0%
Vodafone	Count	231	85	40	356
	%age	64.9%	23.9%	11.2%	100.0%
BSNL	Count	336	98	41	475
	%age	70.7%	20.6%	8.6%	100.0%
Rel Comm	Count	318	66	18	402
	%age	79.1%	16.4%	4.5%	100.0%
Tata Teleservices	Count	263	54	30	347
	%age	75.8%	15.6%	8.6%	100.0%
Spice	Count	347	68	34	449
	%age	77.3%	15.1%	7.6%	100.0%
HFCL	Count	304	66	14	384
	%age	79.2%	17.2%	3.6%	100.0%
Total	Count	2181	534	204	2919
	%age	74.7%	18.3%	7.0%	100.0%

Graphical representation: The graphs below shows that highest number of respondents who reported that they received docket number came from HFCL (79.2%), closely followed by Rel Comm. (79.1%), Spice (77.3%), Tata Teleservices (75.8%) and Bharti (75.5%).

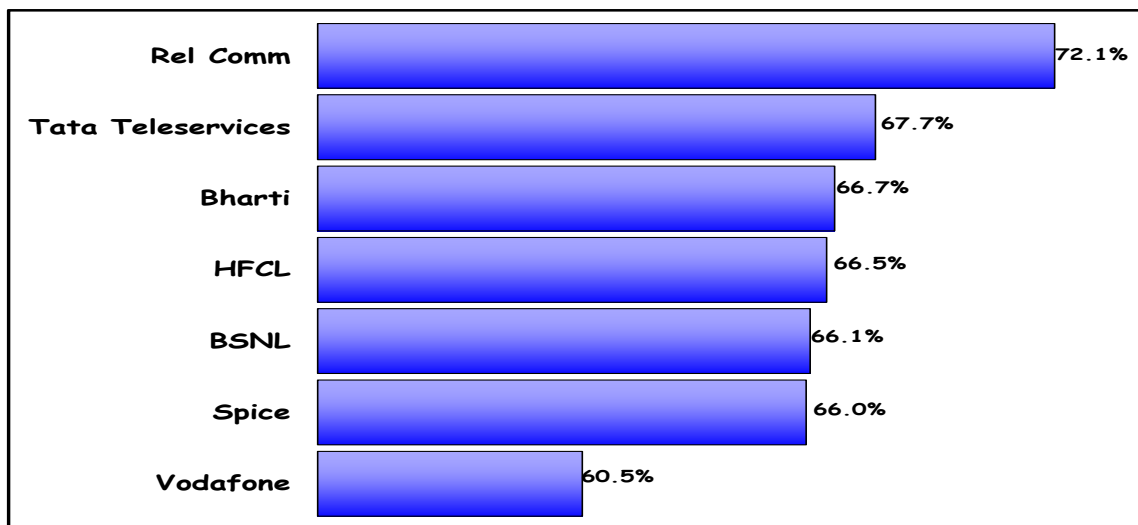
The lowest percentage was reported in the case of Vodafone (64.9%) followed by BSNL (70.7%).



4.3.2.5: Feed back from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 2919 respondents who had made complaints, 1943 (66.6%) confirmed that they were informed about the action taken on their complaints; the highest from Rel Comm (72.1%), followed by Tata Teleservices (67.7%). The lowest percentage was found in the case of Vodafone (60.5%) and Spice (66.0%). In the case of BSNL, HFCL and Bharti, this was reported by 66.1% to 66.7% of respondents.

Table 4.3.2.5. Did the call centre inform you the action taken on your complaint?				
Operators		Yes	No	Total
Bharti	Count	336	168	504
	%age	66.7%	33.3%	100.0%
Vodafone	Count	216	141	357
	%age	60.5%	39.5%	100.0%
BSNL	Count	314	161	475
	%age	66.1%	33.9%	100.0%
Rel Comm	Count	289	112	401
	%age	72.1%	27.9%	100.0%
Tata Teleservices	Count	235	112	347
	%age	67.7%	32.3%	100.0%
Spice	Count	295	152	447
	%age	66.0%	34.0%	100.0%
HFCL	Count	258	130	388
	%age	66.5%	33.5%	100.0%
Total	Count	1943	976	2919
	%age	66.6%	33.4%	100.0%

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



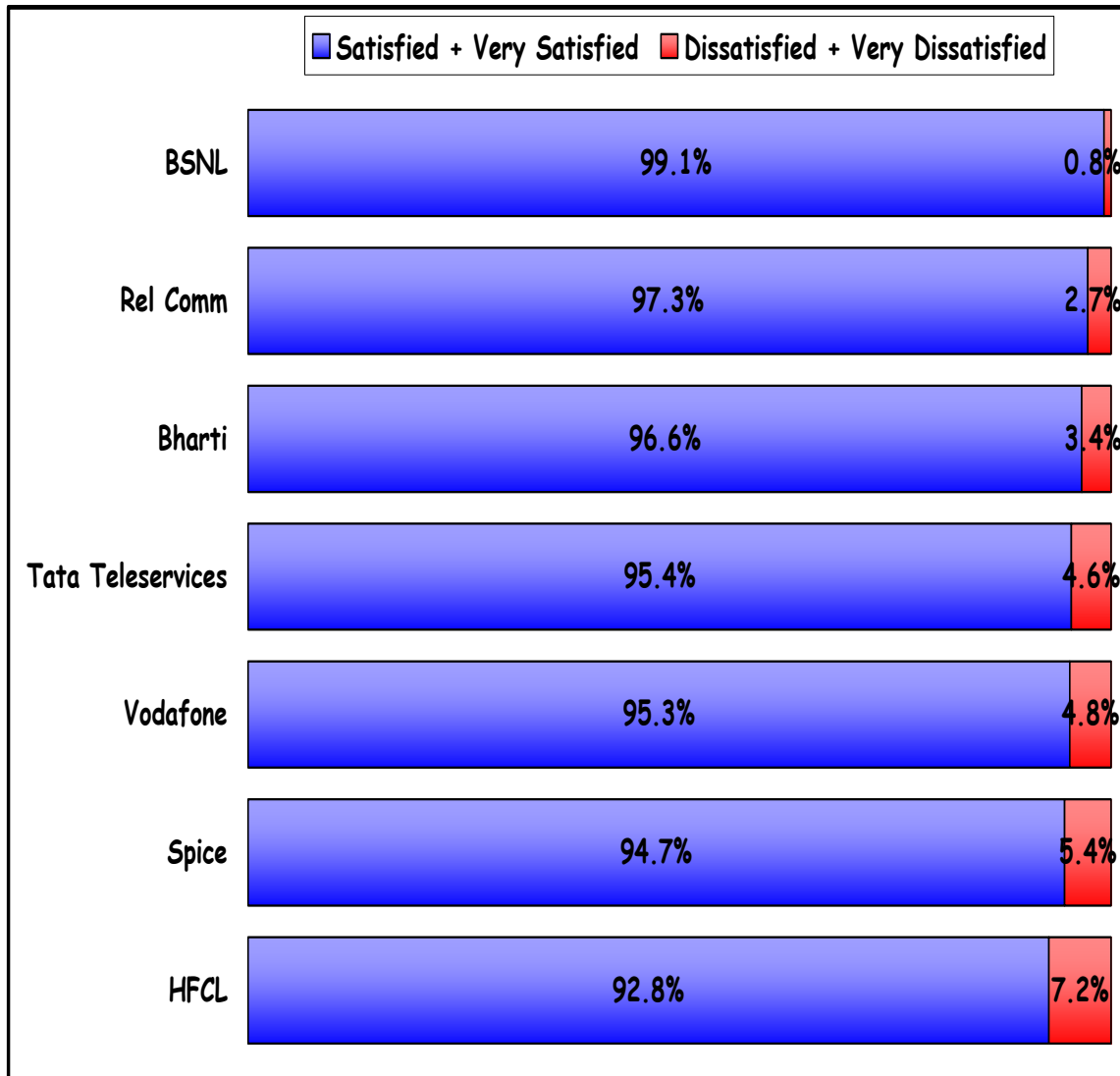
4.3.2.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.3.6 How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline?

Operators		Total	Dissatisfied + Very Dissatisfied	Very Dissatisfied	Dissatisfied	Satisfied + Very Satisfied	Satisfied	Very Satisfied
Bharti	Count	504	17	4	13	487	386	101
	%age	100.0%	3.4%	0.8%	2.6%	96.6%	76.6%	20.0%
Vodafone	Count	357	17	1	16	340	283	57
	%age	100.0%	4.8%	0.3%	4.5%	95.3%	79.3%	16.0%
BSNL	Count	475	4	0	4	471	392	79
	%age	100.0%	0.8%	0.0%	0.8%	99.1%	82.5%	16.6%
Rel Comm	Count	401	11	1	10	390	334	56
	%age	100.0%	2.7%	0.2%	2.5%	97.3%	83.3%	14.0%
Tata Teleservices	Count	347	16	1	15	331	293	38
	%age	100.0%	4.6%	0.3%	4.3%	95.4%	84.4%	11.0%
Spice	Count	447	24	3	21	423	382	41
	%age	100.0%	5.4%	0.7%	4.7%	94.7%	85.5%	9.2%
HFCL	Count	388	28	2	26	360	318	42
	%age	100.0%	7.2%	0.5%	6.7%	92.8%	82.0%	10.8%
Total	Count	2919	117	12	105	2802	2388	414
	%age	100.0%	4.0%	0.4%	3.6%	96.0%	81.8%	14.2%

- Maximum percentages of **satisfied consumers** (very satisfied and satisfied) were reported in the case of **BSNL with 99.1%**, followed by Rel Comm. (97.3%) and Bharti (96.6%). Whereas the lowest were in the case of HFCL (92.8%) followed by Spice (94.7%), Vodafone (95.3%) and Tata Teleservices (95.4%).
- The percentage of very satisfied consumers was found in the case of Bharti (20.0%), which was followed by BSNL (16.6%) and Vodafone (16.0%).
- As far **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from **HFCL (7.2%)**, followed by **Spice (5.4%)**. None of the consumers from BSNL reported that they were very dissatisfied with the resolution of complaints.

Graphical representation: The graph below shows the provider wise percentage of respondents who were either satisfied (Very dissatisfied and satisfied) and dissatisfied (dissatisfied and very dissatisfied).



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

Table 4.3.2.7 Please specify the reason(s) for your dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline.

Operators		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	15	4	1	3	0	17
	%age	88.2%	23.5%	5.9%	17.6%	0.0%	
Vodafone	Count	3	9	9	3	0	17
	%age	17.6%	52.9%	52.9%	17.6%	0.0%	
BSNL	Count	1	0	4	1	1	4
	%age	25.0%	0.0%	100.0%	25.0%	25.0%	
Rel Comm	Count	2	1	3	7	3	11
	%age	18.2%	9.1%	27.3%	63.6%	27.3%	
Tata Teleservices	Count	3	2	0	15	3	16
	%age	18.8%	12.5%	0.0%	93.8%	18.8%	
Spice	Count	5	4	2	14	8	24
	%age	20.8%	16.7%	8.3%	58.3%	33.3%	
HFCL	Count	11	2	1	4	21	28
	%age	39.3%	7.1%	3.6%	14.3%	75.0%	
Total	Count	40	22	20	47	30	117
	%age	34.2%	18.8%	17.1%	40.2%	25.6%	

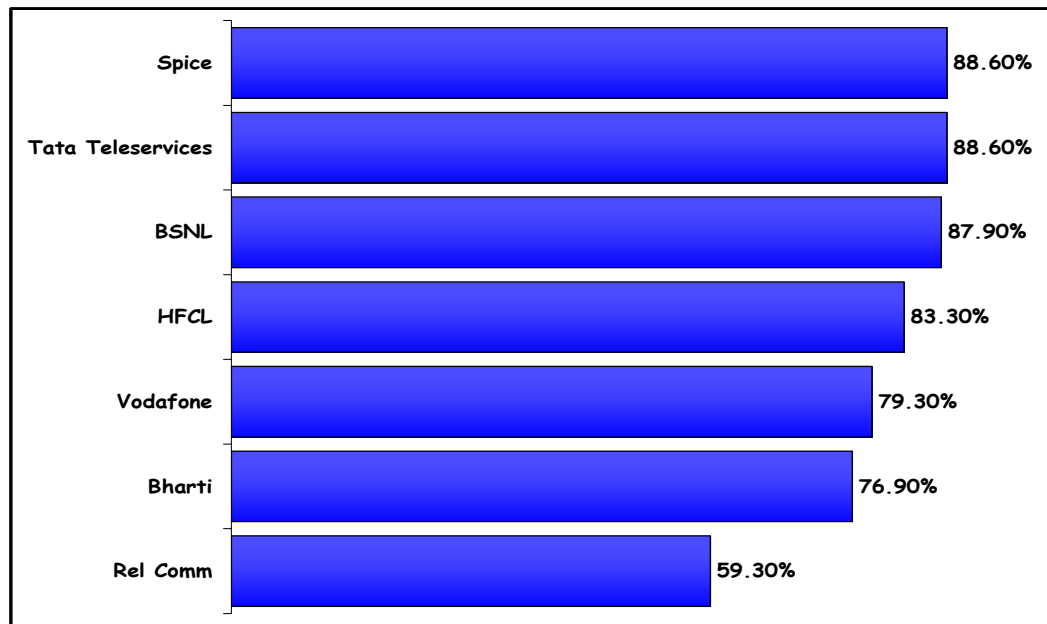
Note: sum may not add because of multiple response

- Out of 117 dis-satisfied respondents most of them (40.2%) cited the reasons as **“Time taken by call centre for redressal of complaint is too long”**. This was highest in the case of **Tata Teleservices (93.8%)**, followed by Rel Comm (63.6%) and Spice (58.3%).
- The other reasons cited were **“Difficult to connect to the call centre executive”** reported by 34.2% of respondents or complainants. This was found highest in the case of Bharti (15, 88.2%), followed by Ideal HFCL (39.3%) and BSNL (25%).
- **“Customer care executive was not able to understand the problem”** cited by 25.6%, was other reason for dissatisfaction.
- **“Customer care executive not equipped with adequate information”** was reported by all (100%) of the BSNL complainants.
- **“Customer care executive not polite/courteous”** was also reported by 18.8% respondents.

4.3.2.8 Resolution of billing complaints: The following table shows that out of 2919 respondents who had complained to call centre/ customer care, 296 had billing related complaints. Out of these, 244 (82.4%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported highest by Tata Teleservices and Spice (88.6% each) complainants.

Operators		Yes	No	Total
Bharti	Count	30	9	39
	%age	76.9%	23.1%	100.0%
Vodafone	Count	23	6	29
	%age	79.3%	20.7%	100.0%
BSNL	Count	29	4	33
	%age	87.9%	12.1%	100.0%
Rel Comm	Count	16	11	27
	%age	59.3%	40.7%	100.0%
Tata Teleservices	Count	31	4	35
	%age	88.6%	11.4%	100.0%
Spice	Count	70	9	79
	%age	88.6%	11.4%	100.0%
HFCL	Count	45	9	54
	%age	83.3%	16.7%	100.0%
Total	Count	244	52	296
	%age	82.4%	17.6%	100.0%

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



4.3.2.9 Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35.). 23 (0.7%) respondents had reported that they were aware about Nodal officers. The table below shows that out of these 23 respondents, only 8 (34.8%) were aware about the contact details of nodal officer.

Table 4.3.2.9 Are you aware of the contact details of the Nodal Officer?				
Operators		Yes	No	Total
Bharti	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Vodafone	Count	1	0	1
	%age	100.0%	0.0%	100.0%
BSNL	Count	1	4	5
	%age	20.0%	80.0%	100.0%
Rel Comm	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Tata Teleservices	Count	2	3	5
	%age	40.0%	60.0%	100.0%
Spice	Count	1	2	3
	%age	33.3%	66.7%	100.0%
HFCL	Count	2	4	6
	%age	33.3%	66.7%	100.0%
Total	Count	8	15	23
	%age	34.8%	65.2%	100.0%

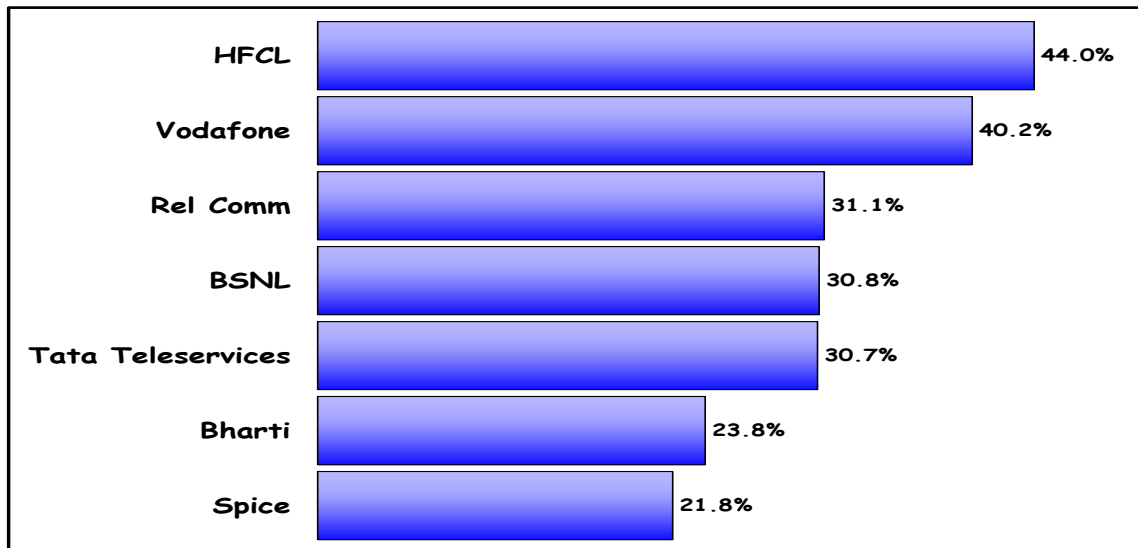
4.3.2.10 Complaints to Nodal officer: Out of the 8 respondents who were aware of the contact details of nodal officers, none of them had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. Therefore redressal mechanism with the Nodal Officer could not be ascertained.

4.3.2.11 Awareness about the contact details of Appellate Authority: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35.). Only 10 (0.3%) were aware about the Appellate Authority, however, none of them reported they were aware about the contact details of Appellate Authority. Therefore redressal mechanism with Appellate Authority could not be ascertained.

4.3.2.12 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 3684 prepaid customers of 7 providers targeted, 1179 (32%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of HFCL (44%), followed by Vodafone (40.2%) and Rel Comm (31.1%). Whereas, it was reported lowest from Spice (21.8%). In the case of Bharti, Tata Teleservices and BSNL around 23.8 to 30.8% of prepaid customers were aware of this facility.

Operators		Yes	No	Total
Bharti	Count	126	404	530
	%age	23.8%	76.2%	100.0%
Vodafone	Count	217	323	540
	%age	40.2%	59.8%	100.0%
BSNL	Count	180	405	585
	%age	30.8%	69.2%	100.0%
Rel Comm	Count	153	339	492
	%age	31.1%	68.9%	100.0%
Tata Teleservices	Count	151	341	492
	%age	30.7%	69.3%	100.0%
Spice	Count	106	380	486
	%age	21.8%	78.2%	100.0%
HFCL	Count	246	313	559
	%age	44.0%	56.0%	100.0%
Total	Count	1179	2505	3684
	%age	32.0%	68.0%	100.0%

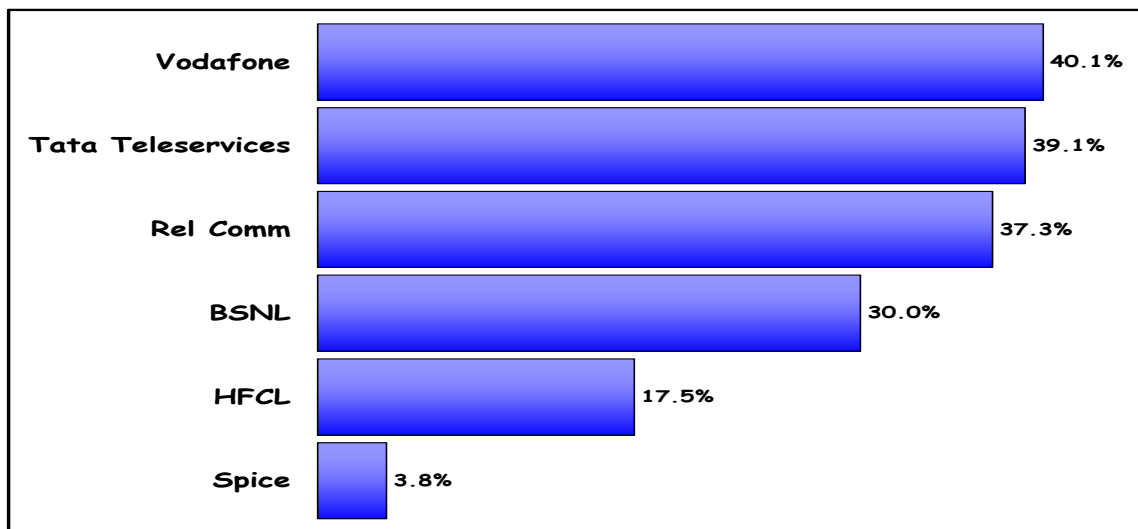
Graphical representation: The percentage of prepaid subscribers who were aware that they can get item wise usage charge details, on request.



