North East Survey Report (Quarter 3) on

Assessment of

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

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TELECOM REGULATORY AUTHORITY OF INDIA New Delhi

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Preface

Telecom Regulatory Authority of India (TRAI), the regulatory watch dog for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband has commissioned this survey.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

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

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

This report present the findings of the survey conducted in the North East (Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura) during 1st January, 2012 and 31st March, 2012.





1. Executive summary

In the Fourth quarter (1st January to 31st March) of 2012, the customer satisfaction survey was conducted in the North East circle.

Only one service provider in the basic wire-line (BSNL) is present in this circle. The survey was conducted across 9 cities of the North East circle and in all, 768 customers were covered during the survey. All these customers were postpaid customers.

All the 7 cellular mobile service providers present in the North East circle were covered in the survey. Spread across the 9 cities of North East circle, the survey covered 3084 customers, out of which 2873 were prepaid customers and 211 were post paid customers.

In the survey, the only one Broadband service provider (BSNL) was covered, which was present in the North East. Across the 9 cities of North East circle a total of 768 customers were covered. All these customers were postpaid customers.

The following feedback was obtained from the sample of customers:

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





1.1 KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below.

1.1A Basic Telephone Service

1.1A.1 Satisfaction with Overall Service Quality

BSNL met the benchmark for this parameter.

1.1A.2 Satisfaction with Provision of Service

 BSNL failed to meet the benchmark for this parameter as only 83% of the customers were satisfied.

1.1A.3 Satisfaction with Billing Performance-Post-paid customers

- BSNL met the benchmark set for this parameter.
- Urban customers of BSNL were less satisfied with the process of resolution of billing complaints.

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

- BSNL was not able to meet the benchmark laid down by TRAI.
- Customers were least satisfied with the ease of access of call centre and response time taken to answer their calls by the customer care executive.

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

BSNL met the benchmark for related to network performance, reliability and availability.

1.1A.6 Satisfaction with Maintainability

BSNL was not able to meet the benchmark for maintainability.

1.1A.7 Satisfaction with Supplementary and Value Added Services

- BSNL failed to meet the benchmark for this parameter.
- Only 43% of the urban customers were satisfied with respect to the supplementary and value added services.





Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Basic Telephone Service Customers:

1.1A.8 Awareness and Experience - Call Centre

On an overall basis:

- 85.5% of the customers were aware of the call centre number of their service provider for making complaints/query.
- Only 9.1% of the customers made complaints to the call centre.
- 5.7% of the customers, who had complained, said that they had received a docket number for their complaints.
- 81.4% of the customers, who had complained, said that they did not a receive docket number for their complaints.
- 7.1% of the customers, who had complained, said that they received the docket number for their complaints on request.
- 5.7% of the customers, who had complained, said that they did not receive the docket number for their complaints even on request.
- On the overall, 7.1% of the customers, who had complained, said that call centre did inform them about the action taken on their complaints.
- As a whole, 17.1% of the customers, who had complained, said that their complaints were satisfactorily resolved by the call centre within 4 weeks after they had lodged the complaints.

1.1A.9 Awareness and Experience - Nodal Officer:

- In all, only 6.5% of the customers were aware of the contact details of the nodal officer.
- Among those, who were aware of the contact details of the nodal officer, none of them made any complaints to the nodal officer.

1.1A.10 Awareness and Experience with Appellate Authority

- On an overall basis, only 1 customer was aware about the contact details of the appellate authority.
- None of the customer filed any complaint with the appellate authority.

1.1A.11 Other Service Benchmark

On an overall basis, 63.8% of the basic telephone service customers said that they got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.





1.1B Cellular Mobile Service:

1.1B.1 Satisfaction with Overall Service Quality

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

1.1B.2 Satisfaction with Provision of Service

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

1.1B.3 Satisfaction with Billing Performance - Postpaid

- None of the service providers were able to meet the benchmark laid down by TRAI for billing performance (postpaid).
- Postpaid customers were least satisfied with respect to the clarity of bills in terms of transparency and understandability and with the process of resolution of billing complaints.

1.1B.4 Satisfaction with Billing Performance - Prepaid

- On an overall basis, all the service providers met the benchmark laid down by TRAI for billing performance (prepaid).
- Customers of all the service providers, except BSNL, were less satisfied with processing of resolution of billing complaints.

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

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

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

- On the whole, all the service providers were able to meet the benchmark laid down by TRAI for network performance, reliability and availability except BSNL and Rel Tel.
- Almost all the rural customers were satisfied with respect to the network performance, reliability and availability.

1.1B.7 Satisfaction with Maintainability

- On an overall basis, only Airtel, Idea and Vodafone met the benchmark laid down by TRAI.
- Almost all the rural customers were satisfied with the maintainability.

1.1B.8 Satisfaction with Supplementary and Value Added Services

None of the service providers were able to meet the benchmark laid down by TRAI for supplementary and value added services.





Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Cellular Service Customers:

1.1B.9 Awareness and Experience - Call Centre

On an overall basis:

- 83.1% of the cellular mobile customers were aware of the call centre number of their service provider to make complaint/ query.
- On the overall, only 11% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 30.9% of the cellular customers, who had complained, said that they had received a docket number for their complaints.
- 62.6% of the customers, who had complained, said that they did not receive the docket numbers for most of their complaints.
- 2.4% of all the cellular customers, who had complained, said that they received the docket numbers for their complaints on request.
- 3.8% of all the cellular customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 0.3% of all customers, who had complained, said that their complaints were refused to be registered.
- On the whole, 17.9% of the cellular mobile customers, who had complained, said that they were informed about the action being taken on their complaints by the call centre.
- In total, only 17.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.

1.1B.10 Awareness and Experience - Nodal Officer

- On an overall basis, 0.6% of the cellular mobile customers were aware of the contact details of the nodal officer.
- Out of 17 customers, only 5 customers made complaints to the nodal officer.
- 4 out of the 5 the customers said that they were intimated by the nodal officer about the decision taken on their complaints.
- None of the customers were satisfied with the redressal of the complaints by the nodal officer.
- Nodal officer not courteous, nodal officer not equipped with adequate information and the time taken by nodal officer for redressal of complaints was too long were the reasons for dissatisfaction with the nodal officer.





1.1B.11 Awareness and Experience - Appellate Authority

- On an overall basis, only 7 customers were aware of the contact details appellate authority.
- 4 out of 7 customers filed the appeals with the appellate authority in the last 6 months.
- All 4 customers, who filed the appeal with appellate authority, received acknowledgement.
- In all the 4 cases, appellate authority took a decision upon their complaints within 3 months.

1.1B.12 Other Service Benchmark

In all, 91.5% of the customers claimed to have received the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new mobile telephone connection.

1.1C Broadband Service:

1.1C.1 Satisfaction with Overall Service Quality

BSNL met the benchmark laid down by TRAI.

1.1C.2 Satisfaction with Provision of Service

BSNL was able to meet the benchmark set by TRAI.

1.1C.3 Satisfaction with Billing Performance -Postpaid

BSNL met the benchmark fixed by TRAI.

1.1C.4 Experience with Help Services

- BSNL failed to meet the benchmark laid down by TRAI.
- Customers were less satisfied with all the sub-parameters of help services.

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

BSNL was able to meet the benchmark set by TRAI.

1.1C.6 Satisfaction with Maintainability

BSNL did not meet the benchmark laid down by TRAI.

1.1C.7 Satisfaction with Supplementary and Value Added Services

BSNL met the benchmark laid down by TRAI.





1.1C.8 Awareness and Experience with Call Centre

On an overall basis:

- 87.6% of the broadband customers said that they were aware of the call centre number of their service provider to make complaints/ queries.
- Only 13.9% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 28% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- 57.9% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints.
- 9.3% of the broadband customers, who had complained, said that they received docket numbers on request.
- 4.7% of the broadband customers, who had complained, said that they did not receive docket numbers even on request.
- 5.6% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- 92.5% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving of their complaints by the call centre/ customer care/ helpline.
- Only 12.1% of the broadband customers, who had made billing complaints, said that they
 were satisfied with the resolution of their billing complaints by the call centre/customer
 care within four weeks after they had lodged their complaints.

1.1C.9 Awareness and Experience with Nodal Officer

- Only 1 broadband customer was aware of the contact details of the nodal officer.
- No one made any complaints to the nodal officer.

1.1C.10 Awareness and Experience with Appellate Authority

- Only 1 broadband customer was was aware of the contact details of the appellate authority.
- No one filed any appeal with the appellate authority.

1.1C.11 Other Service Benchmarks

On an overall basis, 87.6% of the customers claimed to have got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.





2. Introduction

2.1 Background:

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

In this regard, TRAI has passed regulations on Quality of Service (QoS) for Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service for Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

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

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

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







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

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

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

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

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

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

With regard to the aforementioned survey, Marketing and Development Research Associates has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct surveys in the East zone.





3. Objectives and Survey Methodology:

3.1.1 Survey Objectives

This survey has the following objectives:

(1) Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007

TRAI through its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May 2007, has specified a three-stage redressal mechanism viz. call centre, nodal officer and appellate authority. The regulation also insists for the publication of a "Manual of Practice" for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. Through this survey of consumers of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess implementation and effectiveness of the regulations.

(2) Customer Perception of Service

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

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

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

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





(b) Broadband Services:

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

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

1. Basic Telephone Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including Customer Grievance Redressal

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





Network Performance, Reliability and Availability

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

Maintainability

Fault repair service

Supplementary and Value Added Services

Quality of the supplementary services/ value added service provided

Overall Service Quality

Overall service quality of the telephone service

2. Cellular Mobile Telephone Service

Provision of Service

- Process and time taken to activate the mobile connection, after you had applied and completed all formalities
- Ease in understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Prepaid)

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

Billing performance (Postpaid)

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

Help Services including Customer Grievance Redressal

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





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

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

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

Overall Service Quality

Overall quality of your mobile service

3. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

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





Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

Time taken for restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

Overall quality of broadband service

3.1 Survey Methodology

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

Following was the survey methodology:

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





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

3.2 Target Users/ Segments

Following segments were covered in the survey:

- 1. Residential users
- Individual Residential Home
- Apartments/ Society
- 2. Commercial users
- Corporate Clients
- IT/ Software Companies
- BPO/ KPO
- SME (Small and medium Enterprises)
- Government offices
- Industrial Units







- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCO 's
- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGO's
- Small scale shop-owners
- Private Practitioners -Doctors/ Architects
- Etc.

3.3 Sample Design

3.3.1 Basic Telephone (wire-line) Service:

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

3.3.2 Cellular Mobile Telephone Service:

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

3.3.3 Broadband Service:

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





3.5 Sample Coverage and Size

3.5.1 Basic Telephone (Wire-line) Service:

BSNL: In North East circle, there are 466 exchanges and 83 SDCA's. For the survey 25 exchanges and 9 SDCA's were covered. During the survey about 11 urban exchanges and 14 rural exchanges were covered.

Service provider	Circle	SDCAs covered	Sample Size	
			Proposed	Achieved
		Nongpoh		
		Kolasib		
		Ambasa		
		Pasighat		
BSNL	North East	Bomdila	768	768
		Bishenpur		
		Mao		
		Mokokchung		
		Wokha		

3.5.2 Cellular Mobile Telephone Service (including FWP):

- In all there, are 55 district headquarters in North East. For the survey, 9 district headquarters were selected on the basis of their geographical spread. Rural areas falling within 20 kms radius of the district headquarters were covered.
- The sample for cellular mobile telephone service subscribers was evenly spread across 9 of the selected district headquarters where the services were commissioned.
 During the survey 7 service providers were covered in this circle.

Geographical coverage	Cities covered
	Nongpoh
	Kolasib
	Ambasa
	Pasighat
North East	Bomdila
	Bishenpur
	Mao
	Mokokchung
	Wokha

Service providers	Sample size		
Service providers	Proposed	Achieved	
Aircel	384	385	
Airtel	384	384	
BSNL	768	768	
Idea	384	391	
Reliance Tel	384	385	
TTSL	384	384	
Vodafone	384	387	
Total	3072	3084	





3.5.3 Broadband Service:

■ **BSNL**: In North East circle, there are 466 exchanges and 83 SDCA's. For the survey we have covered 33 exchanges and 9 SDCA's. During the survey about 13 urban exchanges and 20 rural exchanges were covered.

Service provider	Circle	SDCAs covered	Samp	le size
			Proposed	Achieved
		Nongpoh		
		Kolasib		
		Ambasa		
		Pasighat		
BSNL	North East	Bomdila	768	768
		Bishenpur		
		Мао		
		Mokokchung		
		Wokha		

3.6 Service Providers Covered

During the period (1st January to 31st March) of 2012, the survey was conducted in North East circle. The following service providers have been covered:

3.6.1 Basic Telephone (Wire-line) Service

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

3.6.2 Cellular (including FWP) Service

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

3.6.3 Broadband Service

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





3.7 Mode of Interview & Sample Size Covered

3.7.1 Basic Telephone Service (Wire-line)

During the survey, 64% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone. For rural, subscribers face-to-face interviews were done.

Service Provider	Face to face	Telephonic	Sample Size Achieved
BSNL	490	278	768
Overall	490	278	768

3.7.2 Cellular Mobile Service

 During the survey, 63% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone. For rural customers, face-to-face interviews were conducted.

Service Providers	Face to face	Telephonic	Sample Size Achieved
Aircel	233	152	385
Airtel	239	145	384
BSNL	488	280	768
Idea	247	144	391
Reliance Telecom	241	144	385
TTSL	249	135	384
Vodafone	247	140	387
Overall	1944	1140	3084

3.7.3 Broadband Service

• During the survey, 66% of the sample was covered through face-to-face interviews and up to 34% through a web-based/ telephonic survey. For the web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive customers to the survey. For rural customers, face-to-face interviews were conducted.

Service Provider	Face to face	Telephonic	Sample Size Achieved
BSNL	504	264	768
Overall	504	264	768



3.8 Customer Profile by Connection Type

3.8.1 Basic Telephone Service (Wire-line)

Only BSNL was covered in this circle. Across 9 SDCA's of the North East circle,
 768 basic telephone service (Wire-line) postpaid subscribers were surveyed.

Service Provider	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	768	768
Overall	0	768	768

3.8.2 Cellular Mobile Service

A total of 7 cellular mobile telephone service providers currently functioning in the circle were covered. Across 9 cities of the North East circle, 3084 cellular mobile service subscribers were surveyed. Of this sample, 2873 were prepaid subscribers and 211 were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	380	5	385
Airtel	369	15	384
BSNL	595	173	768
Idea	387	4	391
Reliance Telecom	378	7	385
TTSL	382	2	384
Vodafone	382	5	387
Overall	2873	211	3084

3.8.3 Broadband Service

Only 1 broadband service provider present till date in the circle was covered.
Across various exchanges /Points of Presence in the North East circle, 768
broadband service subscribers were surveyed. All these subscribers were
postpaid subscribers.

Service Provider	Prepaid	Postpaid	sample Size Achieved	
BSNL	0	768	768	
Overall	0	768	768	





3.9 Methodology for Calculating Percentage of Customers Satisfied

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

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

CS = (A / N) *100

Where:

CS = % of satisfied customers

A = (sum total of no. of customers 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%.

3.10 Questionnaires Development Process

Three types of questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and on Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007.

The questionnaires developed were for:

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

3.11 Definition of Key Terms Used

 Appellate Authority: It means one or more persons appointed as appellate authority under regulation 10, by a service provider, falling in clause (a) or clause (b) of sub-regulation (3) of regulation.





- Basic Telephone Service (Wire-line): It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.
- Broadband Service: It means data connection
- (1) Which is always on and is able to support interactive services including internet access.
- (2) which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide broadband service where a multiple of such individual broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.
- (3) In which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.
- (4) Which shall include such service or download speed or features, as may be specified from time to time, by the licensor.
- Call Centre: means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of subregulation 3 of regulation 1 for redressal of grievances of its consumers by telephone or electronic means or by any other means.

Cellular Mobile Telephone Service: Means

- (1) Telecommunication service provided by means of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication system which is designed or adapted to be capable of being used while in motion.
- (2) Refers to transmission of voice or non-voice messages over licensee's network in real time but the service does not cover broadcasting of any messages, voice or non-voice, however, cell broadcast is permitted only to the subscribers of the service.







- (3) In respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and an approved numbering plan shall be applicable.
- Consumer: means a consumer of a service provider falling in clause (a) or clause
 (b) of sub- regulation (3) of regulation 1 and includes its customer and subscriber.
- Manual: means the "Manual of Practice" for handling consumer complaints referred to in regulation 20.
- Nodal Officer: means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation
 1.

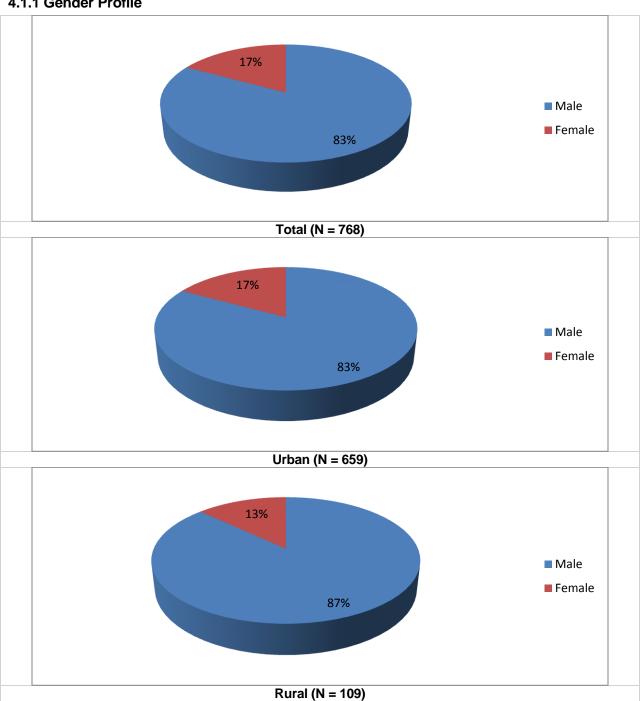




4. Demographic Profile

4.1 Basic Telephone Service (Wire-line)

4.1.1 Gender Profile

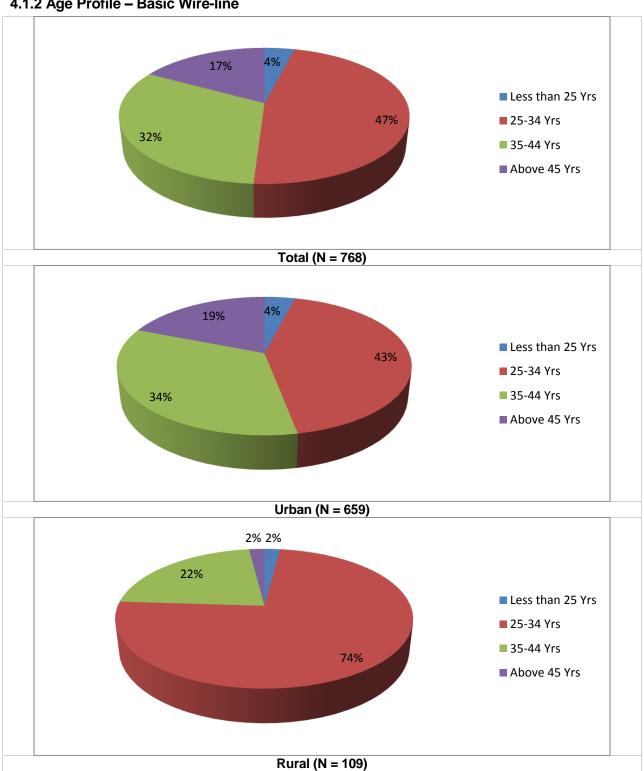


On the whole, 83% of the customers were male. In urban areas, there was comparatively higher proportion of female customers.





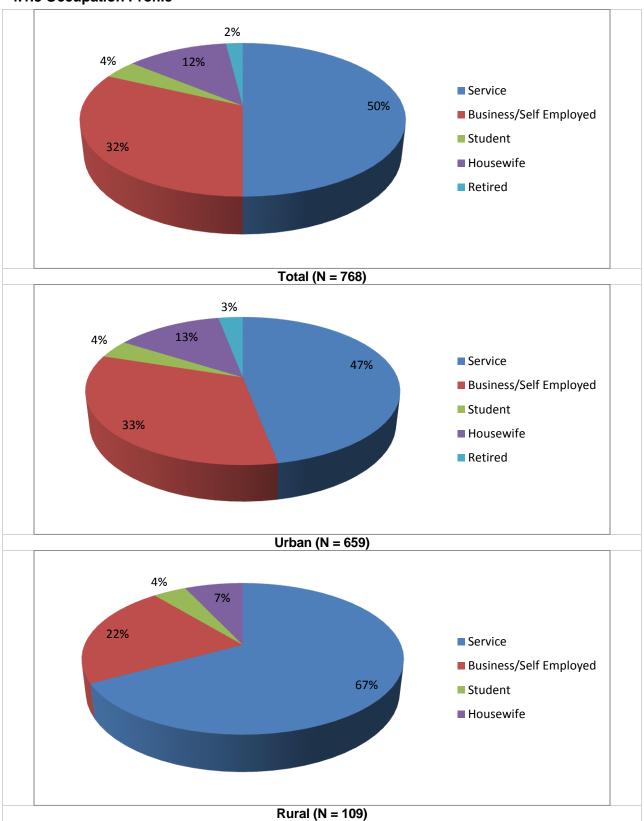
4.1.2 Age Profile - Basic Wire-line



In total, 79% of the customers were in the age group of 25-45 years.