4.3.2.13 Denial of itemized usage charges detail: There were 1179 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 309 (26.2%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their Operators. Denial of itemized details were reported highest in the case of Vodafone subscribers (40.1%), followed by Tata Teleservices (39.1%) and Rel Comm (37.3%).

Table 4.3.2.13 Have you been denied of your request for itemized usage charge details for your pre-paid connection; Operators wise				
Operators		Yes	No	Total
Bharti	Count	5	121	126
	%age	4.0%	96.0%	100.0%
Vodafone	Count	87	130	217
	%age	40.1%	59.9%	100.0%
BSNL	Count	54	126	180
	%age	30.0%	70.0%	100.0%
Rel Comm	Count	57	96	153
	%age	37.3%	62.7%	100.0%
Tata Teleservices	Count	59	92	151
	%age	39.1%	60.9%	100.0%
Spice	Count	4	102	106
	%age	3.8%	96.2%	100.0%
HFCL	Count	43	203	246
	%age	17.5%	82.5%	100.0%
Total	Count	309	870	1179
	%age	26.2%	73.8%	100.0%

Graphical representation: The graph below shows Operators wise percentage of prepaid subscribers who were denied of their request for itemized usage charge details.



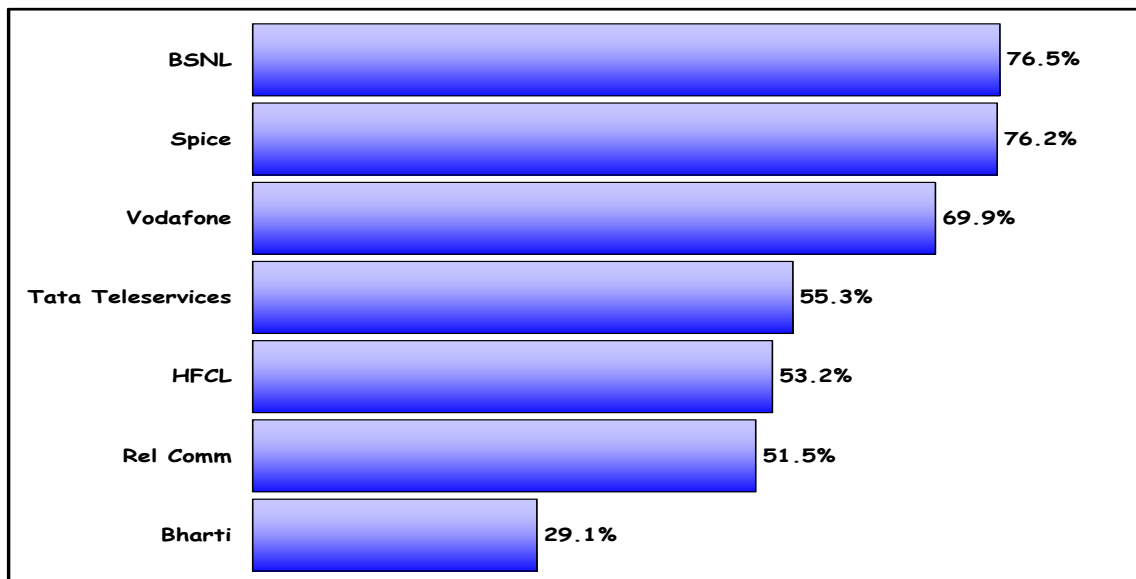
4.3.2.14 Reason for denial of itemized charges: The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 309 respondents, who were denied the itemized usage charges 297 (96.1%) reported that they were not given any reasons, whereas, 12 (around 4%) were denied on account of technical problem.

4.3.2.14.What were the reason(s) for denying your request; Operators wise				
Operators		No reason given	Technical Problem	Total
Bharti	Count	5	0	5
	%age	100.0%	0.0%	100.0%
Vodafone	Count	77	10	87
	%age	88.5%	11.5%	100.0%
BSNL	Count	54	0	54
	%age	100.0%	0.0%	100.0%
Rel Comm	Count	55	2	57
	%age	96.5%	3.5%	100.0%
Tata Teleservices	Count	59	0	59
	%age	100.0%	0.0%	100.0%
Spice	Count	4	0	4
	%age	100.0%	0.0%	100.0%
HFCL	Count	43	0	43
	%age	100.0%	0.0%	100.0%
Total	Count	297	12	309
	%age	96.1%	3.9%	100.0%

4.3.2.15 Provision of Manual of Practice by the Operators: There were 1135 respondents who were new subscribers. In other words whose connection was less than 6 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc, while taking the connection. Altogether 677 (59.6%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of BSNL (76.5%) followed by Spice (76.2%), Vodafone (69.9%), Tata Teleservices (55.3%) and HFCL (53.2%). This was found lowest in the case of Bharti (29.1%) and Rel comm.. (51.5%).

4.3.2.15. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection; Operators wise				
Operators		Yes	No	Total
Bharti	Count	39	95	134
	%age	29.1%	70.9%	100.0%
Vodafone	Count	160	69	229
	%age	69.9%	30.1%	100.0%
BSNL	Count	124	38	162
	%age	76.5%	23.5%	100.0%
Rel Comm	Count	86	81	167
	%age	51.5%	48.5%	100.0%
Tata Teleservices	Count	88	71	159
	%age	55.3%	44.7%	100.0%
Spice	Count	96	30	126
	%age	76.2%	23.8%	100.0%
HFCL	Count	84	74	158
	%age	53.2%	46.8%	100.0%
Total	Count	677	458	1135
	%age	59.6%	40.4%	100.0%

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



Overall Score – Telecom Consumer Protection and Redressal of Grievances

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

S.N.	Sub Parameter	Bharti	Vodafone	BSNL	Rel Comm	Tata Teleservices	Spice	HFCL
1	Awareness of three stage grievance mechanism	7.5%	11.3%	8.3%	20.3%	21.5%	14.7%	22.7%
2	For pre-paid customers awareness about item-wise usage charge details on request	23.8%	40.2%	30.8%	31.1%	30.7%	21.8%	44.0%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	4.0%	40.1%	30.0%	37.3%	39.1%	3.8%	17.5%
4	For new customers provisioning of "Manual of practice while taking the new connection	29.1%	69.9%	76.5%	51.5%	55.3%	76.2%	53.2%
5	Awareness of call center for redressing grievances	99.7%	99.2%	94.8%	98.8%	95.7%	99.3%	98.7%
6	Penetration of consumers made any complaint to the toll free number within last six months	84.3%	59.3%	79.2%	67.0%	57.8%	74.8%	64.0%
7	Call center informing about the action taken on complaint	66.7%	60.5%	66.1%	72.1%	67.7%	66.0%	66.5%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	76.9%	79.3%	87.9%	59.3%	88.6%	88.6%	83.3%
9	Percentage satisfied with complaint resolution by call center	96.6%	95.3%	99.1%	97.3%	95.4%	94.7%	92.8%
10	Awareness of nodal officer for redressing grievances	0.4%	0.3%	1.1%	0.2%	1.1%	0.7%	1.4%
11	Awareness of appellate authority for redressing grievances	0.0%	0.0%	1.5%	0.0%	0.2%	0.2%	0.2%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 7.5% to 22.7%. The highest percentage of aware subscribers were found in the case of HFCL (22.7%), followed by Tata Teleservices (21.5%),Rel Comm (20.3%),Spice (14.7%) , Vodafone(11.3%) and BSNL(8.3%). The lowest percentage of aware consumers were found in the case of Bharti (7.5%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 94.8% to 99.7%. This was found to be highest in the case of Bharti (99.7%) followed by Spice (99.3%) Vodafone (99.2%), RelComm (98.8%),HFCL(98.7%),Tata Teleservices(95.7%),BSNL(94.8%).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from Rel Comm(0.2%)to HFCL(1.4%).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.0% (Bharti,Vodafone,Rel Comm) to 1.5% (BSNL)
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of Bharti(84.3%) followed by BSNL(79.2%),Spice(74.8%),Rel comm.(67.0%),HFCL(64.0%),Vodafone(59.3%),Tata Teleservices (57.8%)
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of HFCL(44.0%)followed by Vodafone (40.2%). In the case of other operators it was found to be below 35% in the range of Bharti (23.8%) to Rel Comm(31.1 %).

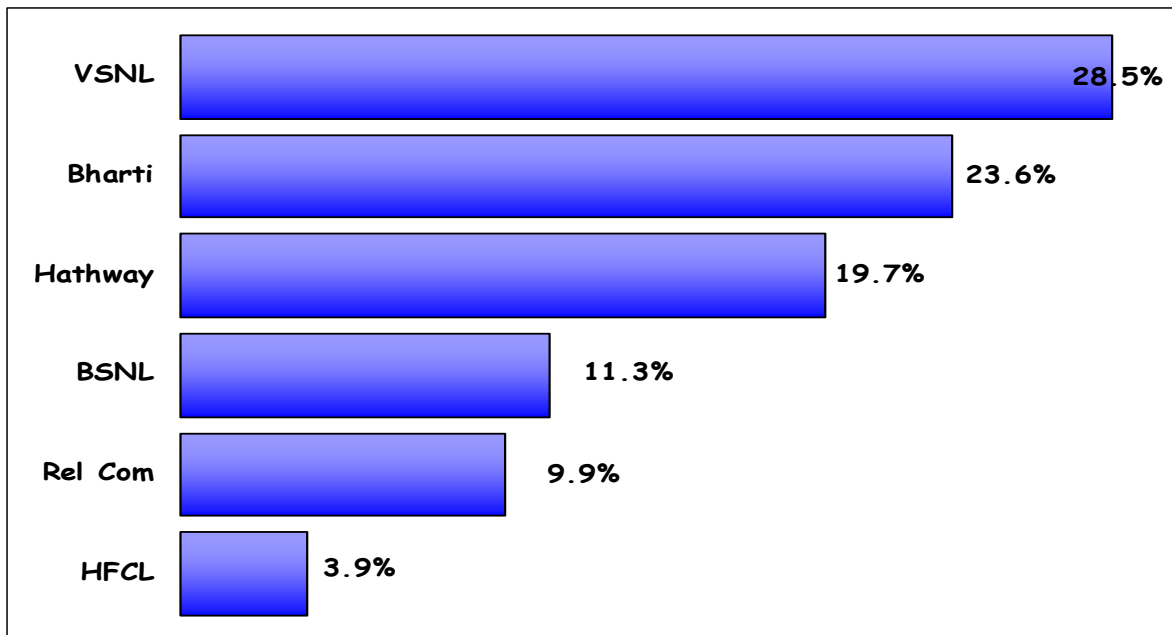
4.3.3 BROADBAND –PUNJAB SERVICE AREA

4.3.3.1: Awareness about redressal system: For the broadband services, altogether 2988 consumers of 6 Operators were interviewed. However, only 461 (15.4%) were aware of three stages of grievance redressal mechanism set up by their Operators. The highest percentage of aware subscribers, in the case of broadband service, was found in the case of VSNL (28.5%), followed by Bharti (23.6%) and Hathway (19.7%). Whereas the lowest percentage of aware subscribers was found in case of HFCL (3.9%), Rel Comm. (9.9%) and BSNL (11.3%).

Table: 4.3.3.1 Are you aware of the three stage grievances redressed mechanism set up by your telecom Operators based on the regulation of TRAI for redressal of your grievances?

Operator		Yes	No	Total
Bharti	Count	140	453	593
	% age	23.6%	76.4%	100.0%
BSNL	Count	68	532	600
	% age	11.3%	88.7%	100.0%
Rel Comm	Count	44	402	446
	% age	9.9%	90.1%	100.0%
HFCL	Count	23	560	583
	% age	3.9%	96.1%	100.0%
VSNL	Count	114	286	400
	% age	28.5%	71.5%	100.0%
Hathway	Count	72	294	366
	% age	19.7%	80.3%	100.0%
Total	Count	461	2527	2988
	% age	15.4%	84.6%	100.0%

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



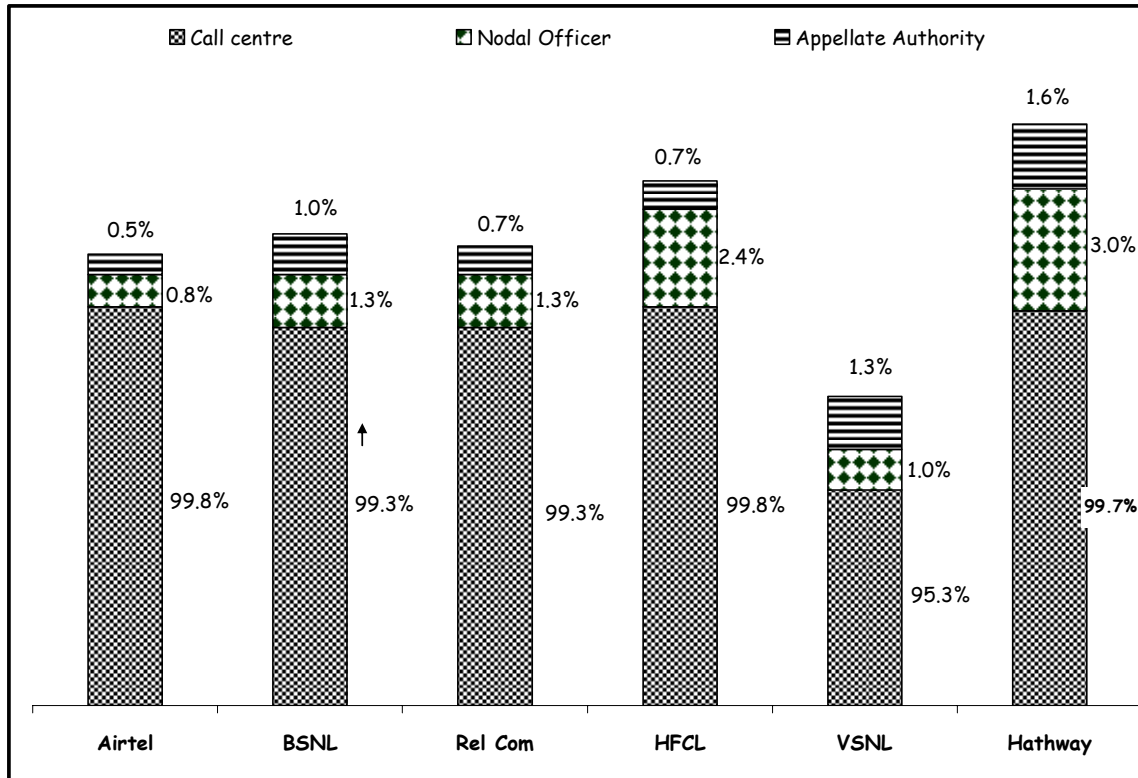
4.3.3.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – call centre, Nodal officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above.

Table 4.3.3.2 Which all stages of the three stage mechanism process set up by your telecom Operators for redressal of grievances of telecom consumers are you aware of?						
Operator		Call centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	592	5	3	0	593
	% age	99.8%	0.8%	0.5%	0.0%	
BSNL	Count	596	8	6	4	600
	% age	99.3%	1.3%	1.0%	0.7%	
Rel Com	Count	443	6	3	3	446
	% age	99.3%	1.3%	0.7%	0.7%	
HFCL	Count	582	14	4	1	583
	% age	99.8%	2.4%	0.7%	0.2%	
VSNL	Count	381	4	5	19	400
	% age	95.3%	1.0%	1.3%	4.8%	
Hathway	Count	365	11	6	1	366
	% age	99.7%	3.0%	1.6%	0.3%	
Total	Count	2959	48	27	28	2988
	% age	99.0%	1.6%	0.9%	0.9%	

*Multi Responded

- Out of 2988 respondents targeted, 2959 (99.0%) were aware of call centers of their providers
- Only 1.6% of respondents were aware about the Nodal officers. This was found to be highest in the case of Hathway (3%) followed by HFCL (2.4%), BSNL and Rel Comm. (1.3% each).
- Only 27 respondents (0.9%) were about Appellate Authority and this was found highest in case of Hathway (1.6%).
- 28 (0.9%) respondents had also reported that they were not aware of any of the stage. Out of these 19 maximum customers belonged to VSNL (4.8%).

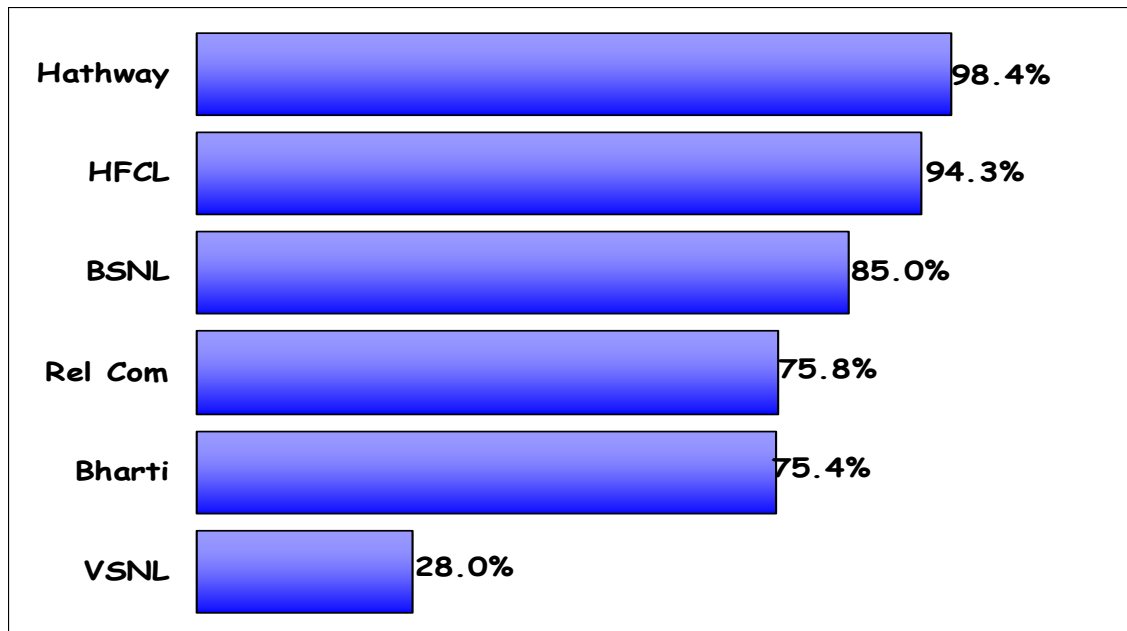
Graphical representation: The following graph shows the percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



4.3.3.3: Consumers' complaints about services: Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. The table below shows that out of 2988 respondents, 2317 (77.5%) had used this facility. The highest number of respondents, who had made complaints were from Hathway (98.4%), followed by HFCL with 94.3% and BSNL (85.0%). Whereas, the lowest numbers of complaints were found in the case of VSNL (28%), followed by Bharti (75.4%) and Rel Com (75.8%).

Operator		Yes	No	Total
Bharti	Count	447	146	593
	% age	75.4%	24.6%	100.0%
BSNL	Count	510	90	600
	% age	85.0%	15.0%	100.0%
Rel Com	Count	338	108	446
	% age	75.8%	24.2%	100.0%
HFCL	Count	550	33	583
	% age	94.3%	5.7%	100.0%
VSNL	Count	112	288	400
	% age	28.0%	72.0%	100.0%
Hathway	Count	360	6	366
	% age	98.4%	1.6%	100.0%
Total	Count	2317	671	2988
	% age	77.5%	22.5%	100.0%

Graphical representation: The percentages of respondents who have made any complaint within last 6 months to the toll free call centre/customer care/Helpline telephone number.

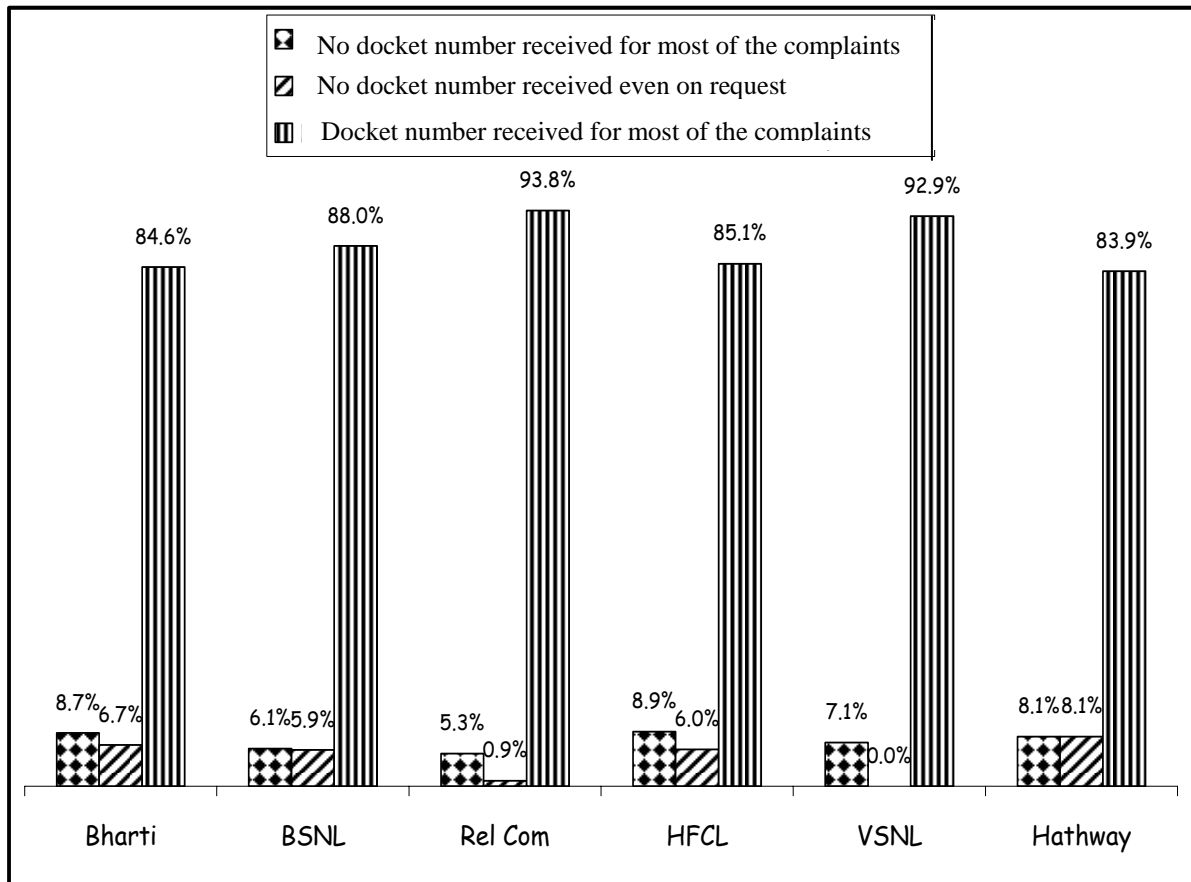


4.3.3.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 2317 respondents who had made a complaint, 87.1% confirmed that they received docket number for most of the complaints. However 7.5 % indicated that they didn't receive any docket number for most of the complaints. . The table also shows 5.4% of respondents also reported that docket number was not given for their complaints even on request.

Table 4.3.3.4 Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you?

Operator		No docket number received for most of the complaints	No docket number received even n request	Docket number received for most of the complaints	Total
Bharti	Count	39	30	378	447
	% age	8.7%	6.7%	84.6%	100.0%
BSNL	Count	31	30	449	510
	% age	6.1%	5.9%	88.0%	100.0%
Rel Com	Count	18	3	317	338
	% age	5.3%	0.9%	93.8%	100.0%
HFCL	Count	49	33	468	550
	% age	8.9%	6.0%	85.1%	100.0%
VSNL	Count	8	0	104	112
	% age	7.1%	0.0%	92.9%	100.0%
Hathway	Count	29	29	302	360
	% age	8.1%	8.1%	83.9%	100.0%
Total	Count	174	125	2018	2317
	% age	7.5%	5.4%	87.1%	100.0%

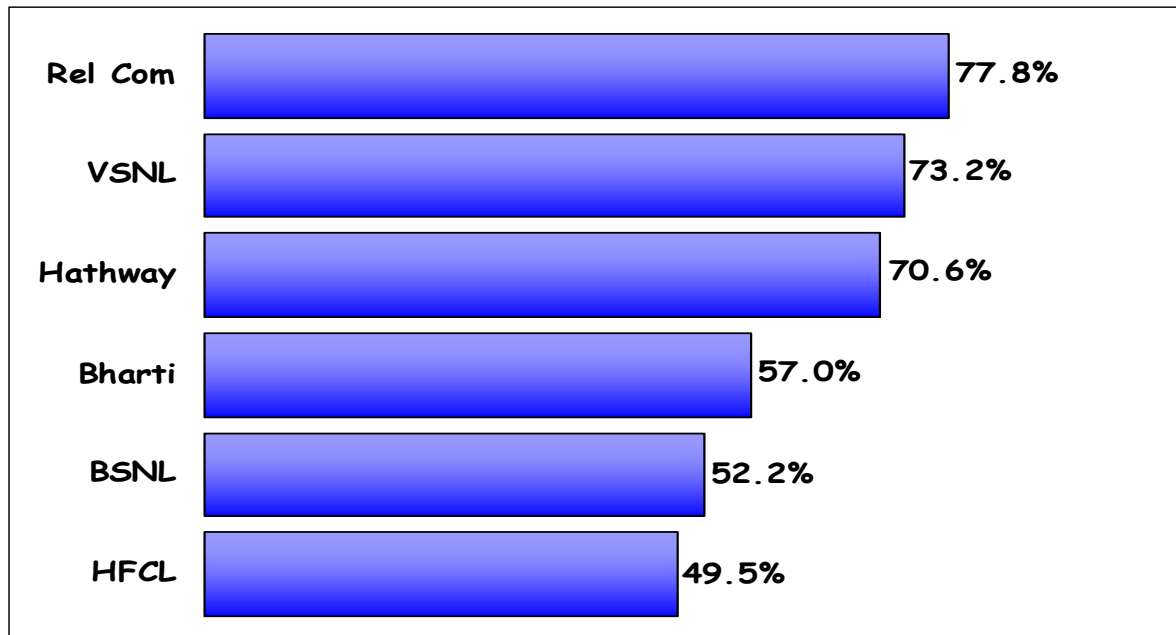
Graphical representation: The graph below shows that highest number of respondents who reported that they received docket number came from **Rel Comm** (93.8%), followed by VSNL (92.9%), BSNL (88.0%), HFCL (85.1%), Bharti (84.6%) and Hathway (83.9%).



4.3.3.5: Feed back from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 2317 respondents 60.1% had reported that they were informed by call center for the action taken on their complaints. The highest from Rel Comm. (77.8%), followed by VSNL (73.2%) and Hathway (70.6%).

Table 4.3.3.5 Did the call centre inform you about the action taken on your complaint?				
Operator		Yes	No	Total
Bharti	Count	255	192	447
	% age	57.0%	43.0%	100.0%
BSNL	Count	266	244	510
	% age	52.2%	47.8%	100.0%
Rel Comm	Count	263	75	338
	% age	77.8%	22.2%	100.0%
HFCL	Count	272	278	550
	% age	49.5%	50.5%	100.0%
VSNL	Count	82	30	112
	% age	73.2%	26.8%	100.0%
Hathway	Count	254	106	360
	% age	70.6%	29.4%	100.00%
Total	Count	1392	925	2317
	% age	60.1%	39.9%	100.0%

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

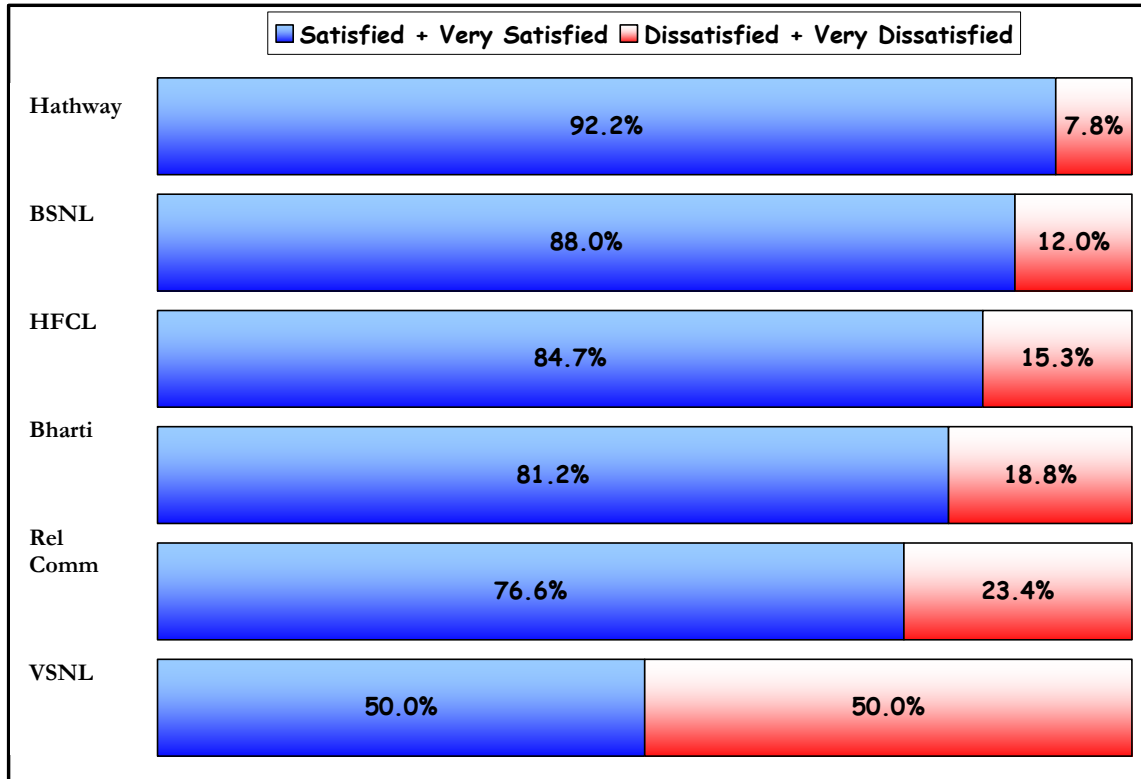


4.3.3.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.3.6 How satisfied are you with the system of resolving of your complaints by call center/ customer care /helpline?								
Operator		Dissatisfied + Very Dissatisfied	Very Dissatisfied	Dissatisfied	Satisfied + Very Satisfied	Satisfied	Very Satisfied	Total
Bharti	Count	84	27	57	363	363	0	593
	Row%	18.8%	6.0%	12.8%	81.2%	81.2%	0.0%	100.0%
BSNL	Count	61	23	38	449	449	0	600
	Row%	12.0%	4.5%	7.5%	88.0%	88.0%	0.0%	100.0%
Rel Comm	Count	79	22	57	259	259	0	446
	Row%	23.4%	6.5%	16.9%	76.6%	76.6%	0.0%	100.0%
HFCL	Count	84	27	57	466	466	0	583
	Row%	15.3%	4.9%	10.4%	84.7%	84.7%	0.0%	100.0%
VSNL	Count	56	18	38	56	56	0	400
	Row%	50.0%	16.1%	33.9%	50.0%	50.0%	0.0%	100.0%
Hathway	Count	28	9	19	332	332	0	366
	Row%	7.8%	2.5%	5.3%	92.2%	92.2%	0.0%	100.0%
Total	Count	392	126	266	1925	1925	0	2988
	Row%	16.9%	5.4%	11.5%	83.1%	83.1%	0.0%	100.0%

- Maximum percentage of satisfied consumers (very satisfied and satisfied) were reported in the case of **Hathway** (92.2%), followed by BSNL (88%), Bharti (84.7%) and Bharti (81.2%). Whereas the lowest were in the case of VSNL (50.0%) and Rel Comm (76.6%).
- The percentage of very satisfied consumers, however, were found to be nil in the case of all the providers.
- As far dissatisfaction (very dissatisfied and satisfied) is concerned the highest percentage of respondents was reported from VSNL (50.0%) and lowest in case of Hathway (7.8%).

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



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

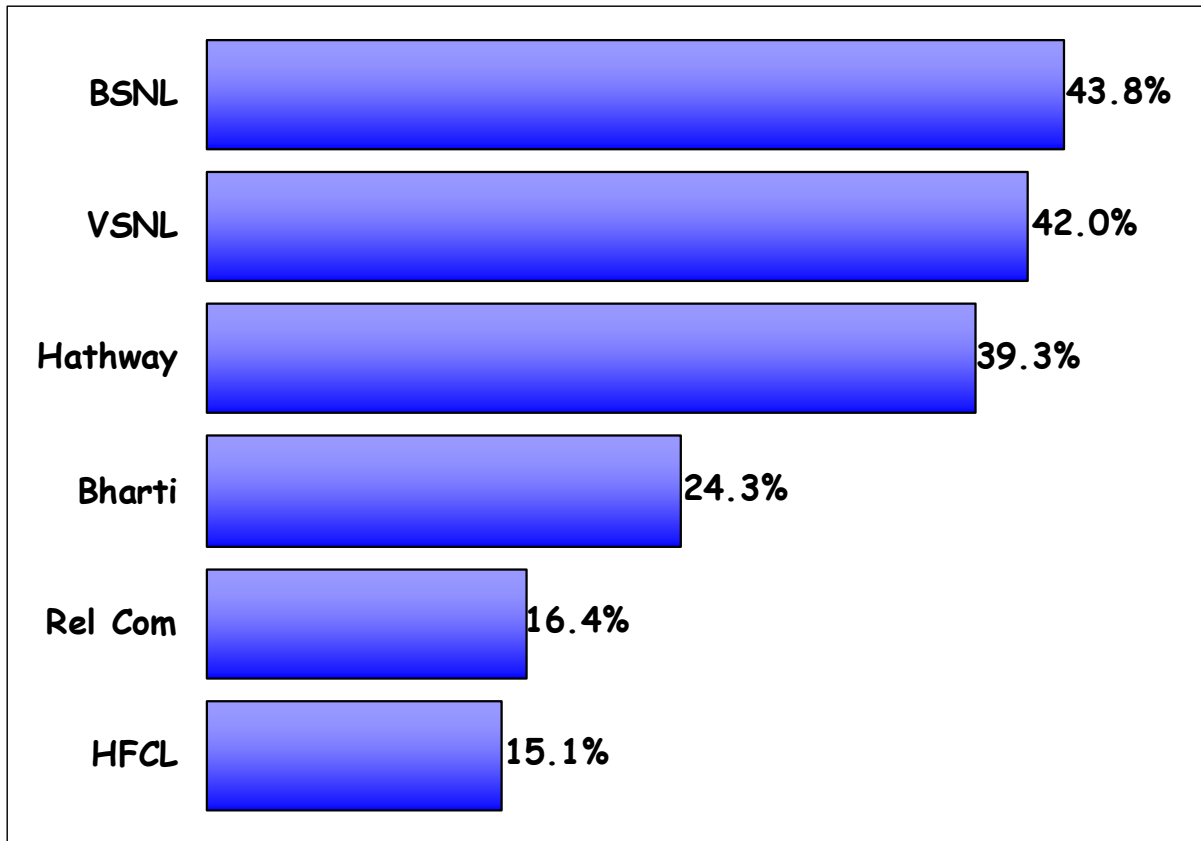
Table 4.3.3.7 Please specify the reason(s) for your dissatisfaction.							
Operator		Difficult to connect to the call center executive	customer care executive not polite\courteous	customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is long	Customer care executive was unable to understand the problem	Total
Bharti	Count	28	23	33	25	27	84
	%age	33.3%	27.4%	39.3%	29.8%	32.1%	
BSNL	Count	19	14	20	21	20	61
	%age	31.1%	23.0%	32.8%	34.4%	32.8%	
Rel Com	Count	28	22	29	26	25	79
	%age	35.4%	27.8%	36.7%	32.9%	31.6%	
HFCL	Count	23	18	29	24	28	84
	%age	27.4%	21.4%	34.5%	28.6%	33.3%	
VSNL	Count	27	20	22	21	17	56
	%age	48.2%	35.7%	39.3%	37.5%	30.4%	
Hathway	Count	11	7	7	13	7	28
	%age	39.3%	25.0%	25.0%	46.4%	25.0%	
Total	Count	136	104	140	130	124	392
	%age	34.7%	26.5%	35.7%	33.2%	31.6%	

- Out of 392 dissatisfied respondents majority of them (35.7%) cited the reasons that **“customer care executive not equipped with adequate information.”** This was cited maximum in the case of **Bharti and VSNL** (39.3% each).
- The other reasons cited were **“Difficult to connect to the call centre executive”** again reported by over 3 out of 10 respondents or complainants (34.7%). This was found highest in the case of VSNL (48.2%).
- **“Time taken by call centre for redressal of complaint is long”** cited by 33.2%, was other reason for dissatisfaction. This was reported highest in the case of **Hathway** (46.4%).
- **“Customer care executive was unable to understand the problem”** was also reported by almost 32% of complaints. This problem was found to be uniform among all operators.
- **“Customer care executive not polite/courteous”** was also reported by over 1 out of 4 (26.5%) of respondents. This was found to be highest in the case of VSNL (35.7%)

4.3 3.8 Resolution of billing complaints: The following table shows that out of 2317 respondents who had complained to call center/customer care, 1265 had billing related complaints. Out of these 880, 29.5% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was found to be maximum in the case of BSNL (43.8%) followed by VSNL (42.0%).

Table 4.3.3.8 Was your billing problem resolved satisfactorily by call center/customer care within four weeks after lodging of the complaint?				
Operator		Yes	No	Total
Bharti	Count	144	50	194
	% age	24.3%	8.4%	32.7%
BSNL	Count	263	48	311
	% age	43.8%	8.0%	51.8%
Rel Com	Count	73	57	130
	% age	16.4%	12.8%	29.2%
HFCL	Count	88	49	137
	% age	15.1%	8.4%	23.5%
VSNL	Count	168	139	307
	% age	42.0%	34.8%	76.8%
Hathway	Count	144	42	186
	% age	39.3%	11.5%	50.8%
Total	Count	880	385	1265
	% age	29.5%	12.9%	42.4%

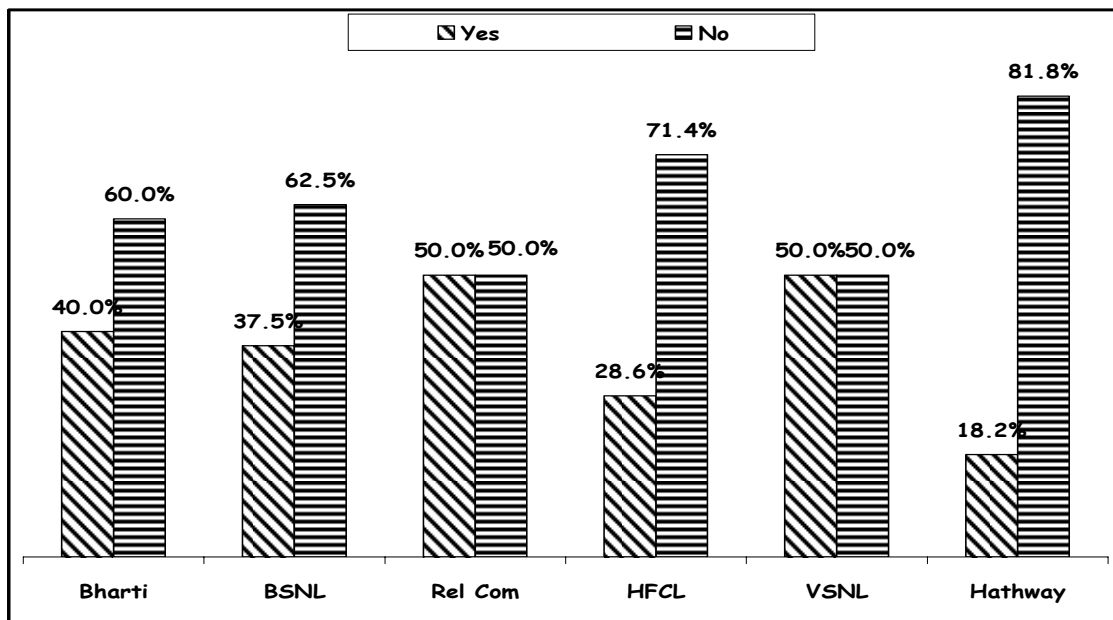
Graphical representation: The graphs below shows the provider wise percentage of respondents who confirmed that their billing complaint were resolved satisfactorily by call centre/ customer cared with four weeks after lodging the complaint.



4.3 3.9.: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 25). 48 (1.6%) respondents had reported that they were aware about Nodal officers. The table below shows that out of these 48 respondents, 16 (33.3%) were aware about the contact details of nodal officer. VSNL and Rel Comm. (50.0% each) had highest percentage of respondents who were aware about the contact details of nodal officers.

Table 4.3.3.9 Are you aware of the contact details of the nodal officer?				
Operator		Yes	No	Total
Bharti	Count	2	3	5
	% age	40.0%	60.0%	100.0%
BSNL	Count	3	5	8
	% age	37.5%	62.5%	100.0%
Rel Com	Count	3	3	6
	% age	50.0%	50.0%	100.0%
HFCL	Count	4	10	14
	% age	28.6%	71.4%	100.0%
VSNL	Count	2	2	4
	% age	50.0%	50.0%	100.0%
Hathway	Count	2	9	11
	% age	18.2%	81.8%	100.0%
Total	Count	16	32	48
	% age	33.3%	66.7%	100.0%

Graphical representation: The percentage of respondents who were aware and not aware of the contact details of the Nodal Officer.