4.1.3 Occupation Profile



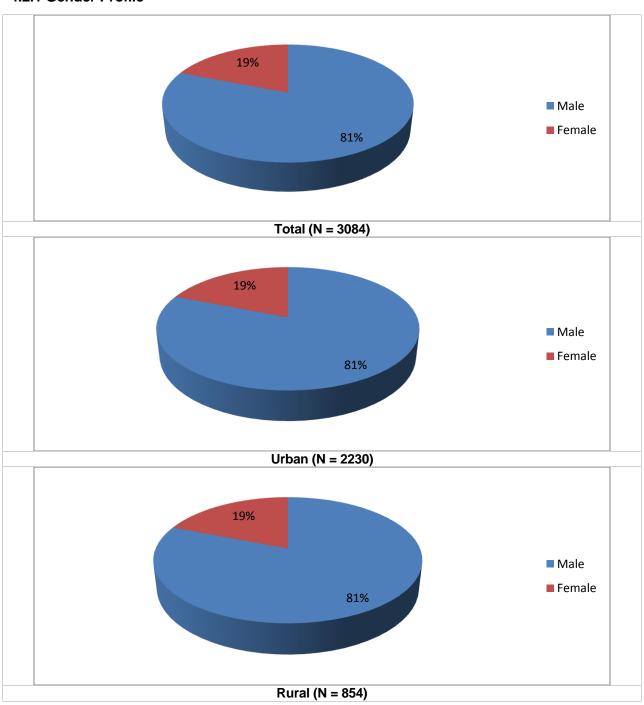
• As a whole, 82% of the customers were either in service or self employed/ businessmen.





4.2 Cellular Mobile Service

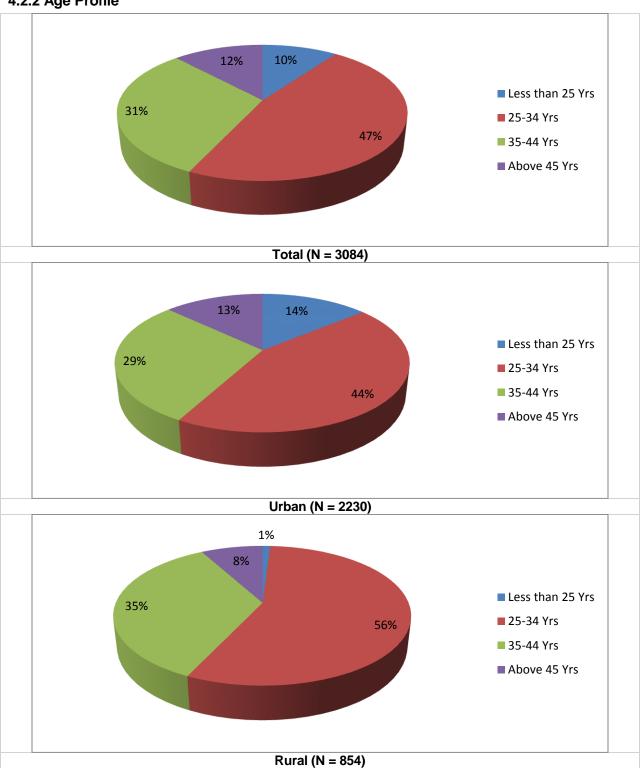
4.2.1 Gender Profile



On the overall, 81% of the customers were male.



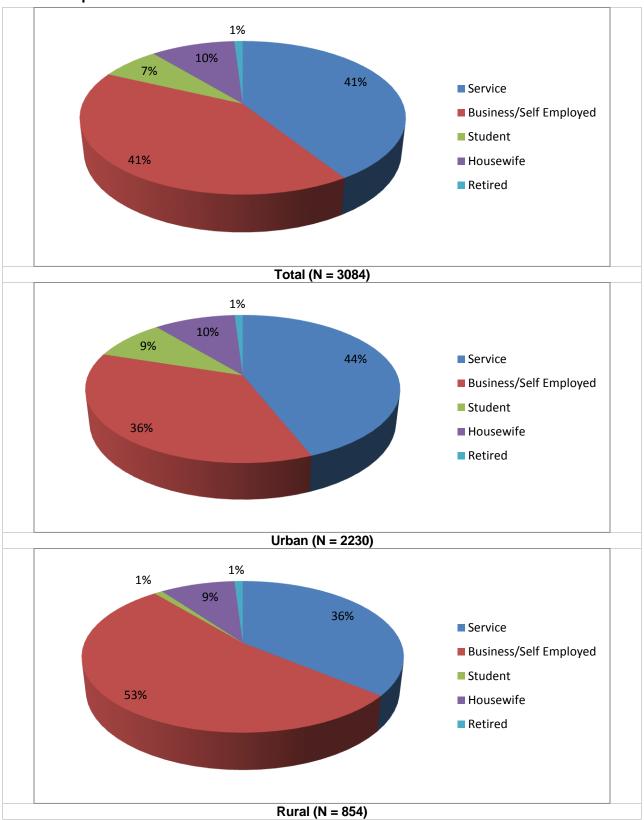
4.2.2 Age Profile



• In all, 78% of the customers were in the age group of 25-45 years.



4.2.3 Occupation Profile



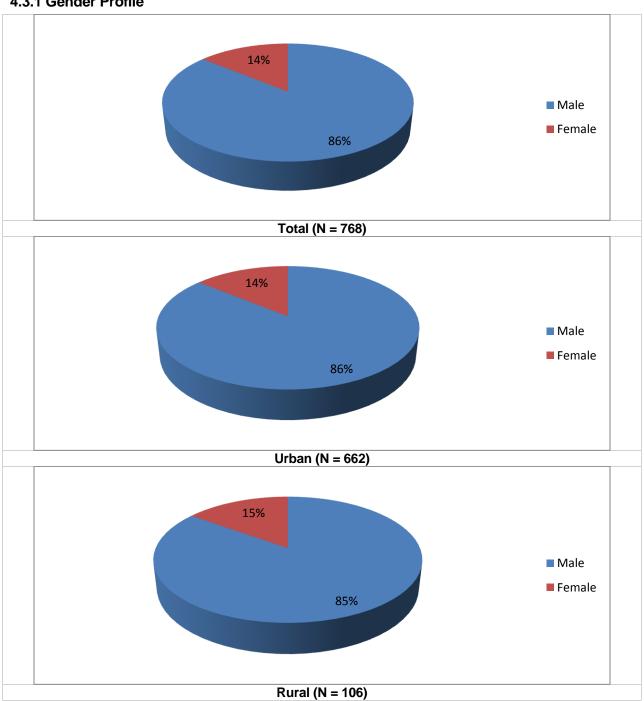
 Out of the total, 82% of the customers were either in service or self employed/ businessmen.





4.3 Broadband Service

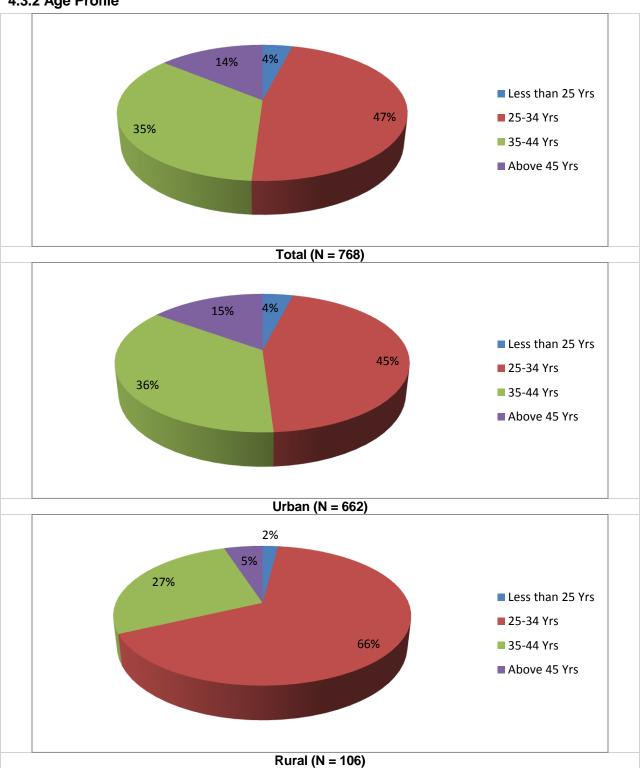
4.3.1 Gender Profile



On the whole, 86% of the customers were male.



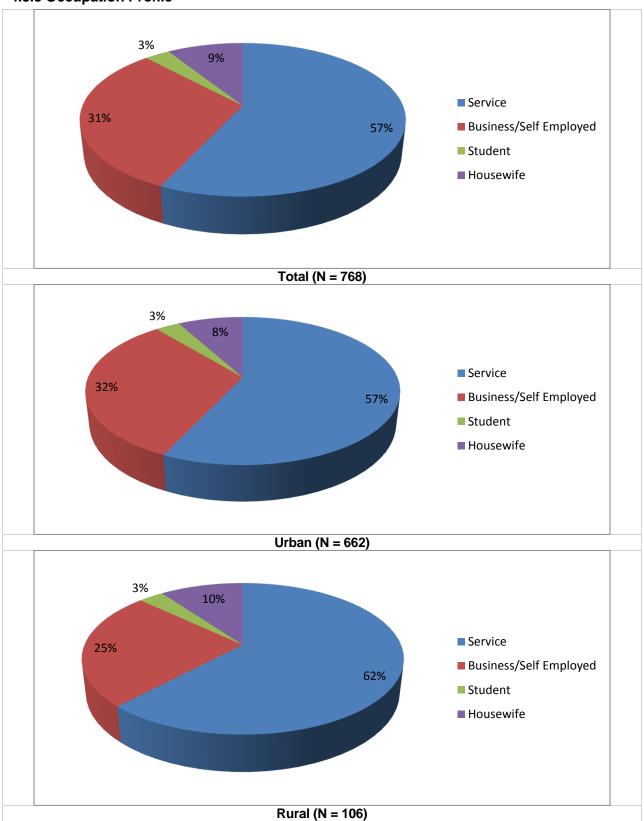
4.3.2 Age Profile



On the overall, 82% of the customers were in the age group of 25-45 years.



4.3.3 Occupation Profile



• In all, 88% of the customers were either in service or self employed/ businessmen.