4.3.3.10 Complaints to Nodal officer: Out of the 48 respondents who were aware of nodal officers, no one has made any complaint to Nodal Officer which was not resolved or unsatisfactorily resolved by customer care executive/call centre. Therefore, redressal mechanism with Nodal Officer could not be ascertained.

4.3.1.11: Awareness about the contact details of Appellate Authority:

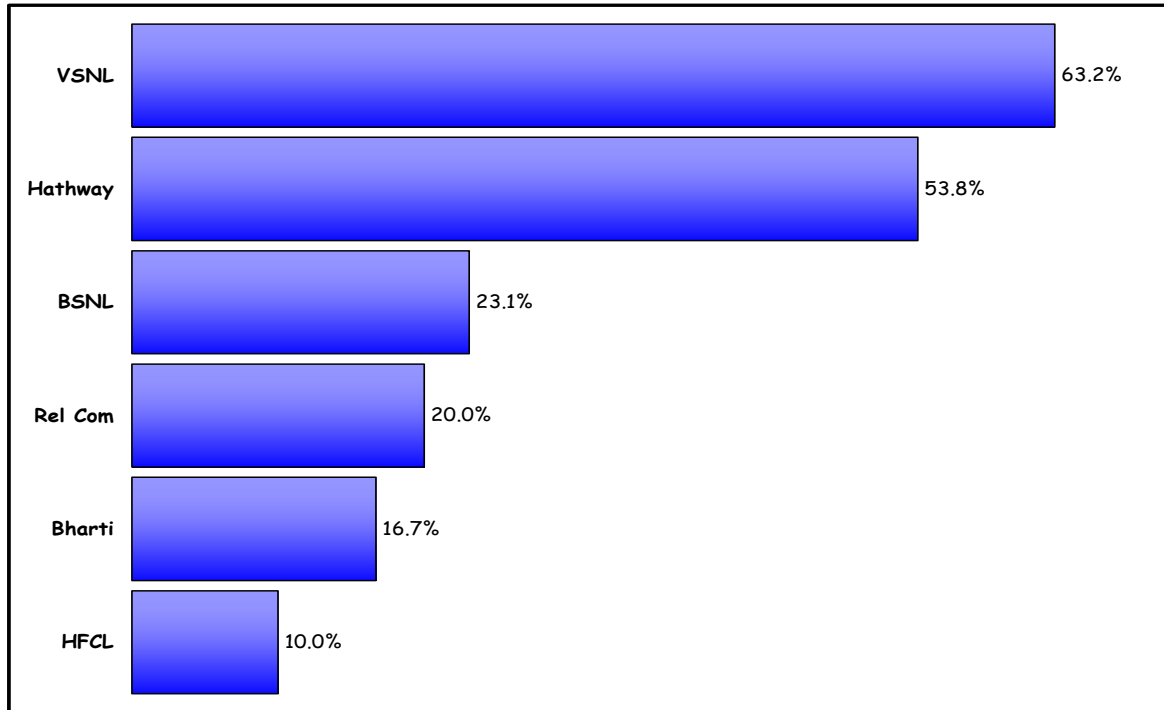
As regard to the awareness about the contact details of the Appellate Authority 27 respondents had reported that they were aware about Appellate Authority but none of them had the contact detail to file the appeal in case of their complaints had not been resolved or unsatisfactorily resolved by the Nodal Officers. Therefore, redressal mechanism with Appellate Authority could not be ascertained.

4.3.3.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 124 prepaid customers of 6 providers targeted, 54 (43.5%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of VSNNL (63.2%), followed by Hathway (53.8%).

Table 4.3.3.12 Are you aware that a prepaid customer can get item wise usage charges details on request?				
Operator		Yes	No	Total
Bharti	Count	2	10	12
	% age	16.7%	83.3%	100.0%
BSNNL	Count	3	10	13
	% age	23.1%	76.9%	100.0%
Rel Com	Count	1	4	5
	% age	20.0%	80.0%	100.0%
HFCL	Count	1	9	10
	% age	10.0%	90.0%	100.0%
VSNNL	Count	12	7	19
	% age	63.2%	36.8%	100.0%
Hathway	Count	35	30	65
	% age	53.8%	46.2%	100.0%
Total	Count	54	70	124
	% age	43.5%	56.5%	100.0%

*Only for Prepaid customer

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

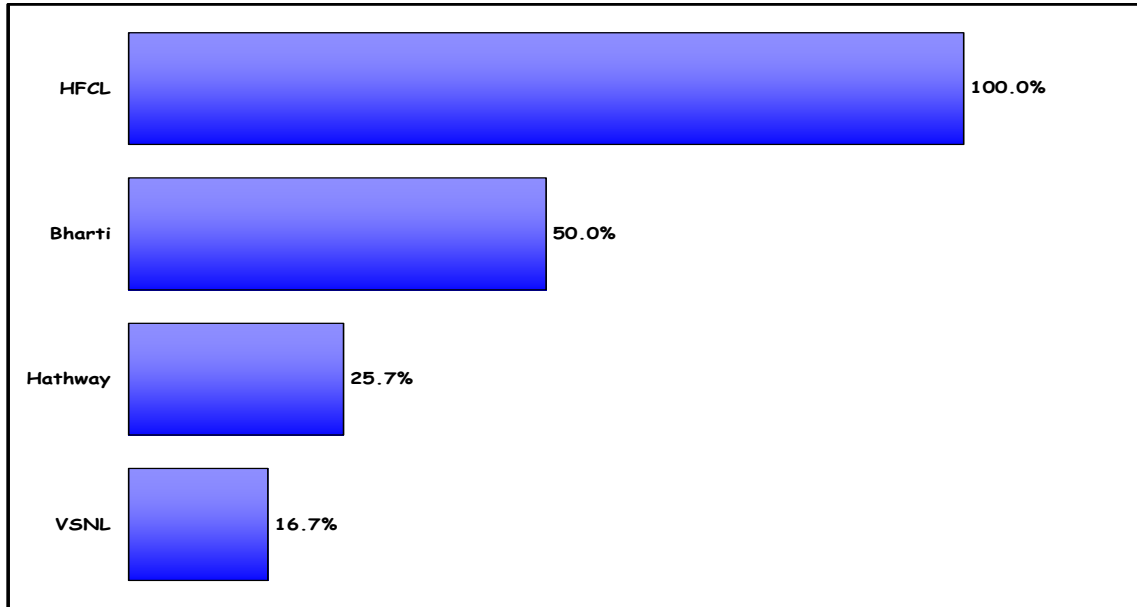


4.3.1.13: Denial of itemized usage charges detail: There were 54 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, only 13 (24.1%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their service charge.

Operator		Yes	No	Total
Bharti	Count	1	1	2
	% age	50.0%	50.0%	
BSNL	Count	0	3	3
	% age	0.0%	100.0%	
Rel Com	Count	0	1	1
	% age	0.0%	100.0%	
HFCL	Count	1	0	1
	% age	100.0%	0.0%	
VSNL	Count	2	10	12
	% age	16.7%	83.3%	
Hathway	Count	9	26	35
	% age	25.7%	74.3%	
Total	Count	13	41	54
	% age	24.10%	75.90%	

- Only for prepaid customers

Graphical representation: The percentage of prepaid subscribers who were denied of their request for itemized usage charge details.



4.3.3.14: Reason for denial of itemized charges:

Out of 13 respondents who have been denied of their request for item-wise usage charge details for their prepaid connection, 10 (76.9%) reported that no specific reason was given for denying the usage charges details. Only in Hathway, 3 out of 13 were denied due to technical problems

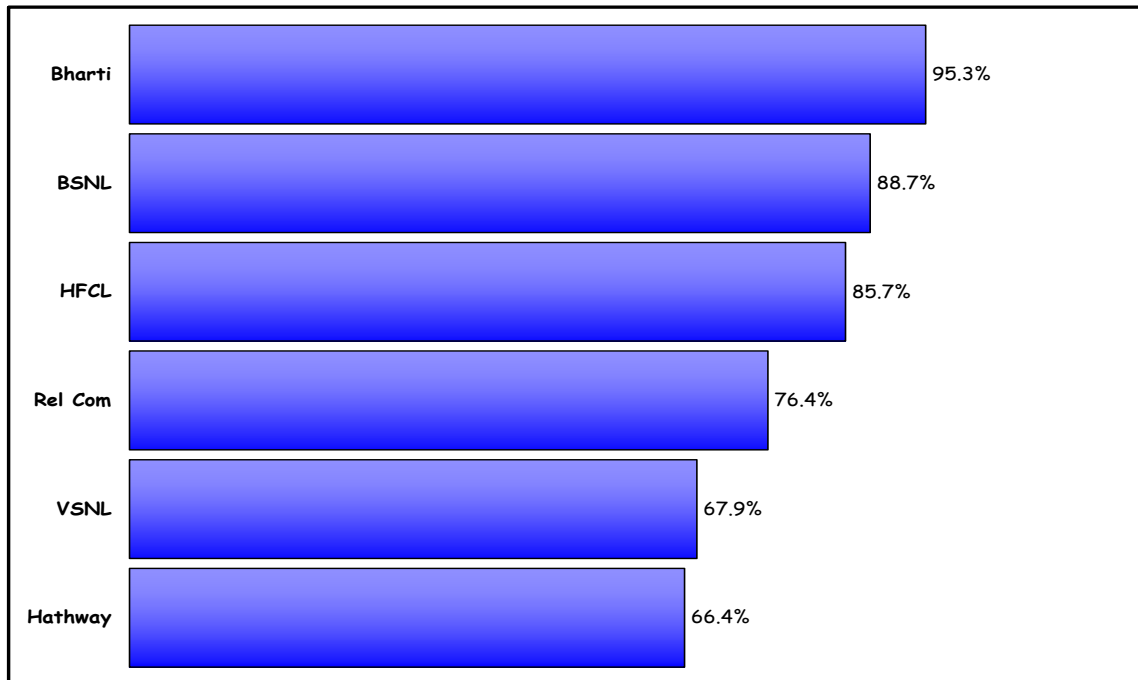
Table 4.3.3.14 What were the reasons for denying your request ?

Operator		No reason given	Technical problem	Total
Bharti	Count	1	0	1
	% age	100%	0%	
HFCL	Count	1	0	1
	% age	100%	0%	
VSNL	Count	2	0	2
	% age	100%	0%	
Hathway	Count	6	3	9
	% age	66.7%	33.3%	
Total	Count	10	3	13
	% age	76.9%	23.1%	

4.3.3.15: Provision of Manual of Practice by the Operators: TRAI has suggested to all the Operators to provide manual of practice to the new customers. Out of 1558 new customers (Subscribed in last 6 months), 275 (17.7%) indicated that they have not been provided the manual of practice containing the term and condition of service, grievances redressal mechanism while taking the connection. But 82.3% confirmed of receiving the manual. This was reported be highest from the customers of Bharti (95.3%).

Operator		Yes	No	Total
Bharti	Count	222	11	233
	%age	95.3%	4.7%	100.0%
BSNL	Count	320	41	361
	%age	88.7%	11.3%	100.0%
Rel Com	Count	277	85	362
	%age	76.4%	23.6%	100.0%
HFCL	Count	276	46	322
	%age	85.7%	14.3%	100.0%
VSNL	Count	91	43	134
	%age	67.9%	32.1%	100.0%
Hathway	Count	97	49	146
	%age	66.4%	33.6%	100.0%
Total	Count	1283	275	1558
	%age	82.3%	17.7%	100.0%

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



Overall Score – Telecom Consumer Protection and Redressal of Grievances BROADBAND

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

S.N.	Sub Parameter	Bharti	BSNL	Rel Comm	HFCL	VSNL	Hathway
1	Awareness of three stage grievance mechanism	23.6%	11.3%	9.9%	3.9%	28.5%	19.7%
2	For pre-paid customers awareness about item-wise usage charge details on request	16.7%	23.1%	20.0%	10.0%	63.2%	53.8%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	25.0%	0.0%	0.0%	60.0%	15.8%	26.2%
4	For new customers provisioning of "Manual of practice while taking the new connection	95.3%	88.7%	76.4%	85.7%	67.9%	66.4%
5	Awareness of call center for redressing grievances	99.8%	99.3%	99.3%	99.8%	95.3%	99.7%
6	Penetration of consumers made any complaint to the toll free number within last six months	75.4%	85.0%	75.8%	94.3%	28.0%	98.4%
7	Call center informing about the action taken on complaint	57.0%	52.2%	77.8%	49.5%	73.2%	70.6%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	24.3%	43.8%	16.4%	15.1%	42.0%	39.3%
9	Percentage satisfied with complaint resolution by call center	81.2%	88.0%	76.6%	84.7%	50.0%	92.2%
10	Awareness of nodal officer for redressing grievances	0.8%	1.3%	1.3%	2.4%	1.0%	3.0%
11	Awareness of appellate authority for redressing grievances	0.5%	1.0%	0.7%	0.7%	1.3%	1.6%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 3.9% to 28.5%. The highest percentage of aware subscribers were found in the case of VSNL (28.5%) followed by Bharti (23.6%), Hathway(19.7%),BSNL(11.3%) and Rel Comm(9.9%) .The lowest percentage of aware consumers were found in the case of HFCL(3.9%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 95.3% to 99.8%. This was found to be highest in the case of Bharti and HFCL(99.8%) followed by Hathway (99.7%), BSNL and Rel Comm(99.3%),VSNL(95.3%)
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 0.8% (Bharti) to 3.0% (Hathway).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.5% (Bharti) to 1.6% (Hathway)
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of Hathway (98.4%) followed by HFCL(94.3%),BSNL(85.0%),Rel Comm(75.8%),Bharti(75.4%),and the lowest is VSNL(28.0%)
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of VSNL(63.2%) followed by Hathway (53.8%). In the case of other operators it was found to be below 25% in the range of 10.0% (HFCL) to 23.1% (BSNL).

5. Conclusion and Recommendation

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

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

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

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

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

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

5.1 Key Takeout

5.1.1 Basic Wireline:

- 1) None of the Operators were able to meet the benchmark on any of the 7 parameters set up the TRAI.
- 2) **BSNL emerged as better than others 4 providers. Although it scored higher on only 1 out of 7 parameters, its ranking on other 5 parameters was better than at least 4 providers. However, its performance on supplementary services such as call waiting, call forwarding, voice mail etc. were found to be lower than all the other three Operators.**
- 3) The performance level of HFCL was higher than the other four Operators – Bharti, Rel Comm, Tata Teleservices and BSNL - in the case of pre paid billing services and network services. However, **the performance on help services and post paid billing service were found to be lower than three Operators.**
- 4) The performance Rel Comm was rated as highest on service provision, maintainability and supplementary services. **However its performance on pre paid billing service, help service and network was found be much lower.**

- 5) In the case of Bharti, its performance on all the parameters, except service provision was found be lower or below average. In fact, BSNL was unable to score as highest or second highest on any of the 7 parameters included in the study. **The area of concern is prepaid billing service, maintainability and supplementary services.**
- 6) Tata Teleservices was able to achieve higher score on help services. **However, its performance on post paid billing service and maintainability was very low.**
- 7) **With regard to the implementation and effectiveness of grievance redressal,** the performance level of all the Operators were considered to be low as overall only 18.6% of consumers were aware about the three stages of redressal mechanism set up by the Operators. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective Operators. The awareness level about the nodal officers could be gauged from the fact that only 30 (1.2%) customers had heard about the nodal officers being appointed by their providers. But only 7 of them know the contact details of the nodal officers. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and Operators should widely publicize these details. The situation was worse in the case of Appellate authority as the awareness level was abysmally low among the consumers.
- 8) The performance of Tata Teleservices was found to be lower than other providers. The possible reason could be the higher percentages of consumers were dissatisfied with the resolution of complaints. The performance of Bharti was also not up to mark and over 3 out of 10 respondents reported that had lodged complaints with customer care within last six months and highest number of complainants were dissatisfied with resolution provided.
- 9) TRAI has made it mandatory to the Operators to issue the docket number for customers' complaints. At least 2 out of 10 customers contacted during the survey reported that they have not received the docket number on most of the complaints they had registered with the customer care centre of their Operators.

5.1.2 Cellular Mobile

- 1) None of the Operators were able to meet the benchmark on any of the 7 parameters set up by the TRAI.
- 2) **The performance of Vodafone was found to be better than others** as it scored relatively higher on 4 out of the 7 parameters. However, its performance on **maintainability, post paid billing service was found to be lower** than most of the other operators. **In fact on maintainability its score was the lowest.**
- 3) The performance of BSNL was relatively better than 5 of the Operators covered in the study. Its performance was found to be highest on provision of service. However, **its performance on post paid billing service and network was found to be critically lower** as compared to most of the other providers.

- 4) In the case of Bharti, its performance on maintainability was found to be higher than other cellular providers in Punjab Service Area. Its performance on billing service (both post and pre paid), help services and supplementary services was also better than most of the other providers. However, **its performance on the provisioning of service and network were relatively low** as compared to most of the other providers.
- 5) The performance of Tata Teleservices was found to be better in the case of post-paid billing service and network. **However, its performances on help services and supplementary services were found to be quite low.**
- 6) In the case of Spice, its performance was below average on almost all the parameters. **The performance level was found to be critical in the area of supplementary services.** The services which were ranked **below average** also included pre paid billing service and help services.
- 7) The performance of Rel Comm was also below average on most of the parameters. as it was not able to achieve good ratings on any of the 7 parameters included in the study. Secondly, its performance was **rated as lowest on supplementary services.** **The performance was also very low on provision of service, pre paid billing and also maintainability.**
- 8) The performance of HFCL is a cause of concern. Although it achieved highest score on post paid billing service, it had the lowest ranking on **provision of service, pre paid billing service and help services.** **Secondly its score on maintainability was also poor.**
- 9) **With regard to the implementation and effectiveness of grievance redressal mechanism,** the performance level of all the Operators were considered to be low as overall only 15.2% of consumers were aware about the three stages of redressal mechanism set up by the Operators. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective Operators. The awareness level about the nodal officers could be gauged from the fact that only 23 (0.7%) were aware about the nodal officer and only 8 out them were knew the contact details of the nodal officers. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and Operators should widely publicize these details. The situation was worse in the case of Appellate authority as the awareness level was abysmally low (0.3%) among the consumers.
- 10) The performance of HFCL was found to be lower than other providers on most of the parameters. The possible reason could be the dissatisfaction on resolution of complaints which was reported by the highest number of complainants in the case of HFCL.
- 11) TRAI has made it mandatory to the Operators to issue the docket number for customers' complaints. However, nearly 2 out of 10 customers contacted during the survey reported that they have not received the docket number on most of the complaints they had registered with the customer care centre of their Operators.

5.1.3 Broadband

1. None of the Operators were able to meet the benchmark on any of the 7 parameters set up the TRAI. **However, Rel Comm was able to meet the benchmark on overall satisfaction with services.**
2. The performance of **Rel Comm** could be considered better than others as it scored highest on 6 of the 7 parameters. However, the performance on **supplementary services** was rated slightly lower as compared to few other providers.
3. In the case of **Bharti**, the performance rating was highest on 1 of the 7 parameters – supplementary services. **However, the performance was found to be critical in the case of help services and also supplementary services.**
4. The performance of **BSNL** was slightly lower as compared to Rel Comm. It attained the second highest ratings in the case of 3 parameters – pre paid billing service, help services and supplementary services. **But the performance on provision of service, post paid billing services and network was found to be critical.**
5. The performance other three providers – HFCL, Hathway and VSNL – on most of the parameters were found to be average or below average.
6. **HFCL's performance was rated below average in the case of provision of services, pre paid billing service, help service, maintainability and supplementary services. .**
7. **The performance of Hathway on pre paid billing service, maintainability and supplementary services was near critical.**
8. **The performance rating of the VSNL was found to be critical on almost all of the parameters, especially on network services and supplementary services.**
9. **With regard to the implementation and effectiveness of grievance redressal mechanism,** the performance level of all the Operators were considered to be low as overall only 15.4% of consumers were aware about the three stages of redressal mechanism set up by the Operators. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective Operators. However, the awareness level about the contact details of nodal officers was slightly better among the broadband consumers as out of 48 (1.6%) customers who had heard about the nodal officers being appointed by their providers and nearly one third of them knew the contact details of the nodal officers. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and Operators should widely publicize these details.
10. TRAI has made it mandatory to the Operators to issue the docket number for customers' complaints. However, over very few customers contacted during the survey reported that they have not received the docket number on most of the complaints they had registered with the customer care centre of their Operators.

5.2 Recommendations

5.2.1 Basic Wireline:

- 1) BSNL and Bharti should improve its supplementary services such as call waiting, call forwarding, voice mail etc. At present customers find it bit complicated therefore the rating score is found to be low.
- 2) Bharti also needed to improve its services on maintainability. A more focused approach should be adopted so that they could serve better to their customers. This requires investment on skilled man power in order to avoid the repeat complaints on the same issue.
- 3) HFCL and Tata Teleservices should enhance performance on help service and post paid billing service. The accounting system related to charges should be made more transparent so that customer could understand clearly about the usage charges.
- 4) HFCL and Rel Comm who has also been rated low on help services should properly invest in the redressal mechanism and timely resolution of their customers' complaints.
- 5) Rel Comm and Bharti were also rated low on pre paid billing services. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.

5.2.2 Cellular Mobile

- 1) Vodafone, though rated relatively higher on most of the parameters, should enhance its services on maintainability and post paid billing services. As discussed in earlier section, a more focused approach with consumers in mind should be adopted. The operator is trying its best to send message to consumers about its changes strategy. However, the results at ground level are yet to be ascertain.
- 2) Vodafone and BSNL were also rated low on post paid billing service. Therefore, operators should also adopt an effective policy to address the grievances of post paid customers. Although, the share of post paid subscribers were found to be low and compared to pre paid, it requires a separate mechanism to redress their grievances.
- 3) Bharti and BSNL should also improve their network performance by improving their infrastructure facility.
- 4) Tata Teleservices, Spice and Rel Comm should enhance their supplementary services such as call waiting, call forwarding, voice mail etc. At present customers find it bit complicated therefore the rating score is found to be low.

- 5) Tata Teleservices and Rel Comm should also improve their performance on the help services. A more concentrated approach should be adopted in order to effectively understand consumers' problem and provide speedy redressal. An awareness campaign should be adopted for the consumers by outlining the steps taken in this direction.

5.2.2.3 Broadband

- 1) Rel Comm has attained highest score on almost all the parameters. However, it should focus more on supplementary services, where the rating has been bit lower. The help services provided by Sify should be enhanced further in order to effectively redress the grievances of their customers.
- 2) The performance Bharti, considered to be growing faster than others, was found low on account of help service and supplementary services. Servicing Internet and broadband connections require focused approach with the help of trained and skilled manpower. Secondly, the equipments provided by the operators should bear some standard. **TRAI should intervene in this area and recommend to all the providers to adopt certain norms on equipment provided to customers.**
- 3) Hathway and HFCL, the two other providers which are trying to compete with the companies of national repute, should concentrate on many of the aspects such as maintainability, help services and supplementary services along with billing services.
- 4) VSNL, as in other regions, are facing tough competition from all the providers. The company was first in providing the internet connections in Delhi. However, it has not kept pace in the broadband era. VSNL should enhance all the services mentioned in the study especially network and supplementary services.

6. ANNEXURE

6.1 Basic Service (Wireline)

6.1.1-Service Provision

6.1.1.1 When did you last apply for a phone connection?

Operators		Less than 6months	6-12 months	More than 12 Months	Total
BHARTI	Count	63	73	464	600
	%age	10.5%	12.2%	77.3%	100.0%
BSNL	Count	5	11	584	600
	%age	0.8%	1.8%	97.3%	100.0%
RelCom	Count	49	37	514	600
	%age	8.2%	6.2%	85.7%	100.0%
Tata Teleservices	Count	6	15	69	90
	%age	6.7%	16.7%	76.7%	100.0%
HFCL	Count	98	35	467	600
	%age	16.3%	5.8%	77.8%	100.0%
Total	Count	221	171	2098	2490
	%age	8.9%	6.9%	84.3%	100.0%

6.1.1.2 How much time was taken to get the telephone connection installed and activated after you applied for it; Operators Wise

Operators		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
BHARTI	Count	3	1	25	107	136
	%age	2.2%	0.7%	18.4%	78.7%	100.0%
BSNL	Count	0	0	7	9	16
	%age	0.0%	0.0%	43.8%	56.3%	100.0%
RelCom	Count	7	2	21	56	86
	%age	8.1%	2.3%	24.4%	65.1%	100.0%
Tata Teleservices	Count	0	0	7	14	21
	%age	0.0%	0.0%	33.3%	66.7%	100.0%
HFCL	Count	0	0	24	109	133
	%age	0.0%	0.0%	18.0%	82.0%	100.0%
Total	Count	10	3	84	295	392
	%age	2.6%	0.8%	21.4%	75.3%	100.0%

**6.1.1.3 How satisfied are you with time taken to provide working phone connection:
Operators Wise**

Operators		Total	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
BHARTI	Count	136	4	6	94	32
	%age	100.0%	2.9%	4.4%	69.1%	23.5%
BSNL	Count	16	0	0	6	10
	%age	100.0%	0.0%	0.0%	37.5%	62.5%
RelCom	Count	86	0	0	47	39
	%age	100.0%	0.0%	0.0%	54.7%	45.3%
Tata Teleservices	Count	21	0	1	15	5
	%age	100.0%	0.0%	4.8%	71.4%	23.8%
HFCL	Count	133	0	6	68	59
	%age	100.0%	0.0%	4.5%	51.1%	44.4%
Total	Count	392	4	13	230	145
	%age	100.0%	1.0%	3.3%	58.7%	37.0%

6.1.1.4 How satisfied are you with time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months: Operators Wise

Operators		Total sample	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
BHARTI	Count	303	4	6	219	74
	%age	22.8%	1.3%	2.0%	72.3%	24.4%
BSNL	Count	329	1	1	277	50
	%age	24.8%	0.3%	0.3%	84.2%	15.2%
RelCom	Count	295	0	3	251	41
	%age	22.2%	0.0%	1.0%	85.1%	13.9%
Tata Teleservices	Count	55	0	1	45	9
	%age	4.1%	0.0%	1.8%	81.8%	16.4%
HFCL	Count	2	1	10	282	54
	%age	4.0%	0.3%	2.9%	81.3%	15.6%
Total	Count	1329	6	21	1074	228
	%age	100.0%	0.5%	1.6%	80.8%	17.2%

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

Operators		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BHARTI	Count	4	4	131	61	200
	%age	2.0%	2.0%	65.5%	30.5%	100.0%
BSNL	Count	2	3	112	53	170
	%age	1.2%	1.8%	65.9%	31.2%	100.0%
RelCom	Count	0	5	92	53	150
	%age	0.0%	3.3%	61.3%	35.3%	100.0%
Tata Teleservices	Count	0	2	15	6	23
	%age	0.0%	8.7%	65.2%	26.1%	100.0%
HFCL	Count	2	5	163	55	225
	%age	0.9%	2.2%	72.4%	24.4%	100.0%
Total	Count	8	19	513	228	768
	%age	1.0%	2.5%	66.8%	29.7%	100.0%

6.1.2-A-Billing Related (only for postpaid customers)

6.1.2.1 How satisfied are you with the timely delivery of bills?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	0	6	383	102	491
	% age	0.0%	1.2%	78.0%	20.8%	100.0%
BSNL	Count	1	4	346	152	503
	% age	0.2%	0.8%	68.8%	30.2%	100.0%
RelCom	Count	2	9	343	105	459
	% age	0.4%	2.0%	74.7%	22.9%	100.0%
Tata Teleservices	Count	0	4	52	2	58
	% age	0.0%	6.9%	89.7%	3.4%	100.0%
HFCL	Count	0	1	206	6	213
	% age	0.0%	0.5%	96.7%	2.8%	100.0%
Total	Count	3	24	1330	367	1724
	% age	0.2%	1.4%	77.1%	21.3%	100.0%

6.1.2.2 How satisfied are you with the accuracy of the bills?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	0	9	390	92	491
	% age	0.0%	1.8%	79.4%	18.7%	100.0%
BSNL	Count	0	10	211	149	370
	% age	0.0%	2.7%	57.0%	40.3%	100.0%
RelCom	Count	0	12	245	72	329
	% age	0.0%	3.6%	74.5%	21.9%	100.0%
Tata Teleservices	Count	0	4	36	1	41
	% age	0.0%	9.8%	87.8%	2.4%	100.0%
HFCL	Count	0	2	155	6	163
	% age	0.0%	1.2%	95.1%	3.7%	100.0%
Total	Count	0	37	1037	320	1394
	% age	0.0%	2.7%	74.4%	23.0%	100.0%

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

Operators		CHARGES NOT AS PER TARIFF PLAN SUBSCRIBED	TARIFF PLAN CHANGED WITHOUT INFORMATION	CHARGED FOR VALUE ADDED SERVICE NOT REQUESTED	CHARGED FOR Call/services not made/used	Total
Bharti	Count	7	1	0	4	9
	% age	77.8%	11.1%	0.0%	44.4%	100.0%
BSNL	Count	7	3	1	5	10
	% age	70.0%	30.0%	10.0%	50.0%	100.0%
RelCom	Count	7	4	5	4	12
	% age	58.3%	33.3%	55.6%	44.4%	100.0%
Tata Teleservices	Count	0	3	2	2	4
	% age	0.0%	75.0%	50.0%	50.0%	100.0%
HFCL	Count	0	2	1	1	2
	% age	0.0%	100.0%	100.0%	50.0%	100.0%
Total	Count	21	13	9	16	37
	% age	58.3%	35.1%	27.3%	47.1%	100.0%

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

Operators		Yes	No	Total
Bharti	Count	179	312	491
	% age	36.5%	63.5%	100.0%
BSNL	Count	223	280	503
	% age	44.3%	55.7%	100.0%
RelCom	Count	250	209	459
	% age	54.5%	45.5%	100.0%
Tata Teleservices	Count	29	29	58
	% age	50.0%	50.0%	100.0%
HFCL	Count	132	81	213
	% age	62.0%	38.0%	100.0%
Total	Count	813	911	1724
	% age	47.2%	52.8%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	0	2	150	27	179
	% age	0.0%	1.1%	83.8%	15.1%	100.0%
BSNL	Count	0	2	203	18	223
	% age	0.0%	0.9%	91.0%	8.1%	100.0%
RelCom	Count	0	8	202	40	250
	% age	0.0%	3.2%	80.8%	16.0%	100.0%
Tata Teleservices	Count	0	0	28	1	29
	% age	0.0%	0.0%	96.6%	3.4%	100.0%
HFCL	Count	0	0	126	6	132
	% age	0.0%	0.0%	95.5%	4.5%	100.0%
Total	Count	0	12	709	92	813
	% age	0.0%	1.5%	87.2%	11.3%	100.0%

6.1.2.6 How satisfied are you with the clarity of the bills sent by your Operators in terms of transparency & understandability?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	6	17	385	83	491
	% age	1.2%	3.5%	78.4%	16.9%	100.0%
BSNL	Count	3	17	377	106	503
	% age	0.6%	3.4%	75.0%	21.1%	100.0%
RelCom	Count	3	14	368	74	459
	% age	0.7%	3.1%	80.2%	16.1%	100.0%
Tata Teleservices	Count	2	4	51	1	58
	% age	3.4%	6.9%	87.9%	1.7%	100.0%
HFCL	Count	1	10	196	6	213
	% age	0.5%	4.7%	92.0%	2.8%	100.0%
Total	Count	15	62	1377	270	1724
	% age	0.9%	3.6%	79.9%	15.7%	100.0%

6.1.2.7 Please specify the reason(s) for your dissatisfaction; Operators Wise

Operators		DIFFICULT TO READ THE BILL	DIFFICULT TO UNDERSTAND THE LANGUAGE	CALCULATIONS NOT CLEAR	ITEM WISE CHARGES LIKE TOTAL MINUTES OF USAGE OF LOCAL, STD,	Total
Bharti	Count	8	3	9	15	23
	% age	34.8%	13.0%	39.1%	65.2%	100.0%
BSNL	Count	11	1	7	11	20
	% age	55.0%	5.0%	35.0%	55.0%	100.0%
RelCom	Count	7	3	5	11	17
	% age	41.2%	17.6%	29.4%	64.7%	100.0%
Tata Teleservices	Count	4	1	1	5	6
	% age	66.7%	16.7%	16.7%	83.3%	100.0%
HFCL	Count	5	3	2	9	11
	% age	45.5%	27.3%	18.2%	81.8%	100.0%
Total	Count	35	11	24	51	77
	% age	45.5%	14.3%	31.2%	66.2%	100.0%

6.1.2-B-Billing Related (only for prepaid customers)

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	6	11	91	1	109
	% age	5.5%	10.1%	83.5%	0.9%	100.0%
BSNL	Count	3	5	89	0	97
	% age	3.1%	5.2%	91.8%	0.0%	100.0%
RelCom	Count	11	11	117	2	141
	% age	7.8%	7.8%	83.0%	1.4%	100.0%
Tata Teleservices	Count	1	3	27	1	32
	% age	3.1%	9.4%	84.4%	3.1%	100.0%
HFCL	Count	5	19	357	6	387
	% age	1.3%	4.9%	92.2%	1.6%	100.0%
Total	Count	26	49	681	10	766
	% age	3.4%	6.4%	88.9%	1.3%	100.0%

6.1.3- Help Service/Customer Care

6.1.3.1 Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your Operators? : Operators wise

Operators		Yes	No	Total
BHARTI	Count	398	202	600
	% age	66.3%	33.7%	100.0%
BSNL	Count	375	225	600
	% age	62.5%	37.5%	100.0%
RelCom	Count	392	208	600
	% age	65.3%	34.7%	100.0%
Tata Teleservices	Count	59	31	90
	% age	65.6%	34.4%	100.0%
HFCL	Count	355	245	600
	% age	59.2%	40.8%	100.0%
Total	Count	1579	911	2490
	% age	63.4%	36.6%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	5	13	254	126	398
	% age	1.3%	3.3%	63.8%	31.7%	100.0%
BSNL	Count	1	3	305	66	375
	% age	0.3%	0.8%	81.3%	17.6%	100.0%
RelCom	Count	0	34	255	103	392
	% age	0.0%	8.7%	65.1%	26.3%	100.0%
Tata Teleservices	Count	0	3	43	13	59
	% age	0.0%	5.1%	72.9%	22.0%	100.0%
HFCL	Count	1	10	258	86	355
	% age	0.3%	2.8%	72.7%	24.2%	100.0%
Total	Count	7	63	1115	394	1579
	% age	0.4%	4.0%	70.6%	25.0%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	5	28	289	76	398
	% age	1.3%	7.0%	72.6%	19.1%	100.0%
BSNL	Count	1	24	295	55	375
	% age	0.3%	6.4%	78.7%	14.7%	100.0%
RelCom	Count	1	38	292	61	392
	% age	0.3%	9.7%	74.5%	15.6%	100.0%
Tata Teleservices	Count	0	4	37	18	59
	Count	0.00%	6.80%	62.70%	30.50%	100.00%
HFCL	Count	1	30	254	70	355
	% age	0.3%	8.5%	71.5%	19.7%	100.0%
Total	% age	8	124	1167	280	1579
	% age	0.5%	7.9%	73.9%	17.7%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	5	15	215	163	398
	% age	1.3%	3.8%	54.0%	41.0%	100.0%
BSNL	Count	1	4	154	216	375
	% age	0.3%	1.1%	41.1%	57.6%	100.0%
RelCom	Count	0	12	218	162	392
	% age	0.0%	3.1%	55.6%	41.3%	100.0%
Tata Teleservices	Count	0	3	27	29	59
	% age	0.0%	5.1%	45.8%	49.2%	100.0%
HFCL	Count	1	13	205	136	355
	% age	0.3%	3.7%	57.7%	38.3%	100.0%
Total	Count	7	47	819	706	1579
	% age	0.4%	3.0%	51.9%	44.7%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	6	14	271	107	398
	% age	1.5%	3.5%	68.1%	26.9%	100.0%
BSNL	Count	1	3	312	59	375
	% age	0.3%	0.8%	83.2%	15.7%	100.0%
RelCom	Count	1	12	282	97	392
	% age	0.3%	3.1%	71.9%	24.7%	100.0%
Tata Teleservices	Count	0	4	39	16	59
	% age	0.0%	6.8%	66.1%	27.1%	100.0%
HFCL	Count	1	11	265	78	355
	% age	0.3%	3.1%	74.6%	22.0%	100.0%
Total	Count	9	44	1169	357	1579
	% age	0.6%	2.8%	74.0%	22.6%	100.0%

6.1.4-Network Performance, Reliability & Availability

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	6	13	386	195	600
	%age	1.0%	2.2%	64.3%	32.5%	100.0%
BSNL	Count	1	6	399	194	600
	%age	0.2%	1.0%	66.5%	32.3%	100.0%
RelCom	Count	3	7	405	185	600
	%age	0.5%	1.2%	67.5%	30.8%	100.0%
Tata Teleservices	Count	0	1	62	27	90
	%age	0.0%	1.1%	68.9%	30.0%	100.0%
HFCL	Count	1	11	385	203	600
	%age	0.2%	1.8%	64.2%	33.8%	100.0%
Total	Count	11	38	1637	804	2490
	%age	0.4%	1.5%	65.7%	32.3%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	5	14	366	215	600
	%age	0.8%	2.3%	61.0%	35.8%	100.0%
BSNL	Count	1	4	406	189	600
	%age	0.2%	0.7%	67.7%	31.5%	100.0%
RelCom	Count	2	3	435	160	600
	%age	0.3%	0.5%	72.5%	26.7%	100.0%
Tata Teleservices	Count	0	2	64	24	90
	%age	0.0%	2.2%	71.1%	26.7%	100.0%
HFCL	Count	2	8	370	220	600
	%age	0.3%	1.3%	61.7%	36.7%	100.0%
Total	Count	10	31	1641	808	2490
	%age	0.4%	1.2%	65.9%	32.4%	100.0%

6.1.4.3 How satisfied are you with the voice quality?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	7	13	410	170	600
	%age	1.2%	2.2%	68.3%	28.3%	100.0%
BSNL	Count	3	13	409	175	600
	%age	0.5%	2.2%	68.2%	29.2%	100.0%
RelCom	Count	3	4	459	134	600
	%age	0.5%	0.7%	76.5%	22.3%	100.0%
Tata Teleservices	Count	0	3	56	31	90
	%age	0.0%	3.3%	62.2%	34.4%	100.0%
HFCL	Count	2	7	362	229	600
	%age	0.3%	1.2%	60.3%	38.2%	100.0%
Total	Count	15	40	1696	739	2490
	%age	0.6%	1.6%	68.1%	29.7%	100.0%

6.1.5-Maintainability

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

Operators		Yes	No	Total
BHARTI	Count	180	420	600
	%age	30.0%	70.0%	100.0%
BSNL	Count	161	439	600
	%age	26.8%	73.2%	100.0%
RelCom	Count	135	465	600
	%age	22.5%	77.5%	100.0%
Tata Teleservices	Count	15	75	90
	%age	16.7%	83.3%	100.0%
HFCL	Count	208	392	600
	%age	34.7%	65.3%	100.0%
Total	Count	699	1791	2490
	%age	28.1%	71.9%	100.0%

6.1.5.2 How many time your telephone became faulty in the last one month?

Operators		More than 3 times	2-3 Times	One Time	Nil	Total
BHARTI	Count	13	59	102	6	180
	%age	7.2%	32.8%	56.7%	3.3%	100.0%
BSNL	Count	15	39	74	33	161
	%age	9.3%	24.2%	46.0%	20.5%	100.0%
RelCom	Count	4	53	56	22	135
	%age	3.0%	39.3%	41.5%	16.3%	100.0%
Tata Teleservices	Count	1	5	9	0	15
	%age	6.7%	33.3%	60.0%	0.0%	100.0%
HFCL	Count	8	79	105	16	208
	%age	3.8%	38.0%	50.5%	7.7%	100.0%
Total	Count	41	235	346	77	699
	%age	5.9%	33.6%	49.5%	11.0%	100.0%

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

Operators		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
BHARTI	Count	8	17	46	109	180
	%age	4.4%	9.4%	25.6%	60.6%	100.0%
BSNL	Count	12	19	45	85	161
	%age	7.5%	11.8%	28.0%	52.8%	100.0%
RelCom	Count	5	9	60	61	135
	%age	3.7%	6.7%	44.4%	45.2%	100.0%
Tata Teleservices	Count	1	3	6	5	15
	%age	6.7%	20.0%	40.0%	33.3%	100.0%
HFCL	Count	6	12	111	79	208
	%age	2.9%	5.8%	53.4%	38.0%	100.0%
Total	Count	32	60	268	339	699
	%age	4.6%	8.6%	38.3%	48.5%	100.0%

6.1.5.4 How satisfied are you with the fault repair service?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	9	19	120	32	180
	%age	5.0%	10.6%	66.7%	17.8%	100.0%
BSNL	Count	9	24	76	52	161
	%age	5.6%	14.9%	47.2%	32.3%	100.0%
RelCom	Count	1	13	97	24	135
	%age	0.7%	9.6%	71.9%	17.8%	100.0%
Tata Teleservices	Count	0	4	10	1	15
	%age	0.0%	26.7%	66.7%	6.7%	100.0%
HFCL	Count	3	40	122	43	208
	%age	1.4%	19.2%	58.7%	20.7%	100.0%
Total	Count	22	100	425	152	699
	%age	3.1%	14.3%	60.8%	21.7%	100.0%

6.1.6-Supplementary Services

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

Operators		Yes	No	Total
BHARTI	Count	149	451	600
	%age	24.8%	75.2%	100.0%
BSNL	Count	169	431	600
	%age	28.2%	71.8%	100.0%
RelCom	Count	202	398	600
	%age	33.7%	66.3%	100.0%
Tata Teleservices	Count	18	72	90
	%age	20.0%	80.0%	100.0%
HFCL	Count	136	464	600
	%age	22.7%	77.3%	100.0%
Total	Count	674	1816	2490
	%age	27.1%	72.9%	100.0%

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

Operators		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BHARTI	Count	8	7	104	30	149
	%age	5.4%	4.7%	69.8%	20.1%	100.0%
BSNL	Count	2	3	158	6	169
	%age	1.2%	1.8%	93.5%	3.6%	100.0%
RelCom	Count	0	1	160	41	202
	%age	0.0%	0.5%	79.2%	20.3%	100.0%
Tata Teleservices	Count	0	0	17	1	18
	%age	0.0%	0.0%	94.4%	5.6%	100.0%
HFCL	Count	2	4	113	17	136
	%age	1.5%	2.9%	83.1%	12.5%	100.0%
Total	Count	12	15	552	95	674
	%age	1.8%	2.2%	81.9%	14.1%	100.0%

6.1.7-Overall Satisfaction

6.1.7.1 How satisfied are you with the overall quality of your telephone service?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BHARTI	Count	10	16	407	167	600
	% age	1.7%	2.7%	67.8%	27.8%	100.0%
BSNL	Count	3	17	430	150	600
	% age	0.5%	2.8%	71.7%	25.0%	100.0%
RelCom	Count	1	18	416	165	600
	% age	0.2%	3.0%	69.3%	27.5%	100.0%
Tata Teleservices	Count	0	1	58	31	90
	% age	0.0%	1.1%	64.4%	34.4%	100.0%
HFCL	Count	2	10	369	219	600
	% age	0.3%	1.7%	61.5%	36.5%	100.0%
Total	Count	16	62	1680	732	2490
	% age	0.6%	2.5%	67.5%	29.4%	100.0%

6.1.8-General Information

6.1.8.1 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?