5. COMPLIANCE REPORT ON THE CUSTOMER PERCEPTION OF SERVICE:

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

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

5.1 Basic Telephone Service

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

Service Provider		satisfied with provision service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	satisfied with the aintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality	
Service	Base	% satisfie of service	Postpaid	prepaid	%satisfied services in customer redressal	% satisfie network p reliability	% satisfied wit maintainability	% satisfied with supplementary added services	% satisfied wit service quality	
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>≥</u> 90%	
North East Circle										
BSNL (Total)	768	83	97	NA	73	98	80	55	100	
BSNL (Urban)	659	83	96	NA	73	97	79	43	100	
BSNL (Rural)	109	-	99	NA	-	100	83	75	99	

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

- On an overall basis, BSNL met the benchmarks related to billing performance (postpaid), network performance, reliability & availability and overall service quality.
- BSNL did not meet the benchmarks related to provision of service, help services including customer grievance redressal, maintainability and supplementary and value added services.





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

Service Provider	Base	% customers Benchmark: 3 days				
North East Circle						
BSNL (Total)	292	79.8				
BSNL (Urban)	257	79.8				
BSNL (Rural)	35	80.0				

• In total, 79.8% of the customers, who experienced fault in their connection, reported that the telephone fault was repaired within 3 days.

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

O. a. d. a. Danad I. a.	D	% customers				
Service Provider	Base	Benchmark: 7 days				
North East Circle						
BSNL (Total)	2	100.0				
BSNL (Urban)	1	100.0				
BSNL (Rural)	1	100.0				

All the customers, who requested for termination of their telephone service, reported that their telephone connection was terminated within 7 days.

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

Service Provider	Base	% customers			
Convict Fevices	2400	Benchmark: 4 Weeks			
North East Circle					
BSNL (Total)	70	17.1			
BSNL (Urban)	68	16.2			
BSNL (Rural)	2	50.0			

 On the overall, 17.1% of the customers, who made billing complaints, reported that their billing complaints were resolved within 4 weeks.





5.2 Cellular Mobile Service

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

oviders		% satisfied with provision of service	% satisfied with hilling	performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	with the illity	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
Service Providers	Base	% satisfied of service	Postpaid	Prepaid	%satisfied with the Pservices including customer grievance redressal	% satisfied with the network performanc reliability and availa	% satisfied with the maintainability	% satisfied with the supplementary and added services	% satisfied wit service quality
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 90%
Aircel (Total)	385	97	North 56	East C	eircie 84	96	93	66	99
Aircel (Urban)	277	96	67	98	84	95	90	64	99
Aircel (Rural)	108	100	43	97	NA	100	100	100	99
Airtel (Total)	384	99	59	98	77	98	97	57	93
Airtel (Urban)	274	99	58	98	77	98	96	57	91
Airtel (Rural)	110	99	67	99	NA	100	100	NA	100
BSNL (Total)	768	99	76	100	80	94	93	84	100
BSNL (Urban)	541	99	76	100	80	91	90	84	100
BSNL (Rural)	227	100	67	100	NA	100	100	NA	100
Idea (Total)	391	100	58	98	85	98	97	78	95
Idea (Urban)	283	100	56	98	85	97	96	78	93
Idea (Rural)	108	100	67	99	NA	100	100	100	99
Rel Tel (Total)	385	97	52	96	79	93	93	42	91
Rel Tel (Urban)	279	96	50	96	79	91	91	41	87
Rel Tel (Rural)	106	100	67	96	60	100	100	100	100
TTSL (Total)	384	98	43	97	83	97	91	87	100
TTSL (Urban)	300	98	67	98	85	97	89	91	100
TTSL (Rural)	84	99	25	94	60	100	100	0	100
Vodafone (Total)	387	99	56	98	79	96	97	58	98
Vodafone (Urban)	276	100	54	98	79	94	97	58	97
Vodafone (Rural)	111	99	67	100	NA	100	100	NA	100
Overall	3084	99	72	98	81	96	94	64	97
Overall (Urban)	2230	98	73	98	82	94	92	64	96
Overall (Rural)	854	99	56	98	60	100	100	80	100





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

- On the overall, 97% of the cellular service customers were satisfied with the overall service quality of their service providers.
- All the service providers were able to meet the benchmarks related to provision of service, prepaid billing and overall service quality.
- Except BSNL and Rel Tel, all other service providers were able to meet the benchmark related to network performance, reliability and availability.
- Airtel, Idea and Vodafone were able to meet the benchmark set for maintainability.
- None of the service providers were able to meet the benchmark related to billing performance (postpaid), help services including customer grievance redressal and supplementary & value added services.

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

Service Providers		Page	% customer
Service Prov	iaers	Base	Benchmark: four weeks
		North East Circle	·
	Total	68	5.9
Aircel	Urban	66	4.5
	Rural	2	50.0
	Total	20	60.0
Airtel	Urban	20	60.0
	Rural	0	0.0
	Total	111	1.8
BSNL	Urban	110	0.9
	Rural	1	100.0
Idea	Total	20	90.0
luea	Urban	18	88.9
	Rural	2	100.0
	Total	34	55.9
Rel Tel	Urban	33	57.6
	Rural	1	0.0
	Total	71	2.8
TTSL	Urban	67	1.5
	Rural	4	25
	Total	16	18.8
Vodafone	Urban	14	21.4
	Rural	2	0.0
	Total	340	17.6
Overall	Urban	328	16.8
	Rural	12	41.7

On the whole, only 17.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they had lodged their complaints.





5.3 Broadband Service

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

vider		satisfied with provision service	% satisfied with billing	performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	with the lity	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
Service Provider	Base	% satisfied v	Postpaid	Prepaid	%satisfied with the services including customer grievand redressal	% satisfied v performance availability	% satisfied with the maintainability	% satisfied with the supplementary and added services	% satisfied wit service quality
Benchmark		<u>></u> 90%	<u>></u> 90%	<u>></u> 90%	<u>></u> 90%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%
			North	East C	ircle				
BSNL (Total)	768	92	95	N/A	79	95	67	98	99
BSNL (Urban)	662	92	94	N/A	79	95	68	99	99
BSNL (Rural)	106	93	99	N/A	80	100	0	98	100

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

- As a whole, BSNL met the benchmarks laid down by TRAI for provision of service, billing performance, network performance, reliability & availability, supplementary & value added services and overall service quality.
- A lower proportion of customers were satisfied with the help services and maintainability.

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

Service Provider		Base	% customer Benchmark: within 4 Weeks			
North East Circle						
	Total	107	12.1			
BSNL	Urban	103	9.7			
	Rural	4	75.0			

 On the whole, only 12.1% of the customers, who made complaints, reported that their complaints were resolved within 4 weeks.



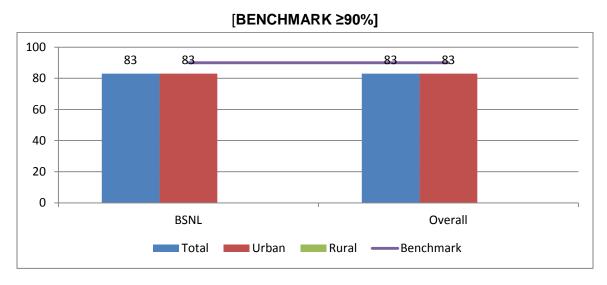


6. DETAILED REPORT:

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

6A.1.1 Customer Satisfaction with Provision of Service

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

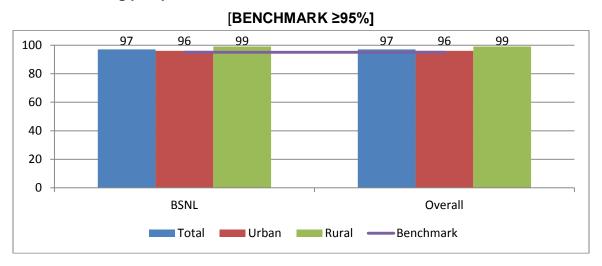


BSNL failed to meet the benchmark related to provision of service.

Note: None of the rural customers reported to have taken or shifted their telephone connection in the last 6 months.

6A.1.2 Customer Satisfaction with Billing Performance - Postpaid

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



BSNL met the benchmark laid down by TRAI in urban as well as rural areas.





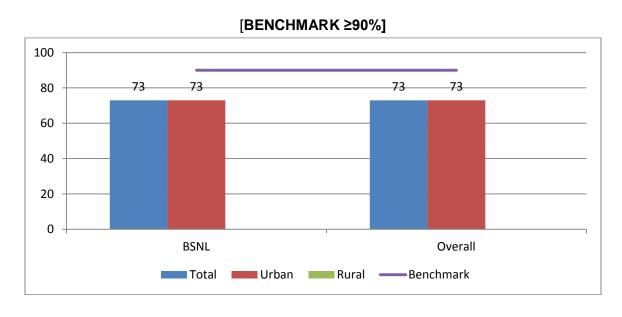
6A.1.2.2 The following table shows the percentage of satisfied customers with the subparameters of the billing performance.

		% postpaid customers					
Service providers		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base	
	Total	94.8	98.2	60.0	98.2	768	
BSNL	Urban	94.1	97.9	60.0	98.1	659	
	Rural	99.1	100.0	-	99.1	109	

- Customers were less satisfied with the process of resolution of the billing complaints.
- Rural customers were more satisfied with all the sub-parameters of the billing performance as compared to their urban counterparts.

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

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



 BSNL failed to meet the benchmark laid down by TRAI for help service including customer grievance redressal.





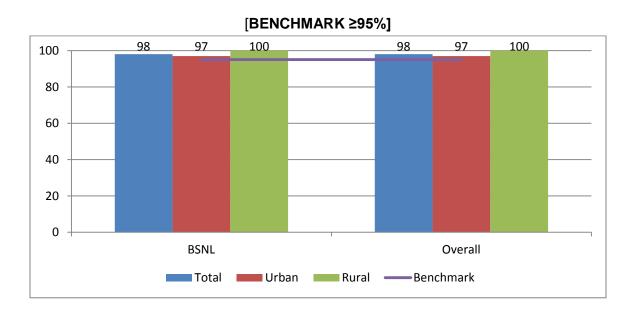
6A.1.3.2 The following table shows the percentage of satisfied customers with subparameters of help services including customer grievance redressal.

		% customers							
Service provide		Ease of access of call centre/cus tomer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/cust omer care or helpline to resolve your complaints	Base		
	Total	65.6	77.0	63.9	78.7	80.3	61		
BSNL	Urban	65.6	77.0	63.9	78.7	80.3	61		
	Rural	-	-	-	-	-	0		

 Customers of BSNL were less satisfied with respect to all the sub-parameters related to help services including customer grievance redressal.

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

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



BSNL met the benchmark laid down by TRAI in both urban and rural areas.