Operators		Yes	No	Total
BHARTI	Count	91	45	136
	%age	66.9%	33.1%	100.0%
BSNL	Count	9	7	16
	%age	56.3%	43.8%	100.0%
RelCom	Count	37	49	86
	%age	43.0%	57.0%	100.0%
Tata Teleservices	Count	6	15	21
	%age	28.6%	71.4%	100.0%
HFCL	Count	95	38	133
	%age	71.4%	28.6%	100.0%
Total	Count	238	154	392
	%age	60.7%	39.3%	100.0%

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

Operators		Yes	No	Total
BHARTI	Count	53	547	600
	%age	8.8%	91.2%	100.0%
BSNL	Count	6	594	600
	%age	1.0%	99.0%	100.0%
RelCom	Count	14	586	600
	%age	2.3%	97.7%	100.0%
Tata Teleservices	Count	9	81	90
	%age	10.0%	90.0%	100.0%
HFCL	Count	25	575	600
	%age	4.2%	95.8%	100.0%
Total	Count	107	2383	2490
	%age	4.3%	95.7%	100.0%

6.1.8.3 If yes, Please name your previous Operators?

Operators		BHARTI	BSNL	Rel Com	Tata Teleservices	HFCL	Total
BHARTI	Count	0	24	6	4	19	53
	%age	0.0%	45.3%	11.3%	7.5%	35.8%	100.0%
BSNL	Count	2	0	1	1	2	6
	%age	33.3%	0.0%	16.7%	16.7%	33.3%	100.0%
RelCom	Count	6	7	0	1	0	14
	%age	42.9%	50.0%	0.0%	7.1%	0.0%	100.0%
Tata Teleservices	Count	2	4	1	0	2	9
	%age	22.2%	44.4%	11.1%	0.0%	22.2%	100.0%
HFCL	Count	2	18	2	3	0	25
	%age	8.0%	72.0%	8.0%	12.0%	0.0%	100.0%
Total	Count	12	53	10	9	23	107
	%age	11.2%	49.5%	9.3%	8.4%	21.5%	

6.1.8.4 How many days were taken by previous Operators for termination of your mobile phone connection?

Operators		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
BHARTI	Count	15	6	27	5	53
	%age	28.3%	11.3%	50.9%	9.4%	100.0%
BSNL	Count	1	0	5	0	6
	%age	16.7%	0.0%	83.3%	0.0%	100.0%
RelCom	Count	7	3	4	0	14
	%age	50.0%	21.4%	28.6%	0.0%	100.0%
Tata Teleservices	Count	0	2	4	3	9
	%age	0.0%	22.2%	44.4%	33.3%	100.0%
HFCL	Count	6	2	9	8	25
	%age	24.0%	8.0%	36.0%	32.0%	100.0%
Total	Count	29	13	49	16	107
	%age	27.1%	12.1%	45.8%	15.0%	100.0%

6.1.8.5 Did your Operators adjust your security deposit in the bill raised after you requested for termination?

Operators		Yes	No	Total
BHARTI	Count	31	22	53
	%age	58.5%	41.5%	100.0%
BSNL	Count	5	1	6
	%age	83.3%	16.7%	100.0%
RelCom	Count	9	5	14
	%age	64.3%	35.7%	100.0%
Tata Teleservices	Count	3	6	9
	%age	33.3%	66.7%	100.0%
HFCL	Count	16	9	25
	%age	64.0%	36.0%	100.0%
Total	Count	64	43	107
	%age	59.8%	40.2%	100.0%

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

Operators		Do not mind receiving such calls/SMS	Yes	No	Total
BHARTI	Count	24	5	571	600
	%age	4.0%	0.8%	95.2%	100.0%
BSNL	Count	4	3	593	600
	%age	0.7%	0.5%	98.8%	100.0%
RelCom	Count	15	11	574	600
	%age	2.5%	1.8%	95.7%	100.0%
Tata Teleservices	Count	3	0	87	90
	%age	3.3%	0.0%	96.7%	100.0%
HFCL	Count	44	5	551	600
	%age	7.3%	0.8%	91.8%	100.0%
Total	Count	90	24	2376	2490
	%age	3.6%	1.0%	95.4%	100.0%

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

Operators		Continued receiving	Slight Decrease	Considerable Decrease	Stop receiving	Total
BHARTI	Count	0	0	3	2	5
	%age	0.0%	0.0%	60.0%	40.0%	100.0%
BSNL	Count	0	2	0	1	3
	%age	0.0%	66.7%	0.0%	33.3%	100.0%
RelCom	Count	0	1	0	10	11
	%age	0.0%	9.1%	0.0%	90.9%	100.0%
HFCL	Count	3	1	0	1	5
	%age	60.0%	20.0%	0.0%	20.0%	100.0%
Total	Count	3	4	3	14	24
	%age	12.5%	16.7%	12.5%	58.3%	100.0%

6.2 Cellular Services

6.2.1 Service Provision

6.2.1.1 When did you last apply for a phone connection; Operators Wise

Operators		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	101	66	433	600
	%age	16.8%	11.0%	72.2%	100.0%
Vodafone	Count	81	63	456	600
	%age	13.5%	10.5%	76.0%	100.0%
BSNL	Count	95	90	415	600
	%age	15.8%	15.0%	69.2%	100.0%
Rel Comm	Count	107	85	408	600
	%age	17.8%	14.2%	68.0%	100.0%
Tata Teleservices	Count	127	61	412	600
	%age	21.2%	10.2%	68.7%	100.0%
Spice	Count	119	84	397	600
	%age	19.8%	14.0%	66.2%	100.0%
HFCL	Count	190	57	353	600
	%age	31.7%	9.5%	58.8%	100.0%
Total	Count	820	506	2874	4200
	%age	19.5%	12.0%	68.4%	100.0%

6.2.1.2 How much time was taken to get the telephone connection (activation) after you applied and completed all formalities; Operators Wise

Operators		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	1	8	60	98	167
	%age	0.6%	4.8%	35.9%	58.7%	100.0%
Vodafone	Count	0	10	54	80	144
	%age	0.0%	6.9%	37.5%	55.6%	100.0%
BSNL	Count	1	7	88	89	185
	%age	0.5%	3.8%	47.6%	48.1%	100.0%
Rel Comm	Count	3	3	94	92	192
	%age	1.6%	1.6%	49.0%	47.9%	100.0%
Tata Teleservices	Count	2	8	107	71	188
	%age	1.1%	4.3%	56.9%	37.8%	100.0%
Spice	Count	3	8	80	112	203
	%age	1.5%	3.9%	39.4%	55.2%	100.0%
HFCL	Count	4	14	128	101	247
	%age	1.6%	5.7%	51.8%	40.9%	100.0%
Total	Count	14	58	611	643	1326
	%age	1.1%	4.4%	46.1%	48.5%	100.0%

6.2.1.3 How satisfied are you with time taken to activate the mobile connection, after you applied and completed all formalities; Operators Wise

Operators		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	5	114	47	167
	%age	0.6%	3.0%	68.3%	28.1%	100.0%
Vodafone	Count	1	2	93	48	144
	%age	0.7%	1.4%	64.6%	33.3%	100.0%
BSNL	Count	0	2	129	54	185
	%age	0.0%	1.1%	69.7%	29.2%	100.0%
Rel Comm	Count	0	6	124	62	192
	%age	0.0%	3.1%	64.6%	32.3%	100.0%
Tata Teleservices	Count	1	4	141	42	188
	%age	0.5%	2.1%	75.0%	22.3%	100.0%
Spice	Count	1	3	149	50	203
	%age	0.5%	1.5%	73.4%	24.6%	100.0%
HFCL	Count	1	13	167	66	247
	%age	0.4%	5.3%	67.6%	26.7%	100.0%
Total	Count	5	35	917	369	1326
	%age	0.4%	2.6%	69.2%	27.8%	100.0%

6.2.1.4 In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment; Operators Wise

Operators		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	4	172	91	272
	%age	1.8%	1.5%	63.2%	33.5%	100.0%
Vodafone	Count	3	0	95	69	167
	%age	1.8%	0.0%	56.9%	41.3%	100.0%
BSNL	Count	0	2	88	30	120
	%age	0.0%	1.7%	73.3%	25.0%	100.0%
Rel Comm	Count	5	1	99	74	179
	%age	2.8%	0.6%	55.3%	41.3%	100.0%
Tata Teleservices	Count	1	2	106	48	157
	%age	0.6%	1.3%	67.5%	30.6%	100.0%
Spice	Count	0	5	172	105	282
	%age	0.0%	1.8%	61.0%	37.2%	100.0%
HFCL	Count	4	1	70	43	118
	%age	3.4%	0.8%	59.3%	36.4%	100.0%
Total	Count	18	15	802	460	1295
	%age	1.4%	1.2%	61.9%	35.5%	100.0%

6.2.2- Billing related - Prepaid Customers

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

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	5	14	378	133	530
	%age	0.9%	2.6%	71.3%	25.1%	100.00%
Vodafone	Count	2	11	406	121	540
	%age	0.4%	2.0%	75.2%	22.4%	100.00%
BSNL	Count	2	15	429	139	585
	%age	0.3%	2.6%	73.3%	23.8%	100.00%
Rel Comm	Count	0	20	350	122	492
	%age	0.0%	4.1%	71.1%	24.8%	100.00%
Tata Teleservices	Count	1	17	330	144	492
	%age	0.2%	3.5%	67.1%	29.3%	100.00%
Spice	Count	4	15	340	127	486
	%age	0.8%	3.1%	70.0%	26.1%	100.00%
HFCL	Count	3	28	387	141	559
	%age	0.5%	5.0%	69.2%	25.2%	100.00%
Total	Count	17	120	2620	927	3684
	%age	0.5%	3.3%	71.1%	25.2%	100.00%

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

Operators		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	13	5	9	1	19
	%age	68.4%	26.3%	47.4%	5.3%	100.0%
Vodafone	Count	5	4	6	3	13
	%age	38.5%	30.8%	46.2%	23.1%	100.0%
BSNL	Count	8	11	4	2	17
	%age	47.1%	64.7%	23.5%	11.8%	100.0%
Rel Comm	Count	9	9	7	4	20
	%age	45.0%	45.0%	35.0%	20.0%	100.0%
Tata Teleservices	Count	8	9	4	6	18
	%age	44.4%	50.0%	22.2%	33.3%	100.0%
Spice	Count	10	8	8	5	19
	%age	52.6%	42.1%	42.1%	26.3%	100.0%
HFCL	Count	15	10	13	5	31
	%age	48.4%	32.3%	41.9%	16.1%	100.0%
Total	Count	68	56	51	26	137
	%age	49.6%	40.9%	37.2%	19.0%	100.0%

6.2.2-B- BILLING RELATED –Postpaid

6.2.2.3 How satisfied are you with the timely delivery of bills; Operators Wise

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	60	9	70
	%age	0.0%	1.4%	85.7%	12.9%	100.0%
Vodafone	Count	0	2	54	4	60
	%age	0.0%	3.3%	90.0%	6.7%	100.0%
BSNL	Count	0	0	15	0	15
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Rel Comm	Count	0	3	86	19	108
	%age	0.0%	2.8%	79.6%	17.6%	100.0%
Tata Teleservices	Count	0	0	83	25	108
	%age	0.0%	0.0%	76.9%	23.1%	100.0%
Spice	Count	0	3	101	10	114
	%age	0.0%	2.6%	88.6%	8.8%	100.0%
HFCL	Count	0	1	37	3	41
	%age	0.0%	2.4%	90.2%	7.3%	100.0%
Total	Count	0	10	436	70	516
	%age	0.0%	1.9%	84.5%	13.6%	100.0%

6.2.2.4 How satisfied are you with the accuracy of the bills; Operators Wise

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	58	11	70
	%age	0.0%	1.4%	82.9%	15.7%	100.0%
Vodafone	Count	0	0	56	4	60
	%age	0.0%	0.0%	93.3%	6.7%	100.0%
BSNL	Count	0	1	13	1	15
	%age	0.0%	6.7%	86.7%	6.7%	100.0%
Rel Comm	Count	0	1	90	17	108
	%age	0.0%	0.9%	83.3%	15.7%	100.0%
Tata Teleservices	Count	0	2	84	22	108
	%age	0.0%	1.9%	77.8%	20.4%	100.0%
Spice	Count	0	0	95	19	114
	%age	0.0%	0.0%	83.3%	16.7%	100.0%
HFCL	Count	0	0	39	2	41
	%age	0.0%	0.0%	95.1%	4.9%	100.0%
Total	Count	0	5	435	76	516
	%age	0.0%	1.0%	84.3%	14.7%	100.0%

**6.2.2.5 Have you made any billing related complaints in last 12 months; Operators
Wise**

Operators		Yes	No	Total
Bharti	Count	35	35	70
	%age	50.0%	50.0%	100.0%
Vodafone	Count	32	28	60
	%age	53.3%	46.7%	100.0%
BSNL	Count	9	6	15
	%age	60.0%	40.0%	100.0%
Rel Comm	Count	54	54	108
	%age	50.0%	50.0%	100.0%
Tata Teleservices	Count	48	60	108
	%age	44.4%	55.6%	100.0%
Spice	Count	48	66	114
	%age	42.1%	57.9%	100.0%
HFCL	Count	21	20	41
	%age	51.2%	48.8%	100.0%
Total	Count	247	269	516
	%age	47.9%	52.1%	100.0%

**6.2.2.6 How satisfied are you with the process of resolution of billing complaints;
Operators Wise**

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	2	28	4	35
	%age	2.9%	5.7%	80.0%	11.4%	100.0%
Vodafone	Count	0	1	28	3	32
	%age	0.0%	3.1%	87.5%	9.4%	100.0%
BSNL	Count	0	0	9	0	9
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Rel Comm	Count	0	0	45	9	54
	%age	0.0%	0.0%	83.3%	16.7%	100.0%
Tata Teleservices	Count	1	2	31	14	48
	%age	2.1%	4.2%	64.6%	29.2%	100.0%
Spice	Count	0	4	37	7	48
	%age	0.0%	8.3%	77.1%	14.6%	100.0%
HFCL	Count	0	0	20	1	21
	%age	0.0%	0.0%	95.2%	4.8%	100.0%
Total	Count	2	9	198	38	247
	%age	0.8%	3.6%	80.2%	15.4%	100.0%

6.2.2.7 How satisfied are you with the clarity of the bills sent by your Operators in terms of transparency and understandability; Operators Wise

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	50	16	70
	%age	0.0%	5.7%	71.4%	22.9%	100.0%
Vodafone	Count	0	4	51	5	60
	%age	0.0%	6.7%	85.0%	8.3%	100.0%
BSNL	Count	0	5	7	3	15
	%age	0.0%	33.3%	46.7%	20.0%	100.0%
Rel Comm	Count	0	3	91	14	108
	%age	0.0%	2.8%	84.3%	13.0%	100.0%
Tata Teleservices	Count	0	3	79	26	108
	%age	0.0%	2.8%	73.1%	24.1%	100.0%
Spice	Count	0	5	91	18	114
	%age	0.0%	4.4%	79.8%	15.8%	100.0%
HFCL	Count	0	0	39	2	41
	%age	0.0%	0.0%	95.1%	4.9%	100.0%
Total	Count	0	24	408	84	516
	%age	0.0%	4.7%	79.1%	16.3%	100.0%

6.2.2.8 Please specify the reason(s) for your dissatisfaction; Operators Wise

Operators		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 please specify	Total
Bharti	Count	0	3	2	2	0	4
	%age	0.0%	75.0%	50.0%	50.0%	0.0%	100.0%
Vodafone	Count	3	0	1	1	0	4
	%age	75.0%	0.0%	25.0%	25.0%	0.0%	100.0%
BSNL	Count	2	2	5	2	0	5
	%age	50.0%	40.0%	100.0%	40.0%	0.0%	100.0%
Rel Comm	Count	3	1	1	0	0	3
	%age	75.0%	33.3%	33.3%	0.0%	0.0%	100.0%
Tata Teleservices	Count	2	1	1	1	0	3
	%age	50.0%	33.3%	33.3%	33.3%	0.0%	100.0%
Spice	Count	2	1	2	3	0	5
	%age	50.0%	20.0%	40.0%	60.0%	0.0%	100.0%
HFCL	Count	0	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Total	Count	12	8	12	9	0	24
	%age	50.0%	33.3%	50.0%	37.5%	0.0%	100.0%

6.2.3 Help Services/ Customer Care

6.2.3.1 Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your Operators? :

Operators wise

Operators		YES	NO	Total
Bharti	Count	377	223	600
	%age	62.8%	37.2%	100.0%
Vodafone	Count	455	145	600
	%age	75.8%	24.2%	100.0%
BSNL	Count	405	195	600
	%age	67.5%	32.5%	100.0%
Rel Comm	Count	407	193	600
	%age	67.8%	32.2%	100.0%
Tata Teleservices	Count	395	205	600
	%age	65.8%	34.2%	100.0%
Spice	Count	412	188	600
	%age	68.7%	31.3%	100.0%
HFCL	Count	344	256	600
	%age	57.3%	42.7%	100.0%
Total	Count	2795	1405	4200
	%age	66.5%	33.5%	100.0%

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

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	13	257	106	377
	%age	0.3%	3.4%	68.2%	28.1%	100.0%
Vodafone	Count	3	14	343	95	455
	%age	0.7%	3.1%	75.4%	20.9%	100.0%
BSNL	Count	1	15	296	93	405
	%age	0.2%	3.7%	73.1%	23.0%	100.0%
Rel Comm	Count	0	27	244	136	407
	%age	0.0%	6.6%	60.0%	33.4%	100.0%
Tata Teleservices	Count	0	40	208	147	395
	%age	0.0%	10.1%	52.7%	37.2%	100.0%
Spice	Count	2	31	256	123	412
	%age	0.5%	7.5%	62.1%	29.9%	100.0%
HFCL	Count	1	34	201	108	344
	%age	0.3%	9.9%	58.4%	31.4%	100.0%
Total	Count	8	174	1805	808	2795
	%age	0.3%	6.2%	64.6%	28.9%	100.0%

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

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	2	12	287	76	377
	%age	0.5%	3.2%	76.1%	20.2%	100.0%
Vodafone	Count	1	8	373	73	455
	%age	0.2%	1.8%	82.0%	16.0%	100.0%
BSNL	Count	1	17	328	59	405
	%age	0.2%	4.2%	81.0%	14.6%	100.0%
Rel Comm	Count	0	30	301	76	407
	%age	0.0%	7.4%	74.0%	18.7%	100.0%
Tata Teleservices	Count	1	34	272	88	395
	%age	0.3%	8.6%	68.9%	22.3%	100.0%
Spice	Count	1	20	324	67	412
	%age	0.2%	4.9%	78.6%	16.3%	100.0%
HFCL	Count	1	35	245	63	344
	%age	0.3%	10.2%	71.2%	18.3%	100.0%
Total	Count	7	156	2130	502	2795
	%age	0.3%	5.6%	76.2%	18.0%	100.0%

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

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	11	298	67	377
	%age	0.3%	2.9%	79.0%	17.8%	100.0%
Vodafone	Count	1	6	380	68	455
	%age	0.2%	1.3%	83.5%	14.9%	100.0%
BSNL	Count	1	10	311	83	405
	%age	0.2%	2.5%	76.8%	20.5%	100.0%
Rel Comm	Count	0	19	286	102	407
	%age	0.0%	4.7%	70.3%	25.1%	100.0%
Tata Teleservices	Count	1	15	276	103	395
	%age	0.3%	3.8%	69.9%	26.1%	100.0%
Spice	Count	3	17	308	84	412
	%age	0.7%	4.1%	74.8%	20.4%	100.0%
HFCL	Count	0	30	237	77	344
	%age	0.0%	8.7%	68.9%	22.4%	100.0%
Total	Count	7	108	2096	584	2795
	%age	0.3%	3.9%	75.0%	20.9%	100.0%

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

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	14	290	72	377
	%age	0.3%	3.7%	76.9%	19.1%	100.0%
Vodafone	Count	1	4	373	77	455
	%age	0.2%	0.9%	82.0%	16.9%	100.0%
BSNL	Count	1	9	321	74	405
	%age	0.2%	2.2%	79.3%	18.3%	100.0%
Rel Comm	Count	0	8	287	112	407
	%age	0.0%	2.0%	70.5%	27.5%	100.0%
Tata Teleservices	Count	0	17	240	138	395
	%age	0.0%	4.3%	60.8%	34.9%	100.0%
Spice	Count	1	13	310	88	412
	%age	0.2%	3.2%	75.2%	21.4%	100.0%
HFCL	Count	0	15	243	86	344
	%age	0.0%	4.4%	70.6%	25.0%	100.0%
Total	Count	4	80	2064	647	2795
	%age	0.1%	2.9%	73.8%	23.1%	100.0%

6.2.4 Network Performance, Reliability and Availability

6.2.4.1 How satisfied are you with the availability of signal of your Operators in your locality?

Operator		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	20	361	219	600
	%age	0.0%	3.3%	60.2%	36.5%	100.0%
Vodafone	Count	4	8	425	163	600
	%age	0.7%	1.3%	70.8%	27.2%	100.0%
BSNL	Count	8	23	404	165	600
	%age	1.3%	3.8%	67.3%	27.5%	100.0%
Rel Comm	Count	0	17	390	193	600
	%age	0.0%	2.8%	65.0%	32.2%	100.0%
Tata Teleservices	Count	1	13	360	226	600
	%age	0.2%	2.2%	60.0%	37.7%	100.0%
Spice	Count	2	13	396	189	600
	%age	0.3%	2.2%	66.0%	31.5%	100.0%
HFCL	Count	1	16	392	191	600
	%age	0.2%	2.7%	65.3%	31.8%	100.0%
Total	Count	16	110	2728	1346	4200
	%age	0.4%	2.6%	65.0%	32.0%	100.0%

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

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	18	372	209	600
	%age	0.2%	3.0%	62.0%	34.8%	100.0%
Vodafone	Count	1	7	412	180	600
	%age	0.2%	1.2%	68.7%	30.0%	100.0%
BSNL	Count	6	19	342	233	600
	%age	1.0%	3.2%	57.0%	38.8%	100.0%
Rel Comm	Count	2	12	380	206	600
	%age	0.3%	2.0%	63.3%	34.3%	100.0%
Tata Teleservices	Count	1	10	414	175	600
	%age	0.2%	1.7%	69.0%	29.2%	100.0%
Spice	Count	3	14	342	241	600
	%age	0.5%	2.3%	57.0%	40.2%	100.0%
HFCL	Count	1	15	408	176	600
	%age	0.2%	2.5%	68.0%	29.3%	100.0%
Total	Count	15	95	2670	1420	4200
	%age	0.4%	2.3%	63.6%	33.8%	100.0%

6.2.4.3 How often does your call drops during conversation?

Operators		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	2	15	297	286	600
	%age	0.3%	2.5%	49.5%	47.7%	100.0%
Vodafone	Count	6	12	358	224	600
	%age	1.0%	2.0%	59.7%	37.3%	100.0%
BSNL	Count	6	14	276	304	600
	%age	1.0%	2.3%	46.0%	50.7%	100.0%
Rel Comm	Count	0	7	314	279	600
	%age	0.0%	1.2%	52.3%	46.5%	100.0%
Tata Teleservices	Count	3	18	324	255	600
	%age	0.5%	3.0%	54.0%	42.5%	100.0%
Spice	Count	3	10	308	279	600
	%age	0.5%	1.7%	51.3%	46.5%	100.0%
HFCL	Count	0	52	299	249	600
	%age	0.0%	8.7%	49.8%	41.5%	100.0%
Total	Count	20	128	2176	1876	4200
	%age	0.5%	3.0%	51.8%	44.7%	100.0%

6.2.4.4 How satisfied are you with the voice quality?

Operators	Operators	Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	14	413	173	600
	%age	0.0%	2.3%	68.8%	28.8%	100.0%
Vodafone	Count	1	7	297	295	600
	%age	0.2%	1.2%	49.5%	49.2%	100.0%
BSNL	Count	2	14	344	240	600
	%age	0.3%	2.3%	57.3%	40.0%	100.0%
Rel Comm	Count	4	8	392	196	600
	%age	0.7%	1.3%	65.3%	32.7%	100.0%
Tata Teleservices	Count	1	13	381	205	600
	%age	0.2%	2.2%	63.5%	34.2%	100.0%
Spice	Count	4	10	367	219	600
	%age	0.7%	1.7%	61.2%	36.5%	100.0%
HFCL	Count	2	11	364	223	600
	%age	0.3%	1.8%	60.7%	37.2%	100.0%
Total	Count	14	77	2558	1551	4200
	%age	0.3%	1.8%	60.9%	36.9%	100.0%

6.2.5 Maintainability

6.2.5.1 How often your mobile handsets faces problem of signal?

Operators		Never	Occasionally	Frequently	Very Frequently	Total
Bharti	Count	6	15	281	298	600
	%age	1.0%	2.5%	46.8%	49.7%	100.0%
Vodafone	Count	11	15	370	204	600
	%age	1.8%	2.5%	61.7%	34.0%	100.0%
BSNL	Count	12	16	279	293	600
	%age	2.0%	2.7%	46.5%	48.8%	100.0%
Rel Comm	Count	0	6	299	295	600
	%age	0.0%	1.0%	49.8%	49.2%	100.0%
Tata Teleservices	Count	4	11	283	302	600
	%age	0.7%	1.8%	47.2%	50.3%	100.0%
Spice	Count	2	18	303	277	600
	%age	0.3%	3.0%	50.5%	46.2%	100.0%
HFCL	Count	7	11	281	301	600
	%age	1.2%	1.8%	46.8%	50.2%	100.0%
Total	Count	42	92	2096	1970	4200
	%age	1.0%	2.2%	49.9%	46.9%	100.0%

6.2.5.2 How satisfied are you with the availability of network signal?

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	3	19	420	158	600
	%age	0.5%	3.2%	70.0%	26.3%	100.0%
Vodafone	Count	1	13	453	133	600
	%age	0.2%	2.2%	75.5%	22.2%	100.0%
BSNL	Count	3	20	455	122	600
	%age	0.5%	3.3%	75.8%	20.3%	100.0%
Rel Comm	Count	1	12	447	140	600
	%age	0.2%	2.0%	74.5%	23.3%	100.0%
Tata Teleservices	Count	1	16	465	118	600
	%age	0.2%	2.7%	77.5%	19.7%	100.0%
Spice	Count	1	19	445	135	600
	%age	0.2%	3.2%	74.2%	22.5%	100.0%
HFCL	Count	2	16	470	112	600
	%age	0.3%	2.7%	78.3%	18.7%	100.0%
Total	Count	12	115	3155	918	4200
	%age	0.3%	2.7%	75.1%	21.9%	100.0%

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

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	19	36	378	167	600
	%age	3.2%	6.0%	63.0%	27.8%	100.0%
Vodafone	Count	32	190	244	134	600
	%age	5.3%	31.7%	40.7%	22.3%	100.0%
BSNL	Count	39	114	305	142	600
	%age	6.5%	19.0%	50.8%	23.7%	100.0%
Rel Comm	Count	45	133	268	154	600
	%age	7.5%	22.2%	44.7%	25.7%	100.0%
Tata Teleservices	Count	31	130	303	136	600
	%age	5.2%	21.7%	50.5%	22.7%	100.0%
Spice	Count	52	109	281	158	600
	%age	8.7%	18.2%	46.8%	26.3%	100.0%
HFCL	Count	53	124	303	120	600
	%age	8.8%	20.7%	50.5%	20.0%	100.0%
Total	Count	271	836	2082	1011	4200
	%age	6.5%	19.9%	49.6%	24.1%	100.0%

6.2.6 Supplementary services/ Value Added services

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

Operators		Yes	No	Total
Bharti	Count	243	357	600
	%age	40.5%	59.5%	100.0%
Vodafone	Count	157	443	600
	%age	26.2%	73.8%	100.0%
BSNL	Count	109	491	600
	%age	18.2%	81.8%	100.0%
Rel Comm	Count	122	478	600
	%age	20.3%	79.7%	100.0%
Tata Teleservices	Count	104	496	600
	%age	17.3%	82.7%	100.0%
Spice	Count	216	384	600
	%age	36.0%	64.0%	100.0%
HFCL	Count	110	490	600
	%age	18.3%	81.7%	100.0%
Total	Count	1061	3139	4200
	%age	25.3%	74.7%	100.0%

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

Operators		Yes	No	Total
Bharti	Count	199	44	243
	%age	81.9%	18.1%	100.0%
Vodafone	Count	124	33	157
	%age	79.0%	21.0%	100.0%
BSNL	Count	73	36	109
	%age	67.0%	33.0%	100.0%
Rel Comm	Count	87	35	122
	%age	71.3%	28.7%	100.0%
Tata Teleservices	Count	79	25	104
	%age	76.0%	24.0%	100.0%
Spice	Count	178	38	216
	%age	82.40%	17.60%	100.00%
HFCL	Count	79	31	110
	%age	71.8%	28.2%	100.0%
Total	Count	819	242	1061
	%age	77.2%	22.8%	100.0%

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

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	140	97	243
	%age	0.0%	2.5%	57.6%	39.9%	100.0%
Vodafone	Count	1	2	89	65	157
	%age	0.6%	1.3%	56.7%	41.4%	100.0%
BSNL	Count	0	1	77	31	109
	%age	0.0%	0.9%	70.6%	28.4%	100.0%
Rel Comm	Count	0	2	74	46	122
	%age	0.0%	1.6%	60.7%	37.7%	100.0%
Tata Teleservices	Count	0	0	65	39	104
	%age	0.0%	0.0%	62.5%	37.5%	100.0%
Spice	Count	0	3	117	96	216
	%age	0.0%	1.4%	54.2%	44.4%	100.0%
HFCL	Count	0	2	82	26	110
	%age	0.0%	1.8%	74.5%	23.6%	100.0%
Total	Count	1	16	644	400	1061
	%age	0.1%	1.5%	60.7%	37.7%	100.0%

6.2.7- OVERALL CUSTOMER SATISFACTION

6.2.7.1 How satisfied are you with the overall quality of your mobile service; Operators wise

Operators		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	6	442	151	600
	%age	0.2%	1.0%	73.7%	25.2%	100.0%
Vodafone	Count	0	9	437	154	600
	%age	0.0%	1.5%	72.8%	25.7%	100.0%
BSNL	Count	0	8	430	162	600
	%age	0.0%	1.3%	71.7%	27.0%	100.0%
Rel Comm	Count	0	10	429	161	600
	%age	0.0%	1.7%	71.5%	26.8%	100.0%
Tata Teleservices	Count	1	12	381	206	600
	%age	0.2%	2.0%	63.5%	34.3%	100.0%
Spice	Count	0	7	439	154	600
	%age	0.0%	1.2%	73.2%	25.7%	100.0%
HFCL	Count	0	16	430	154	600
	%age	0.0%	2.7%	71.7%	25.7%	100.0%
Total	Count	2	68	2988	1142	4200
	%age	0.0%	1.6%	71.1%	27.2%	100.0%

6.2.7.2 Please specify the reason for your dissatisfaction

OPERATOR		BILLING PROBLEM	NETWORK PROBLEM.	PROBLEM WITH HELPLINE/CUSTOMER CARE	TOTAL
Bharti	Count	5	6	3	7
	%age	71.4%	85.7%	42.9%	
Vodafone	Count	7	5	2	9
	%age	77.8%	55.6%	22.2%	
BSNL	Count	6	5	3	8
	%age	75.0%	62.5%	37.5%	
Rel Comm	Count	5	6	5	10
	%age	50.0%	60.0%	50.0%	
Tata Teleservices	Count	6	8	2	13
	%age	46.2%	61.5%	15.4%	
Spice	Count	6	2	1	7
	%age	85.7%	28.6%	14.3%	
HFCL	Count	9	5	7	16
	%age	56.3%	31.3%	43.8%	
Total	Count	44	37	23	70
	%age	62.9%	52.9%	32.9%	

6.2.8 General Information

6.2.8.1 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?

Operators		Yes	No	Total
Bharti	Count	56	111	167
	%age	33.5%	66.5%	100.0%
Vodafone	Count	49	95	144
	%age	34.0%	66.0%	100.0%
BSNL	Count	86	99	185
	%age	46.5%	53.5%	100.0%
Rel Comm	Count	78	114	192
	%age	40.6%	59.4%	100.0%
Tata Teleservices	Count	46	142	188
	%age	24.5%	75.5%	100.0%
Spice	Count	92	111	203
	%age	45.3%	54.7%	100.0%
HFCL	Count	68	179	247
	%age	27.5%	72.5%	100.0%
Total	Count	475	851	1326
	%age	35.8%	64.2%	100.0%

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

Operators		Yes	No	Total
Bharti	Count	55	545	600
	%age	9.2%	90.8%	100.0%
Vodafone	Count	35	565	600
	%age	5.8%	94.2%	100.0%
BSNL	Count	50	550	600
	%age	8.3%	91.7%	100.0%
Rel Comm	Count	23	577	600
	%age	3.8%	96.2%	100.0%
Tata Teleservices	Count	35	565	600
	%age	5.8%	94.2%	100.0%
Spice	Count	21	579	600
	%age	3.5%	96.5%	100.0%
HFCL	Count	37	563	600
	%age	6.2%	93.8%	100.0%
Total	Count	256	3944	4200
	%age	6.1%	93.9%	100.0%

6.2.8.3 If yes, Please name your previous Operators?

Operators		Bharti	Vodafone	BSNL	Rel Comm	Tata Teleservices	Spice	HFCL	Total
Bharti	Count	0	23	5	13	6	8	0	55
	%age	0.0%	41.8%	9.1%	23.6%	10.9%	14.5%	0.0%	100.0%
Vodafone	Count	17	0	1	3	3	4	7	35
	%age	48.6%	0.0%	2.9%	8.6%	8.6%	11.4%	20.0%	100.0%
BSNL	Count	23	2	0	19	1	4	1	50
	%age	46.0%	4.0%	0.0%	38.0%	2.0%	8.0%	2.0%	100.0%
Rel Comm	Count	5	3	2	0	4	3	6	23
	%age	21.7%	13.0%	8.7%	0.0%	17.4%	13.0%	26.1%	100.0%
Tata Teleservices	Count	4	3	3	20	0	5	0	35
	%age	11.4%	8.6%	8.6%	57.1%	0.0%	14.3%	0.0%	100.0%
Spice	Count	6	7	2	1	2	0	3	21
	%age	28.6%	33.3%	9.5%	4.8%	9.5%	0.0%	14.3%	100.0%
HFCL	Count	10	6	7	10	2	2	0	37
	%age	27.0%	16.2%	18.9%	27.0%	5.4%	5.4%	0.0%	100.0%
Total	Count	65	44	20	66	18	26	17	256
	%age	25.4%	17.2%	7.8%	25.8%	7.0%	10.2%	6.6%	100.0%

6.2.8.4 How many days were taken by previous Operators for termination of your mobile phone connection?

Operators		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	4	1	22	28	55
	%age	7.3%	1.8%	40.0%	50.9%	100.0%
Vodafone	Count	3	1	23	8	35
	%age	8.6%	2.9%	65.7%	22.9%	100.0%
BSNL	Count	14	3	20	13	50
	%age	28.0%	6.0%	40.0%	26.0%	100.0%
Rel Comm	Count	8	6	4	5	23
	%age	34.8%	26.1%	17.4%	21.7%	100.0%
Tata Teleservices	Count	10	5	7	13	35
	%age	28.6%	14.3%	20.0%	37.1%	100.0%
Spice	Count	3	3	11	4	21
	%age	14.3%	14.3%	52.4%	19.0%	100.0%
HFCL	Count	12	2	19	4	37
	%age	32.4%	5.4%	51.4%	10.8%	100.0%
Total	Count	54	21	106	75	256
	%age	21.1%	8.2%	41.4%	29.3%	100.0%

6.2.8.5 Did your Operators adjust your security deposit in the bill raised after you requested for termination?

Operators		Yes	No	Total
Bharti	Count	31	24	55
	%age	56.4%	43.6%	100.0%
Vodafone	Count	26	9	35
	%age	74.3%	25.7%	100.0%
BSNL	Count	32	18	50
	%age	64.0%	36.0%	100.0%
Rel Comm	Count	14	9	23
	%age	60.9%	39.1%	100.0%
Tata Teleservices	Count	13	22	35
	%age	37.1%	62.9%	100.0%
Spice	Count	12	9	21
	%age	57.1%	42.9%	100.0%
HFCL	Count	16	21	37
	%age	43.2%	56.8%	100.0%
Total	Count	144	112	256
	%age	56.3%	43.8%	100.0%

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

Operators		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	33	13	554	600
	%age	5.5%	2.2%	92.3%	100.0%
Vodafone	Count	103	6	491	600
	%age	17.2%	1.0%	81.8%	100.0%
BSNL	Count	92	12	496	600
	%age	15.3%	2.0%	82.7%	100.0%
Rel Comm	Count	143	10	447	600
	%age	23.8%	1.7%	74.5%	100.0%
Tata Teleservices	Count	115	8	477	600
	%age	19.2%	1.3%	79.5%	100.0%
Spice	Count	95	6	499	600
	%age	15.8%	1.0%	83.2%	100.0%
HFCL	Count	204	14	382	600
	%age	34.0%	2.3%	63.7%	100.0%
Total	Count	785	69	3346	4200
	%age	18.7%	1.6%	79.7%	100.0%

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

Operators		Continued receiving	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	2	1	0	10	13
	%age	15%	8%	0%	77%	100%
Vodafone	Count	0	2	0	4	6
	%age	0%	33%	0%	67%	100%
BSNL	Count	0	0	9	3	12
	%age	0%	0%	75%	25%	100%
Rel Comm	Count	0	0	1	9	10
	%age	0%	0%	10%	90%	100%
Tata Teleservices	Count	0	0	5	3	8
	%age	0%	0%	63%	38%	100%
Spice	Count	0	0	2	4	6
	%age	0%	0%	33%	67%	100%
HFCL	Count	0	0	8	6	14
	%age	0%	0%	57%	43%	100%
Total	Count	2	3	25	39	69
	%age	3%	4%	36%	57%	100%

6.3 Broadband

6.3.1 Service Provision

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

Operator		With in 15 working days	More than 15 working days	Total
Bharti	Count	419	174	593
	%age	70.7%	29.3%	100.0%
BSNL	Count	499	101	600
	%age	83.2%	16.8%	100.0%
Rel Com	Count	316	130	446
	%age	70.9%	29.1%	100.0%
HFCL	Count	527	56	583
	%age	90.4%	9.6%	100.0%
VSNL	Count	68	332	400
	%age	17.0%	83.0%	100.0%
Hathway	Count	282	84	366
	%age	77.0%	23.0%	100.0%
Total	Count	2111	877	2988
	%age	70.6%	29.4%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	410	178	593
	%age	0.0%	0.8%	69.1%	30.0%	
BSNL	Count	1	4	510	85	600
	%age	0.2%	0.7%	85.0%	14.2%	
Rel Comm	Count	1	5	230	210	446
	%age	0.2%	1.1%	51.6%	47.1%	
HFCL	Count	0	0	420	163	583
	%age	0.0%	0.0%	72.0%	28.0%	
VSNL	Count	0	8	388	4	400
	%age	0.0%	2.0%	97.0%	1.0%	
Hathway	Count	0	0	275	91	366
	%age	0.0%	0.0%	75.1%	24.9%	
Total	Count	2	22	2233	731	2988
	%age	0.1%	0.7%	74.7%	24.5%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	1	46	73	121
	%age	0.8%	0.8%	38.0%	60.3%	
BSNL	Count	4	1	91	19	115
	%age	3.5%	0.9%	79.1%	16.5%	
Rel Comm	Count	2	1	48	17	68
	%age	2.9%	1.5%	70.6%	25.0%	
HFCL	Count	1	2	75	74	152
	%age	0.7%	1.3%	49.3%	48.7%	
VSNL	Count	0	4	348	4	356
	%age	0.0%	1.1%	97.8%	1.1%	
Hathway	Count	2	0	22	66	90
	%age	2.2%	0.0%	24.4%	73.3%	
Total	Count	10	9	630	253	902
	%age	1.1%	1.0%	69.8%	28.0%	