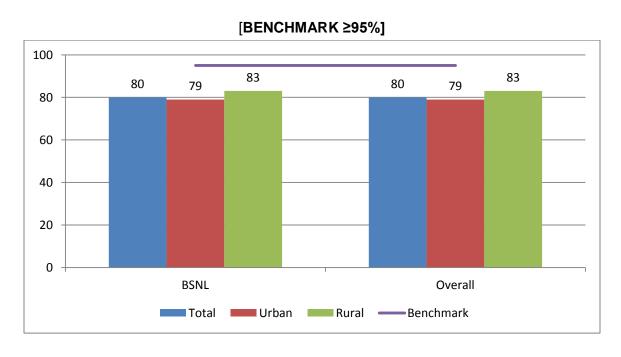
6A.1.4.2 The following table shows the percentage of satisfied customers with subparameters of network performance, reliability & availability.

Service providers		% customers				
		Availability of Ability to working telephone make/receive calls Voice qua (Dial tone) easily		Voice quality	Base	
	Total	99.9	96.4	96.9	768	
BSNL	Urban	99.9	95.9	96.4	659	
	Rural	100.0	99.1	100.0	109	

 Higher proportions of BSNL's customers were satisfied with all the sub-parameters of network performance, reliability & availability.

6A.1.5 Customer Satisfaction with Maintainability

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



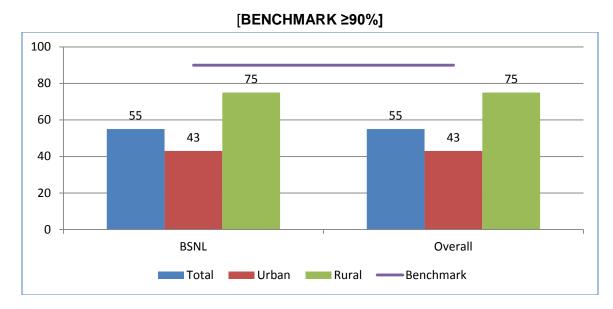
 BSNL did not meet the benchmark laid down by TRAI for maintainability. On an overall basis, 80% of the customers were satisfied with the maintainability.





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

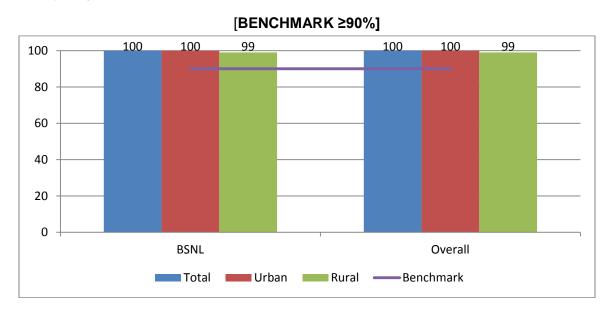
6A.1.6.1 The following graph shows the percentage of satisfied customers with supplementary and value added services.



- BSNL failed to meet the benchmark laid down by TRAI.
- Higher proportions of rural customers were satisfied with respect to the supplementary and value added services.

6A.1.7 Customer Satisfaction with Overall Service Quality

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



BSNL met the benchmark laid down by TRAI related to overall service quality.





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

6A.2.1 Awareness and Experience - Call Centre

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

Service Provider		% customers	Base
	Total	85.5	768
BSNL	Urban	85.9	659
	Rural	83.5	109

 On the overall, 85.5% of the basic telephone service customers were aware about the call centre number of their service provider to make complaint/ query.

Table 6A.2.1.2 The following table shows the percentage of customers, who made complaints within 6 months on the call centre number of their service provider

Service Provider		% customers	Base
	Total	9.1	768
BSNL	Urban	10.3	659
	Rural	1.8	109

• On the whole, only 9.1% of the customers made complaints in the last 6 months, on the toll free number of customer care of their service provider.

6A.2.1.3 The following table shows the percentage of customers, who received or did not receive the docket numbers for their complaints.

		% customers					
Service Provider		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Base
	Total	5.7	81.4	7.1	5.7	0.0	70
BSNL	Urban	5.9	82.4	5.9	5.9	0.0	68
	Rural	0.0	50.0	50.0	0.0	0.0	2

On an overall basis:

- 5.7% of the customers, who had complained, said that they had received a docket number for their complaints.
- 81.4% of the customers, who had complained, said that they did not a receive docket number for their complaints.
- 7.1% of the customers, who had complained, said that they received the docket number for their complaints on request.
- 5.7% of the customers, who had complained, said that they did not receive the docket number for their complaints even on request.





6A.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by the call centre.

Service Provider		% customers	Base
	Total	7.1	70
BSNL	Urban	5.9	68
	Rural	50.0	2

• In total, only 7.1% customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.

6A.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by the call centre/ customer care within four weeks.

Service Provider		% customers	Base
	Total	17.1	70
BSNL	Urban	16.2	68
	Rural	50.0	2

On the overall, 17.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they lodged their complaints.

6A.2.2 Awareness and Experience - Nodal Officer

6A.2.2.1 The following table shows the percentage of customers, who were aware of the contact details of nodal officer.

Service Provider		% customers	Base
	Total	6.5	768
BSNL	Urban	7.6	659
	Rural	0.0	109

- In total, only 6.5% of the customers were aware about the contact details of the nodal officer.
- Among those, who were aware of the contact details of the nodal officer, none of them made any complaints to the nodal officer.

6A.2.3 Awareness and Experience - Appellate Authority

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

Service Provider		% customers	Base
	Total	0.1	768
BSNL	Urban	0.0	659
	Rural	0.9	109

 As a whole, only one customer was aware of the contact details of the appellate authority and he/ she did not file any complaint with the appellate authority.



6A.2.4 General Information

Table 6A.2.4.1 The following table shows the percentage of the customers, who got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service p	roviders	% customers	Base
	Total	63.8	768
BSNL	Urban	57.8	659
	Rural	100.0	109

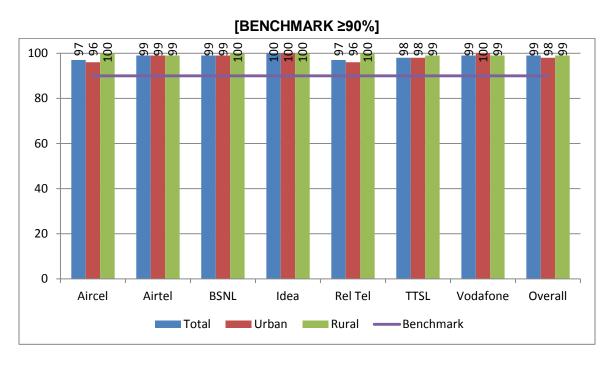
- In total, only 63.8% of the customers said that they received the manual of practice.
- All the rural customers claimed to have received the manual of practice.

6B.1 Cellular Mobile Service

The survey in the North East circle was done among customers of 8 cellular mobile service providers i.e. Aircel, Airtel, BSNL, Idea, Rel Tel, TTSL and Vodafone.

6B.1.1 Customer Satisfaction with Provision of Service

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



- All service providers met the benchmark for the provision of service.
- 99% of the customers were satisfied with respect to the provision of service.

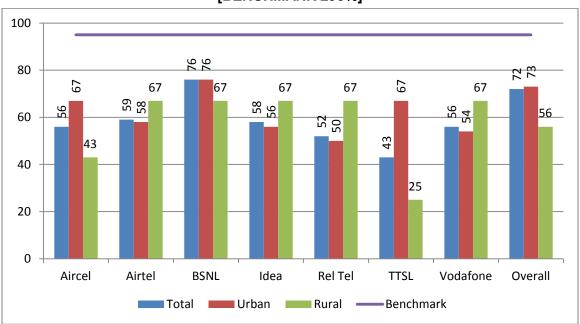




6B.1.2a Customer Satisfaction with Billing Performance - Postpaid

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





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





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

Service Providers		% postpaid customers				
		Timely delivery of bills	Clarity of bills in terms of transparency and understandability	Accuracy of the bills	Processing of resolution of the billing complaints	Base
	Total	80.0	40.0	60.0	0.0	5
Aircel	Urban	100.0	0.0	100.0	NA	3
	Rural	50.0	100.0	0.0	0.0	2
	Total	73.3	33.3	73.3	0.0	15
Airtel	Urban	71.4	35.7	71.4	0.0	14
	Rural	100.0	0.0	100.0	NA	1
	Total	82.7	68.2	76.3	0.0	173
BSNL	Urban	82.6	68.6	76.2	0.0	172
	Rural	100.0	0.0	100.0	NA	1
	Total	75.0	50.0	50.0	NA	4
Idea	Urban	66.7	66.7	33.3	NA	3
	Rural	100.0	0.0	100.0	NA	1
	Total	100.0	0.0	57.1	NA	7
Rel. Tel.	Urban	100.0	0.0	50.0	NA	6
	Rural	100.0	0.0	100.0	NA	1
	Total	50.0	0.0	100.0	0.0	2
TTSL	Urban	100.0	0.0	100.0	NA	1
	Rural	0.0	0.0	100.0	0.0	1
	Total	60.0	20.0	100.0	0.0	5
Vodafone	Urban	50.0	25.0	100.0	0.0	4
	Rural	100.0	0.0	100.0	NA	1
	Total	81.6	60.7	75.4	0.0	211
Overall	Urban	81.8	62.1	75.4	0.0	203
	Rural	75.0	25.0	75.0	0.0	8

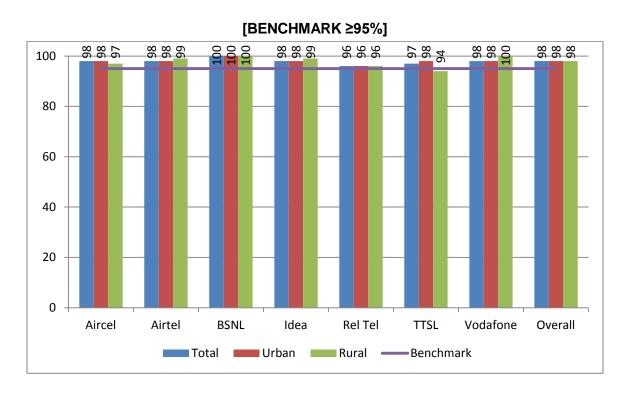
 On the overall, all the customers were less satisfied with the sub-parameter of billing performance.





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

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



• All the service providers met the benchmark laid down by TRAI related to billing performance (prepaid).





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

		% prepaid customers				
Service Prov	Service Providers		Processing of resolution of the billing complaints	Ease of recharging process	Base	
	Total	96.9	33.3	99.2	380	
Aircel	Urban	97.1	25.0	99.6	274	
	Rural	96.2	50.0	98.1	106	
	Total	97.0	0.0	100.0	369	
Airtel	Urban	96.6	0.0	100.0	260	
	Rural	98.1	NA	100.0	109	
	Total	99.8	100.0	100.0	595	
BSNL	Urban	100.0	100.0	100.0	369	
	Rural	99.6	NA	100.0	226	
	Total	97.9	42.9	99.7	387	
Idea	Urban	97.5	60.0	99.7	280	
	Rural	99.1	0.0	100.0	107	
	Total	96.1	41.7	97.4	378	
Rel. Tel.	Urban	96.4	45.5	97.4	273	
	Rural	95.2	0.0	97.2	105	
	Total	97.7	40.0	97.6	382	
TTSL	Urban	98.6	50.0	98.0	299	
	Rural	94.0	33.3	96.4	83	
	Total	97.6	25.0	100.0	382	
Vodafone	Urban	96.7	0.0	100.0	272	
	Rural	100.0	100.0	100.0	110	
	Total	97.7	40.0	99.2	2873	
Overall	Urban	97.7	41.9	99.2	2027	
	Rural	97.9	33.3	99.1	846	

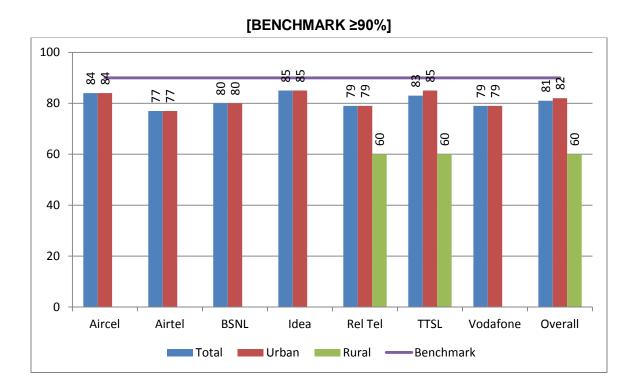
- On the whole, customers were less satisfied with the process of resolution of billing complaints.
- A higher proportion of the customers were satisfied with the accuracy of charges and ease of recharging process.





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

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



 None of the service providers were able to meet the benchmark laid down by TRAI related to help services including customer grievance redressal.





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

	% customers						
Service Providers		Ease of access of call centre/cust omer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/cust omer care or helpline to resolve your complaints	Base
	Total	80.6	72.6	87.1	91.9	88.7	62
Aircel	Urban	80.6	72.6	87.1	91.9	88.7	62
	Rural	NA	NA	NA	NA	NA	0
	Total	73.9	82.6	82.6	73.9	73.9	23
Airtel	Urban	73.9	82.6	82.6	73.9	73.9	23
	Rural	NA	NA	NA	NA	NA	0
	Total	79.2	75.4	73.6	92.5	77.4	106
BSNL	Urban	79.2	75.4	73.6	92.5	77.4	106
	Rural	NA	NA	NA	NA	NA	0
	Total	85.0	80.0	90.0	85.0	85.0	20
Idea	Urban	85.0	80.0	90.0	85.0	85.0	20
	Rural	NA	NA	NA	NA	NA	0
	Total	83.8	83.8	78.4	75.7	73.0	37
Rel. Tel.	Urban	83.3	83.3	77.8	77.8	75.0	36
	Rural	100.0	100.0	100.0	0.0	0.0	1
	Total	84.5	74.6	83.1	90.1	84.5	71
TTSL	Urban	85.1	74.6	83.6	92.5	88.1	67
	Rural	75.0	75.0	75.0	50.0	25.0	4
	Total	57.1	85.7	78.6	85.7	85.7	14
Vodafone	Urban	57.1	85.7	78.6	85.7	85.7	14
	Rural	NA	NA	NA	NA	NA	0
	Total	80.2	76.9	80.5	88.0	81.1	333
Overall	Urban	80.2	76.8	80.5	88.7	82.0	328
	Rural	80.0	80.0	80.0	40.0	20.0	5

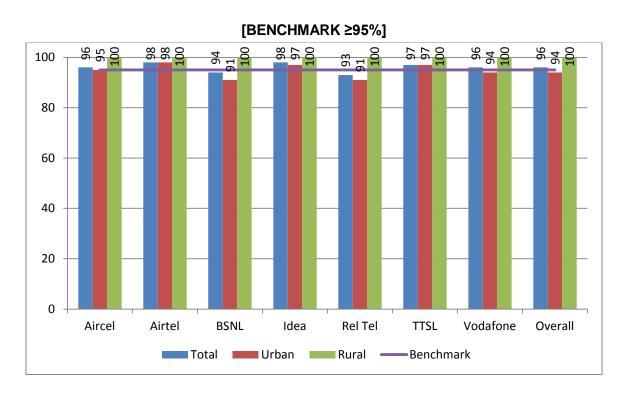
 Performance of all the service providers was low on all the sub-parameters of the help services.





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

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



- On the overall, except BSNL and Rel Tel, all other service providers were able to meet the benchmark laid down by TRAI for network performance, reliability and availability.
- In urban areas, BSNL, Rel Tel and Vodafone failed to meet the benchmark for network performance, reliability and availability.
- Almost all the rural customers were satisfied with network performance, reliability and availability.





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

Service Providers			% customers					
		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base			
	Total	95.9	96.8	95.8	385			
Aircel	Urban	94.2	95.6	94.2	277			
	Rural	100.0	100.0	100.0	108			
	Total	97.7	98.4	98.7	384			
Airtel	Urban	97.1	97.8	98.2	274			
	Rural	99.1	100.0	100.0	110			
	Total	92.6	95.0	93.4	768			
BSNL	Urban	89.5	93.0	90.8	541			
	Rural	100.0	100.0	100.0	227			
	Total	97.4	97.7	98.7	391			
Idea	Urban	96.8	96.9	98.2	283			
	Rural	99.1	100.0	100.0	108			
	Total	92.5	93.2	93.8	385			
Rel. Tel.	Urban	89.6	90.7	91.4	279			
	Rural	100.0	100.0	100.0	106			
	Total	97.3	95.8	98.4	384			
TTSL	Urban	97.0	94.7	98.0	300			
	Rural	98.8	100.0	100.0	84			
	Total	96.4	96.4	94.9	387			
Vodafone	Urban	94.9	95.0	92.7	276			
	Rural	100.0	100.0	100.0	111			
	Total	95.3	96.1	95.9	3084			
Overall	Urban	93.7	94.5	94.3	2230			
	Rural	99.6	100.0	100.0	854			

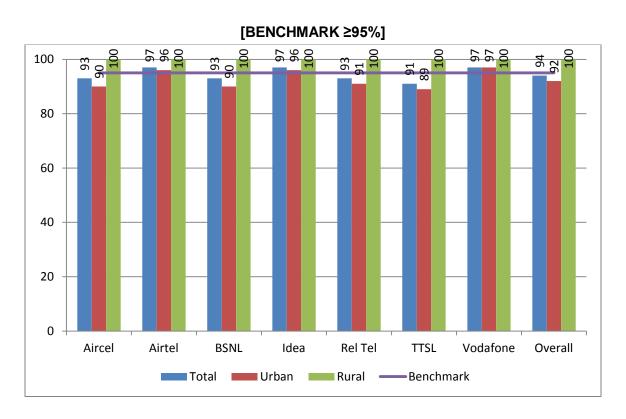
- Performance of all the service providers except BSNL and Rel Tel in urban areas was better on all the sub-parameters of the network performance, reliability and availability.
- On all the sub-parameters, urban customers were less satisfied as compared to their rural counterparts.





6B.1.5 Customer Satisfaction with Maintainability

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



- On the overall, Airtel, Idea and Vodafone were able to meet the benchmark laid down by TRAI.
- All the rural customers were satisfied with the maintainability.





6B.1.5.2 The following table shows the percentage of satisfied customers with the subparameters of maintainability.

		% postpaid		
Service Pro	viders	Availability of network (signal)	Restoration of network (signal) problem	Base
	Total	91.7	93.5	385
Aircel	Urban	88.4	90.9	277
	Rural	100.0	100.0	108
	Total	97.9	96.9	384
Airtel	Urban	97.1	95.7	274
	Rural	100.0	100.0	110
	Total	93.1	93.0	768
BSNL	Urban	90.3	90.2	541
	Rural	100.0	99.6	227
	Total	97.7	96.9	391
Idea	Urban	96.8	95.7	283
	Rural	100.0	100.0	108
	Total	93.6	92.8	385
Rel. Tel.	Urban	91.0	90.0	279
	Rural	100.0	100.0	106
	Total	91.9	90.4	384
TTSL	Urban	89.7	87.7	300
	Rural	100.0	100.0	84
	Total	96.9	97.9	387
Vodafone	Urban	96.0	97.1	276
	Rural	99.1	100.0	111
	Total	94.4	94.3	3084
Overall	Urban	92.4	92.1	2230
	Rural	99.9	99.9	854

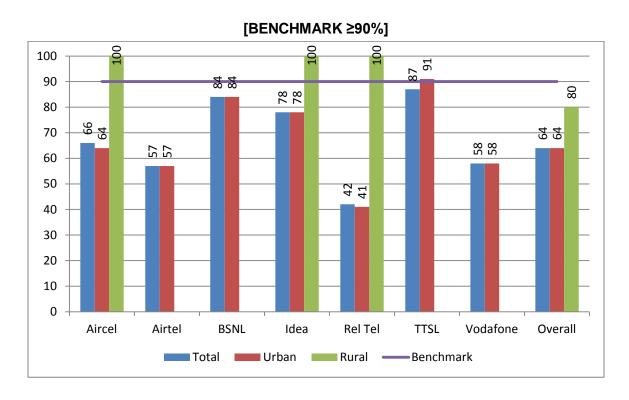
- Except Airtel, Idea and Vodafone, urban customers of all the other service providers were less satisfied with the sub-parameters of maintainability.
- In rural areas, almost all the customers were satisfied with the sub-parameters of maintainability.





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

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



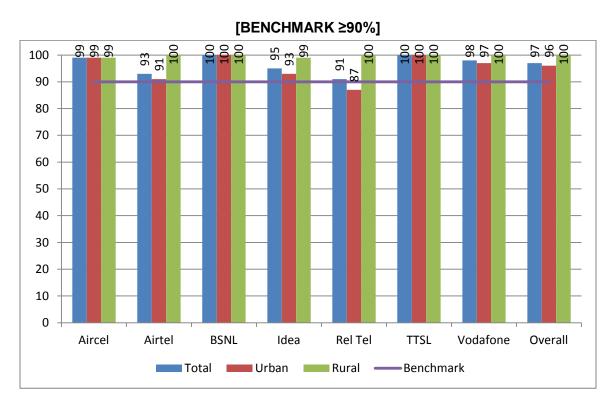
- On the whole, none of the service providers were able to meet the benchmark laid down by TRAI for supplementary and value added services.
- Aircel, Idea and Rel Tel met the benchmark in rural while TTSL was able to meet the benchmark in urban areas.