6.3.2-A-Billing Related (only for postpaid customers)

6.3.2.1 How satisfied with the timely delivery of bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	421	159	581
	%age	0.0%	0.2%	72.5%	27.4%	
BSNL	Count	0	11	486	90	587
	%age	0.0%	1.9%	82.8%	15.3%	
Rel Comm	Count	0	10	231	200	441
	%age	0.0%	2.3%	52.4%	45.4%	
HFCL	Count	0	13	416	144	573
	%age	0.0%	2.3%	72.6%	25.1%	
VSNL	Count	0	3	351	27	381
	%age	0.0%	0.8%	92.1%	7.1%	
Hathway	Count	0	4	220	77	301
	%age	0.0%	1.3%	73.1%	25.6%	
Total	Count	0	42	2125	697	2864
	%age	0.0%	1.5%	74.2%	24.3%	

6.3.2.2 How satisfied are you with the accuracy of the bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	3	420	155	581
	%age	0.5%	0.5%	72.3%	26.7%	
BSNL	Count	0	12	514	61	587
	%age	0.0%	2.0%	87.6%	10.4%	
Rel Comm	Count	2	7	276	156	441
	%age	0.5%	1.6%	62.6%	35.4%	
HFCL	Count	1	13	450	109	573
	%age	0.2%	2.3%	78.5%	19.0%	
VSNL	Count	0	13	334	34	381
	%age	0.0%	3.4%	87.7%	8.9%	
Hathway	Count	0	4	268	29	301
	%age	0.0%	1.3%	89.0%	9.6%	
Total	Count	6	52	2262	544	2864
	%age	0.2%	1.8%	79.0%	19.0%	

6.3.2.3 Please specify the reason(s) for your dissatisfaction?

Operator		Charges not as per the tariff plan subscribed	Tariff plan changed without information	Charges for value added services not requested	Charged for calls\services not made\used	Total
Bharti	Count	3	3	1	0	6
	%age	50.0%	50.0%	16.7%	0.0%	
BSNL	Count	3	4	5	0	12
	%age	25.0%	33.3%	41.7%	0.0%	
Rel Comm	Count	4	0	4	1	9
	%age	44.4%	0.0%	44.4%	11.1%	
HFCL	Count	8	4	10	0	14
	%age	57.1%	28.6%	71.4%	0.0%	
VSNL	Count	7	4	10	0	13
	%age	53.8%	33.3%	76.9%	0.0%	
Hathway	Count	1	2	2	0	4
	%age	25.0%	50.0%	50.0%	0.0%	
Total	Count	26	17	32	1	58
	%age	44.8%	29.8%	55.2%	2.2%	

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

Operator		Yes	No	Total
Bharti	Count	125	456	581
	%age	21.5%	78.5%	
BSNL	Count	86	501	587
	%age	14.7%	85.3%	
Rel Comm	Count	86	355	441
	%age	19.5%	80.5%	
HFCL	Count	44	529	573
	%age	7.7%	92.3%	
VSNL	Count	215	166	381
	%age	56.4%	43.6%	
Hathway	Count	28	273	301
	%age	9.3%	90.7%	
Total	Count	584	2280	2864
	%age	20.4%	79.6%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	96	25	125
	%age	0.0%	3.2%	76.8%	20.0%	
BSNL	Count	1	12	67	6	86
	%age	1.2%	14.0%	77.9%	7.0%	
Rel Comm	Count	2	12	66	6	86
	%age	2.3%	14.0%	76.7%	7.0%	
HFCL	Count	2	5	35	2	44
	%age	4.5%	11.4%	79.5%	4.5%	
VSNL	Count	0	8	207	0	215
	%age	0.0%	3.7%	96.3%	0.0%	
Hathway	Count	0	9	16	3	28
	%age	0.0%	32.1%	57.1%	10.7%	
Total	Count	5	50	487	42	584
	%age	0.9%	8.6%	83.4%	7.2%	

6.3.2.6 How satisfied are you with the clarity of the bills issued by your Operators in term of transparency and understandability?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	3	467	110	581
	%age	0.2%	0.5%	80.4%	18.9%	
BSNL	Count	1	12	532	42	587
	%age	0.2%	2.0%	90.6%	7.2%	
Rel Comm	Count	3	7	319	112	441
	%age	0.7%	1.6%	72.3%	25.4%	
HFCL	Count	2	0	458	113	573
	%age	0.3%	0.0%	79.9%	19.7%	
VSNL	Count	0	10	346	25	381
	%age	0.0%	2.6%	90.8%	6.6%	
Hathway	Count	0	6	266	29	301
	%age	0.0%	2.0%	88.4%	9.6%	
Total	Count	7	38	2388	431	2864
	%age	0.2%	1.3%	83.4%	15.0%	

6.3.2.7 Please specify the reason(s) for your dissatisfaction

Operator		Difficult to read the bill	Difficult to understand the language	calculation not clear	Item wise charges not given	Total
Bharti	Count	2	1	0	1	4
	%age	50.0%	25.0%	0.0%	25.0%	
BSNL	Count	4	3	3	3	13
	%age	30.8%	23.1%	23.1%	23.1%	
Rel Comm	Count	4	5	3	2	10
	%age	40.0%	50.0%	30.0%	20.0%	
HFCL	Count	1	2	2	0	2
	%age	50.0%	100.0%	100.0%	0.0%	
VSNL	Count	6	2	4	2	10
	%age	60.0%	20.0%	40.0%	20.0%	
Hathway	Count	2	1	3	0	6
	%age	33.3%	16.7%	50.0%	0.0%	
Total	Count	19	14	15	8	45
	%age	42.2%	31.1%	33.3%	17.8%	

6.3.2-B-Billing Related (only for prepaid customers)

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	6	3	12
	%age	0.0%	25.0%	50.0%	25.0%	
BSNL	Count	0	2	8	3	13
	%age	0.0%	15.4%	61.5%	23.1%	
Rel Comm	Count	0	1	2	2	5
	%age	0.0%	20.0%	40.0%	40.0%	
HFCL	Count	0	3	4	3	10
	%age	0.0%	30.0%	40.0%	30.0%	
VSNL	Count	0	7	12	0	19
	%age	0.0%	36.8%	63.2%	0.0%	
Hathway	Count	0	3	60	2	65
	%age	0.0%	4.6%	92.3%	3.1%	
Total	Count	0	19	92	13	124
	%age	0.0%	15.3%	74.2%	10.5%	

6.3.2.9 Please specify the reason(s) for your dissatisfaction

Operator		Charges not as per tariff plan subscribed	Tariff plan changed without information	charged for value added services not requested	Tariff plan changed without information	Total
Bharti	Count	2	2	1	1	3
	%age	66.7%	66.7%	33.3%	33.3%	
BSNL	Count	0	1	1	0	2
	%age	0.0%	50.0%	50.0%	0.0%	
Rel Comm	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	
HFCL	Count	2	1	1	1	3
	%age	66.7%	33.3%	33.3%	33.3%	
VSNL	Count	5	0	5	4	7
	%age	100.0%	0.0%	100.0%	100.0%	
Hathway	Count	1	2	2	0	3
	%age	33.3%	66.7%	66.7%	0.0%	
Total	Count	10	6	11	6	19
	%age	58.8%	50.0%	64.7%	37.5%	

6.3.3 Help services / Customer Care

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

Operator		Yes	No	Total
Bharti	Count	378	215	593
	%age	63.7%	36.3%	
BSNL	Count	351	249	600
	%age	58.5%	41.5%	
Rel Comm	Count	385	61	446
	%age	86.3%	13.7%	
HFCL	Count	295	288	583
	%age	50.6%	49.4%	
VSNL	Count	376	24	400
	%age	94.0%	6.0%	
Hathway	Count	162	204	366
	%age	44.3%	55.7%	
Total	Count	1947	1041	2988
	%age	65.2%	34.8%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	4	252	121	378
	%age	0.3%	1.1%	66.7%	32.0%	
BSNL	Count	1	5	286	59	351
	%age	0.3%	1.4%	81.5%	16.8%	
Rel Comm	Count	0	1	153	231	385
	%age	0.0%	0.3%	39.7%	60.0%	
HFCL	Count	1	2	183	109	295
	%age	0.3%	0.7%	62.0%	36.9%	
VSNL	Count	0	12	328	36	376
	%age	0.0%	3.2%	87.2%	9.6%	
Hathway	Count	0	0	75	87	162
	%age	0.0%	0.0%	46.3%	53.7%	
Total	Count	3	24	1277	643	1947
	%age	0.2%	1.2%	65.6%	33.0%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	154	216	6	378
	%age	0.5%	40.7%	57.1%	1.6%	
BSNL	Count	1	44	300	6	351
	%age	0.3%	12.5%	85.5%	1.7%	
Rel Comm	Count	0	134	250	1	385
	%age	0.0%	34.8%	64.9%	0.3%	
HFCL	Count	3	70	221	1	295
	%age	1.0%	23.7%	74.9%	0.3%	
VSNL	Count	0	156	204	16	376
	%age	0.0%	41.5%	54.3%	4.3%	
Hathway	Count	0	38	124	0	162
	%age	0.0%	23.5%	76.5%	0.0%	
Total	Count	6	596	1315	30	1947
	%age	0.3%	30.6%	67.5%	1.5%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	106	268	2	378
	%age	0.5%	28.0%	70.9%	0.5%	
BSNL	Count	2	41	304	4	351
	%age	0.6%	11.7%	86.6%	1.1%	
Rel Comm	Count	0	79	304	2	385
	%age	0.0%	20.5%	79.0%	0.5%	
HFCL	Count	1	61	231	2	295
	%age	0.3%	20.7%	78.3%	0.7%	
VSNL	Count	0	28	344	4	376
	%age	0.0%	7.4%	91.5%	1.1%	
Hathway	Count	0	26	135	1	162
	%age	0.0%	16.0%	83.3%	0.6%	
Total	Count	5	341	1586	15	1947
	%age	0.3%	17.5%	81.5%	0.8%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	117	255	4	378
	%age	0.5%	31.0%	67.5%	1.1%	
BSNL	Count	2	29	315	5	351
	%age	0.6%	8.3%	89.7%	1.4%	
Rel Comm	Count	0	75	307	3	385
	%age	0.0%	19.5%	79.7%	0.8%	
HFCL	Count	4	55	235	1	295
	%age	1.4%	18.6%	79.7%	0.3%	
VSNL	Count	0	26	350	0	376
	%age	0.0%	6.9%	93.1%	0.0%	
Hathway	Count	0	61	101	0	162
	%age	0.0%	37.7%	62.3%	0.0%	
Total	Count	8	363	1563	13	1947
	%age	0.4%	18.6%	80.3%	0.7%	

6.3.4 Network Performance, Reliability, Availability

6.3.4.1 How satisfied are you with the speed of the broadband connection?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	1	423	166	593
	%age	0.5%	0.2%	71.3%	28.0%	
BSNL	Count	1	13	481	105	600
	%age	0.2%	2.2%	80.2%	17.5%	
Rel Comm	Count	0	11	262	173	446
	%age	0.0%	2.5%	58.7%	38.8%	
HFCL	Count	1	2	434	146	583
	%age	0.2%	0.3%	74.4%	25.0%	
VSNL	Count	0	0	364	36	400
	%age	0.0%	0.0%	91.0%	9.0%	
Hathway	Count	0	0	251	115	366
	%age	0.0%	0.0%	68.6%	31.4%	
Total	Count	5	27	2215	741	2988
	%age	0.2%	0.9%	74.1%	24.8%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	2	381	207	593
	%age	0.5%	0.3%	64.2%	34.9%	
BSNL	Count	1	6	499	94	600
	%age	0.2%	1.0%	83.2%	15.7%	
Rel Comm	Count	0	6	256	184	446
	%age	0.0%	1.3%	57.4%	41.3%	
HFCL	Count	0	5	467	111	583
	%age	0.0%	0.9%	80.1%	19.0%	
VSNL	Count	0	0	364	36	400
	%age	0.0%	0.0%	91.0%	9.0%	
Hathway	Count	0	0	278	88	366
	%age	0.0%	0.0%	76.0%	24.0%	
Total	Count	4	19	2245	720	2988
	%age	0.1%	0.6%	75.1%	24.1%	

6.3.5 Maintainability

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

Operator		Very Frequently	Frequently	Occasionally	Never	Total
Bharti	Count	1	38	177	377	593
	%age	0.2%	6.4%	29.8%	63.6%	
BSNL	Count	2	88	239	271	600
	%age	0.3%	14.7%	39.8%	45.2%	
Rel Comm	Count	1	35	136	274	446
	%age	0.2%	7.8%	30.5%	61.4%	
HFCL	Count	0	28	202	353	583
	%age	0.0%	4.8%	34.6%	60.5%	
VSNL	Count	4	59	143	194	400
	%age	1.0%	14.8%	35.8%	48.5%	
Hathway	Count	0	11	76	279	366
	%age	0.0%	3.0%	20.8%	76.2%	
Total	Count	8	259	973	1748	2988
	%age	0.3%	8.7%	32.6%	58.5%	

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

Operator		Problem was related to computer hardware, software	problem was related to the broadband connection \ modem	Total
Bharti	Count	0	39	39
	%age	0.0%	100.0%	
BSNL	Count	1	89	90
	%age	1.1%	98.9%	
Rel Comm	Count	1	35	36
	%age	2.8%	97.2%	
HFCL	Count	0	28	28
	%age	0.0%	100.0%	
VSNL	Count	11	52	63
	%age	17.5%	82.5%	
Hathway	Count	0	11	11
	%age	0.0%	100.0%	
Total	Count	13	254	267
	%age	4.9%	95.1%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	15	434	144	593
	%age	0.0%	2.5%	73.2%	24.3%	
BSNL	Count	2	37	477	84	600
	%age	0.3%	6.2%	79.5%	14.0%	
Rel Comm	Count	3	22	266	155	446
	%age	0.7%	4.9%	59.6%	34.8%	
HFCL	Count	0	18	472	93	583
	%age	0.0%	3.1%	81.0%	16.0%	
VSNL	Count	0	83	309	8	400
	%age	0.0%	20.8%	77.3%	2.0%	
Hathway	Count	0	3	336	27	366
	%age	0.0%	0.8%	91.8%	7.4%	
Total	Count	5	178	2294	511	2988
	%age	0.2%	6.0%	76.8%	17.1%	

6.3.6 Supplementary Services

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

Operator		Yes	No	Total
Bharti	Count	66	527	593
	%age	11.1%	88.9%	
BSNL	Count	92	508	600
	%age	15.3%	84.7%	
Rel Comm	Count	51	395	446
	%age	11.4%	88.6%	
HFCL	Count	35	548	583
	%age	6.0%	94.0%	
VSNL	Count	228	172	400
	%age	57.0%	43.0%	
Hathway	Count	40	326	366
	%age	10.9%	89.1%	
Total	Count	512	2476	2988
	%age	17.1%	82.9%	

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	48	18	66
	%age	0.0%	0.0%	72.7%	27.3%	
BSNL	Count	0	0	70	22	92
	%age	0.0%	0.0%	76.1%	23.9%	
Rel Comm	Count	1	0	38	12	51
	%age	2.0%	0.0%	74.5%	23.5%	
HFCL	Count	0	0	30	5	35
	%age	0.0%	0.0%	85.7%	14.3%	
VSNL	Count	0	4	224	0	228
	%age	0.0%	1.8%	98.2%	0.0%	
Hathway	Count	0	0	37	3	40
	%age	0.0%	0.0%	92.5%	7.5%	
Total	Count	1	4	447	60	512
	%age	0.2%	0.8%	87.3%	11.7%	

6.3.7 Overall Satisfaction

6.3.7.1 How satisfied are you with the overall quality of your Broadband service?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	4	252	121	378
	%age	0.3%	1.1%	66.7%	32.0%	
BSNL	Count	1	5	286	59	351
	%age	0.3%	1.4%	81.5%	16.8%	
Rel Comm	Count	0	1	153	231	385
	%age	0.0%	0.3%	39.7%	60.0%	
HFCL	Count	1	2	183	109	295
	%age	0.3%	0.7%	62.0%	36.9%	
VSNL	Count	0	12	328	36	376
	%age	0.0%	3.2%	87.2%	9.6%	
Hathway	Count	0	0	75	87	162
	%age	0.0%	0.0%	46.3%	53.7%	
Total	Count	3	24	1277	643	1947
	%age	0.2%	1.2%	65.6%	33.0%	

6.3.7.2 Please specify the reason(s) for your dissatisfaction

Operator		Billing related problem	Help service related problem	Network performance related problem	Total
Bharti	Count	3	2	4	5
	%age	60.0%	40.0%	80.0%	
BSNL	Count	2	2	5	6
	%age	33.3%	33.3%	83.3%	
Rel Comm	Count	1	1		1
	%age	100.0%	100.0%	0.0%	
HFCL	Count	2	3	3	3
	%age	66.7%	100.0%	100.0%	
VSNL	Count	7	5	9	12
	%age	58.3%	41.7%	75.0%	
Total	Count	15	13	21	27
	%age	55.6%	48.1%	77.8%	

6.3.8 General Information

6.3.8.1 Are you aware of the facility for measuring the broadband connection speed provided by your Operators?

Operator		Yes	No	Total
Bharti	Count	399	194	593
	%age	67.3%	32.7%	
BSNL	Count	361	239	600
	%age	60.2%	39.8%	
Rel Comm	Count	144	302	446
	%age	32.3%	67.7%	
HFCL	Count	378	205	583
	%age	64.8%	35.2%	
VSNL	Count	198	202	400
	%age	49.5%	50.5%	
Hathway	Count	277	89	366
	%age	75.7%	24.3%	
Total	Count	1757	1231	2988
	%age	58.8%	41.2%	

ANNEXURE - QUESTIONNAIRES



SURVEY OF BASIC SERVICE (WIRELINER)

Name: _____

Tel: _____

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

STD Code	Telephone Number

Gender: 1 Male 2 Female

Usage Type : 1 Residential 2 Commercial

Area: 1 Rural 2 Urban

Operator: 1 Airtel 4 BSNL 5 Rel Com

User Type: 1 Postpaid 2 Prepaid

7 TATA 8 MTNL 11 HFCL 12 Shyam

State: _____ District _____

Address: _____

Name of SDCA (only for surveyor):

Mode of Interview: 1 Telephonic 2 In-person

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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



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

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

For Prepaid Customers only

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

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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



<p>(Ask only if yes in Q32)</p> <p>33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p>	<p><input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving</p>
<p>33(a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>33(b) If Yes, please indicate the following -</p>	<p><input type="checkbox"/> (1) Yes, complaint was registered by the service provider;</p> <p>(2) Service provider refused to register the complaint;</p> <p>(3) The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify).</p>

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

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

42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q52 to Q54 are for prepaid customers only) 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)
54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
For new customers only(Subscribed in last 6 months) 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

SURVEY OF CELLULAR MOBILE TELEPHONE SERVICE

Name: _____

Gender: Male Female

Mobile No.

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

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Occupation: Service Business/self employed

Student Housewife Retired

Operator: Airtel Vodafone Idea BSNL

Area: Rural Urban

Postpaid Rel Comm Aircel TATA MTNL

User Type: Prepaid CDMA

Spice BPL HFCL Shyam

Type: GSM CDMA

RTL RISL Dishnet Others (Specify).....

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

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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



B. BILLING RELATED – PREPAID CUSTOMER

<p>5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)</p>

C. BILLING RELATED – POSTPAID CUSTOMER

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



	5 Others (please specify)
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D. HELP SERVICES/CUSTOMER CARE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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



F. MAINTAINABILITY

20. How often your mobile handset faces problem of signal?	<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 Occasionally
	<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 1 Very Frequently
21. How satisfied are you with the availability of network (signal)?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
22. Are you satisfied with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very dissatisfied

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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



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

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



satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 0 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q52 to Q54 are for prepaid customers only) 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)

item-wise usage charge details for your pre-paid connection?	
54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
For new customers only(Subscribed in last 6 months) 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

B. BILLING RELATED - POSTPAID CUSTOMER

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

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

D. HELP SERVICE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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



G. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL

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

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

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



of the complaint?	
32. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q 38)
33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q38)
34. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q36) 37. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 42)
39. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 42)
40. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q42 to Q44 are for prepaid customers only) 42. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45)
44. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
For new customers only(Subscribed in last 6 months) 45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No