6B.1.7 Customer Satisfaction with Overall Service Quality

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



- All the service providers were able to meet the benchmark laid down by the TRAI.
- Rel Tel failed to meet the benchmark in the urban areas.





6B.2 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

6B.2.1 Awareness and Experience - Call Centre

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

Service Providers		% customers	Base	
	Total	81.8	385	
Aircel	Urban	75.8	277	
	Rural	97.2	108	
	Total	91.1	384	
Airtel	Urban	88.7	274	
	Rural	97.3	110	
	Total	82.3	768	
BSNL	Urban	75.4	541	
	Rural	98.7	227	
	Total	91.6	391	
Idea	Urban	90.1	283	
	Rural	95.4	108	
	Total	73.5	385	
Rel. Tel.	Urban	69.2	279	
	Rural	84.9	106	
	Total	74.2	384	
TTSL	Urban	72.3	300	
	Rural	81.0	84	
	Total	87.9	387	
Vodafone	Urban	84.4	276	
	Rural	96.4	111	
	Total	83.1	3084	
Overall	Urban	78.9	2230	
	Rural	94.1	854	

• On the whole, 83.1% of the customers were aware of the call centre number of their service provider to make complaints/ queries.





6B.2.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free telephone number of call centre/ customer care/ help-line.

Service Provider	rs	% customers	Base
	Total	17.7	385
Aircel	Urban	23.8	277
	Rural	1.9	108
	Total	5.2	384
Airtel	Urban	7.3	274
	Rural	0.0	110
	Total	14.5	768
BSNL	Urban	20.3	541
	Rural	0.4	227
	Total	5.1	391
Idea	Urban	6.4	283
	Rural	1.9	108
	Total	8.8	385
Rel. Tel.	Urban	11.8	279
	Rural	0.9	106
	Total	18.5	384
TTSL	Urban	22.3	300
	Rural	4.8	84
	Total	4.1	387
Vodafone	Urban	5.1	276
	Rural	1.8	111
	Total	11.0	3084
Overall	Urban	14.7	2230
	Rural	1.4	854

- In total, 11% of the customers claimed that they had complained in the last 6 months to the toll free telephone number of call centre/ customer care/ help-line.
- Incidence of complaints in the last 6 months was lower among the rural customers as only
 1.4% of the rural customers had complained.





6B.2.1.3 The following table shows the percentage of customer, who received or did not receive the docket number for their complaints.

			-	% customers			
					Complaint		
				Complaint	was		
		Complaint	Complaint	was	registered		
Service Pro	oviders	was	was	registered	and docket	Refused	
		registered	registered	and docket	number not	to	
		and docket	and docket	number	provided	register	
		number	number not	provided on	even on	the	
		received	received	request	request	complaint	Base
	Total	13.2	83.8	2.9	0.0	0.0	68
Aircel	Urban	12.1	84.8	3.0	0.0	0.0	66
	Rural	50.0	50.0	0.0	0.0	0.0	2
	Total	75.0	15.0	0.0	5.0	5.0	20
Airtel	Urban	75.0	15.0	0.0	5.0	5.0	20
	Rural	NA	NA	NA	NA	NA	0
	Total	25.2	73.0	1.8	0.0	0.0	111
BSNL	Urban	24.5	73.6	1.8	0.0	0.0	110
	Rural	100.0	0.0	0.0	0.0	0.0	1
	Total	90.0	10.0	0.0	0.0	0.0	20
Idea	Urban	88.9	11.1	0.0	0.0	0.0	18
	Rural	100.0	0.0	0.0	0.0	0.0	2
	Total	70.6	8.8	0.0	20.6	0.0	34
Rel. Tel.	Urban	72.7	9.1	0.0	18.2	0.0	33
	Rural	0.0	0.0	0.0	100.0	0.0	1
	Total	11.3	76.1	5.6	7.0	0.0	71
TTSL	Urban	11.9	80.6	4.5	3.0	0.0	67
	Rural	0.0	0.0	25.0	75.0	0.0	4
	Total	18.8	81.3	0.0	0.0	0.0	16
Vodafone	Urban	21.4	78.6	0.0	0.0	0.0	14
	Rural	0.0	100.0	0.0	0.0	0.0	2
	Total	30.9	62.6	2.4	3.8	0.3	340
Overall	Urban	30.8	64.0	2.1	2.7	0.3	328
	Rural	33.3	25.0	8.3	33.3	0.0	12

On an overall basis:

- 30.9% of the cellular customers, who had complained, said that they had received a docket number for their complaints.
- 62.6% of the customers, who had complained, said that they did not receive the docket numbers for most of their complaints.
- 2.4% of all the cellular customers, who had complained, said that they received the docket numbers for their complaints on request.
- 3.8% of all the cellular customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 0.3% of all customers, who had complained, said that their complaints were refused to be registered.





6B.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by call centre.

Service Provider	s	% customers	Base
	Total	5.9	68
Aircel	Urban	4.5	66
	Rural	50.0	2
	Total	60.0	20
Airtel	Urban	60.0	20
	Rural	NA	0
	Total	1.8	111
BSNL	Urban	0.9	110
	Rural	100.0	1
	Total	90.0	20
Idea	Urban	88.9	18
	Rural	100.0	2
	Total	58.8	34
Rel. Tel.	Urban	60.6	33
	Rural	0.0	1
	Total	2.8	71
TTSL	Urban	1.5	67
	Rural	25	4
	Total	18.8	16
Vodafone	Urban	21.4	14
	Rural	0.0	2
	Total	17.9	340
Overall	Urban	17.1	328
	Rural	41.7	12

• In total, only 17.9% of the cellular mobile customers, who had complained, said that they were informed about the action being taken on their complaints by the call centre.





6B.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by the call centre/ customer care within four weeks.

Service Providers	s	% customers	Base
	Total	5.9	68
Aircel	Urban	4.5	66
	Rural	50.0	2
	Total	60.0	20
Airtel	Urban	60.0	20
	Rural	0.0	0
	Total	1.8	111
BSNL	Urban	0.9	110
	Rural	100.0	1
	Total	90.0	20
Idea	Urban	88.9	18
	Rural	100.0	2
	Total	55.9	34
Rel. Tel.	Urban	57.6	33
	Rural	0.0	1
	Total	2.8	71
TTSL	Urban	1.5	67
	Rural	25	4
	Total	18.8	16
Vodafone	Urban	21.4	14
	Rural	0.0	2
	Total	17.6	340
Overall	Urban	16.8	328
	Rural	41.7	12

• In all, only 17.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they had lodged their complaints.





6B.3 Awareness and Experience - Nodal Officer

6B.3.1 The following table shows the percentage of customers, who were aware of contact details of the nodal officer.

Service Providers		% customers	Base
	Total	1.8	385
Aircel	Urban	2.2	277
	Rural	0.9	108
	Total	0.0	384
Airtel	Urban	0.0	274
	Rural	0.0	110
	Total	0.1	768
BSNL	Urban	0.0	541
	Rural	0.4	227
	Total	0.8	391
Idea	Urban	0.7	283
	Rural	0.9	108
Rel. Tel.	Total	0.8	385
	Urban	1.1	279
	Rural	0.0	106
	Total	0.5	384
TTSL	Urban	0.7	300
	Rural	0.0	84
	Total	0.3	387
Vodafone	Urban	0.0	276
	Rural	0.9	111
	Total	0.6	3084
Overall	Urban	0.6	2230
	Rural	0.5	854

On an overall basis:

- In total, 0.6% of the customers were aware of the contact details of the nodal officer.
- Among those 17 customers (or 0.6%), only 5 had made complaints to the nodal officer.
- 4 out of the 5 customers said that they were intimated by the nodal officer about the decision taken on their complaints.
- None of the customers were satisfied with the redressal of the complaints by the nodal officer.
- Nodal officer not courteous, nodal officer not equipped with adequate information and the time taken by nodal officer for redressal of complaints was too long were the reasons for dissatisfaction with the nodal officer.





6B.4 Awareness and Experiences - Appellate Authority

6B.4.1 The following table shows the percentage of customers, who were aware of the contact details of the appellate authority.

Service Pro	oviders	% customers	Base
	Total	1.0	385
Aircel	Urban	1.1	277
	Rural	0.9	108
	Total	0.0	384
Airtel	Urban	0.0	274
	Rural	0.0	110
	Total	0.0	768
BSNL	Urban	0.0	541
	Rural	0.0	227
	Total	0.8	391
Idea	Urban	0.7	283
	Rural	0.9	108
	Total	0.0	385
Rel. Tel.	Urban	0.0	279
	Rural	0.0	106
	Total	0.0	384
TTSL	Urban	0.0	300
	Rural	0.0	84
	Total	0.0	387
Vodafone	Urban	0.0	276
	Rural	0.0	111
	Total	0.2	3084
Overall	Urban	0.2	2230
	Rural	0.2	854

- On an overall basis, only 0.2% (7 customers) of the cellular mobile were aware of the contact details of the appellate authority
- In the last 6 months, 4 out of 7 customers filed the appeals to the appellate authority.
- All the 4 customers received acknowledgements and appellate authority took a decision upon their complaints within 3 months of filing their complaints.





6B.5 General Information

6B.5.1 The following table shows the percentage of prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service provid	lers	% customers	Base
	Total	1.1	380
Aircel	Urban	1.1	274
	Rural	0.9	106
	Total	0.5	369
Airtel	Urban	0.8	260
	Rural	0.0	109
	Total	0.2	595
BSNL	Urban	0.0	369
	Rural	0.4	226
	Total	1.0	387
Idea	Urban	0.7	280
	Rural	1.9	107
	Total	1.1	378
Rel. Tel.	Urban	1.1	273
	Rural	1.0	105
	Total	0.0	382
TTSL	Urban	0.0	299
	Rural	0.0	83
	Total	0.3	382
Vodafone	Urban	0.4	272
	Rural	0.0	110
	Total	0.6	2873
Overall	Urban	0.5	2027
	Rural	0.6	846

- On an overall basis, only 0.6% (17 customers) of the prepaid customers said that they
 were aware of the fact that they can get item-wise usage charge details on request.
- 5 out of 17 customers said that they were denied the request for itemized bill.
- 3 out of 5 customers said that no reason was given for denying their request while the other
 2 customers said that technical problem was cited for not providing itemized bills.





6B.5.2 The following table shows the percentage of the customers who got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new mobile telephone connection.

Service Pr	oviders	% customers	Base
	Total	89.6	385
Aircel	Urban	86.6	277
	Rural	97.2	108
	Total	95.6	384
Airtel	Urban	94.2	274
	Rural	99.1	110
	Total	88.2	768
BSNL	Urban	85.6	541
	Rural	94.3	227
	Total	95.7	391
Idea	Urban	95.4	283
	Rural	96.3	108
	Total	89.9	385
Rel. Tel.	Urban	86.7	279
	Rural	98.1	106
	Total	91.7	384
TTSL	Urban	89.7	300
	Rural	98.8	84
	Total	93.0	387
Vodafone	Urban	91.7	276
	Rural	96.4	111
	Total	91.5	3084
Overall	Urban	89.5	2230
	Rural	96.7	854

- On the whole, 91.5% of the customers claimed to have got the manual of practice.
- Comparatively higher proportions of rural customers claimed to have received the manual of practice.



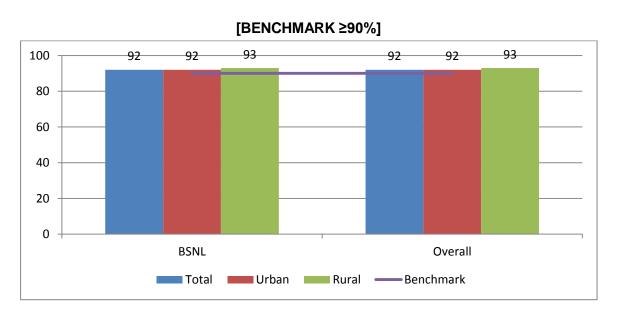


6C.1 Broadband Service

The survey in Assam circle was done among customers of only one broadband service providers i.e. BSNL.

6C.1.1 Customer Satisfaction with Provision of Service

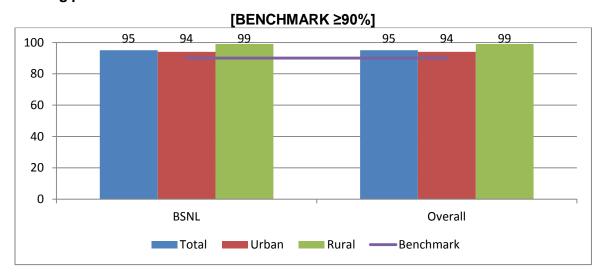
6C.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



 BSNL met the benchmark laid down by TRAI for provision of service in both the areas – urban and rural.

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

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



 BSNL met the benchmark set by TRAI related to billing performance in both the areas urban and rural areas.





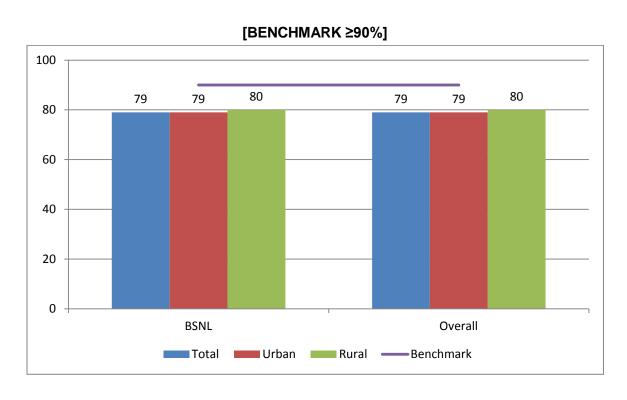
6C.1.2a.2 The following table shows the percentage of satisfied postpaid customers with the sub-parameters of billing performance.

Service Provider		% postpaid customers				
		delivery of bills Accuracy resolution of terms of transparency ar		Clarity of bills in terms of transparency and understandability	Base	
	Total	92.3	98.9	47.4	95.8	768
BSNL	Urban	91.1	98.6	41.2	95.5	662
	Rural	100.0	100.0	100.0	98.2	106

- Urban customers were less satisfied with the process of resolution of billing complaints.
- Almost all rural customers were satisfied with all the sub-parameters of billing performance.

6C.1.3 Customer Satisfaction with Help Services

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



 BSNL did not meet the benchmark laid down by TRAI with respect to the help services in urban as well as rural areas.





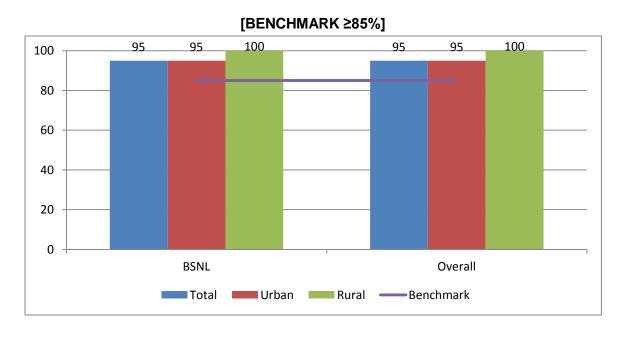
6C.1.3.2The following table shows the percentage of customers satisfied with the subparameters of help services.

			% customers					
Service providers		Ease of access of call centre/custo mer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by call centre/cust omer care or helpline to resolve your complaints	Base	
	Total	71.9	75.4	82.5	84.2	83.3	114	
BSNL	Urban	71.6	75.2	82.6	84.4	83.5	109	
	Rural	80.0	80.0	80.0	80.0	80.0	5	

- Customers were less satisfied with all the sub-parameters of help services.
- Urban customers were least satisfied with respect to the ease of access of call centre and ease of getting an option for talking to customer care executive.

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

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



 BSNL met the benchmark laid down by TRAI for network performance, reliability and availability in both urban and rural areas.





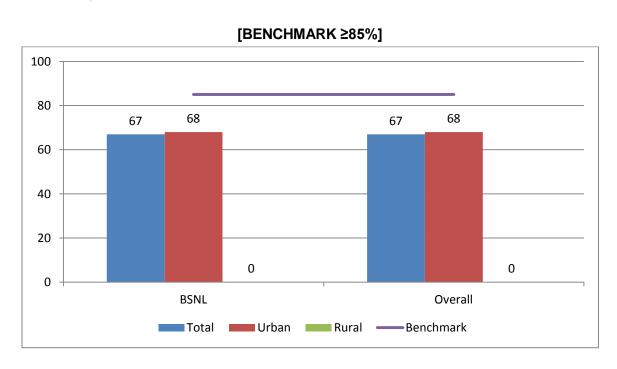
6C.1.4.2 The following table shows the percentage of satisfied customers with the sub-parameters of network performance, reliability & availability.

Service providers		% cu		
		Speed of broadband connection	Amount of time for which the service is up and working	Base
	Total	92.2	98.4	768
BSNL	Urban	91.0	98.2	662
	Rural	100.0	100.0	106

Higher proportions of BSNL's customers were satisfied with sub- parameters of network performance, reliability & availability.

6C.1.5 Customer Satisfaction with Maintainability

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



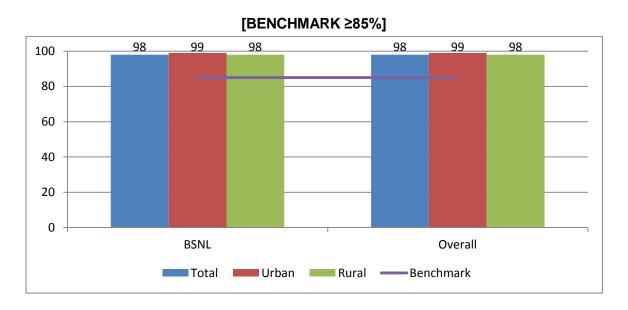
- BSNL did not meet the benchmark laid down by TRAI related to maintainability.
- Rural customers were not at all satisfied with regard to this parameter.





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

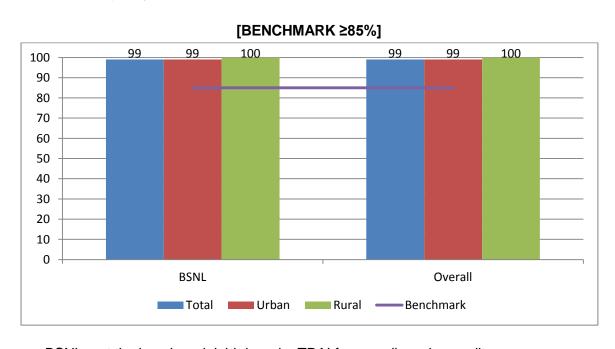
6C.1.6.1 The following graph shows the percentage of satisfied customers with supplementary services.



 BSNL met the benchmark laid down by TRAI for supplementary and value added services in both urban and rural areas.

6C.1.7 Customer Satisfaction with Overall Service Quality

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



- BSNL met the benchmark laid down by TRAI for overall service quality.
- Almost all the customers were satisfied with respect to the overall service quality.





6C.2 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

6C.2.1 Awareness and Experience - Call Centre

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

Service Provider		% customers	Base
	Total	87.6	768
BSNL	Urban	87.3	662
	Rural	89.6	106

 On the whole, 87.6% of the broadband customers said that they were aware about the call centre number of their service provider to make complaints/ queries.

6C.2.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

Service Provider		% customers	Base
	Total	13.9	768
BSNL	Urban	15.6	662
	Rural	3.8	106

- In total, only 13.9% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- Lower proportions of the rural customers had complained in the last 6 months.

6C.2.1.3 The following table shows the percentage of customers, who received or did not receive the docket number for their complaints.

	% customers						
Service Provider		Who received the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	Base
	Total	28.0	57.9	9.3	4.7	0.0	107
BSNL	Urban	27.2	59.2	9.7	3.9	0.0	103
	Rural	50.0	25.0	0.0	25.0	0.0	4

On an overall basis:

- 28% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- 57.9% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints.
- 9.3% of the broadband customers, who had complained, said that they received docket numbers on request.
- 4.7% of the broadband customers, who had complained, said that they did not receive docket numbers even on request.





6C.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by the call centre.

Service Provider		% customers	Base
	Total	5.6	107
BSNL	Urban	2.9	103
	Rural	75.0	4

- In all, 5.6% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- More of rural customers were informed about the action taken on their complaints by the call centre.

6C.2.1.5 The following table shows the percentage of satisfied customers on account of complaints resolution.

Service Provider		% customers	Base
	Total	92.5	107
BSNL	Urban	93.2	103
	Rural	75.0	4

 Out of the total, 92.5% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving their complaints by call centre/ customer care/ helpline.

6C.2.1.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with call centre.

		F	Reasons for	dissatisfac	tion with cu	stomer care	9	
Service Pro	ovider	Difficult to connect to 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 complaints is too long	Customer care executive not able to understand the problem	Others	Base
	Total	50.0	-	25.0	-	25.0	-	8
BSNL	Urban	57.1	-	28.6	-	14.3	-	7
	Rural	-	-	-	-	100.0	-	1

The main reason for dissatisfaction among urban customers was that it was difficult to connect to call centre executive while among rural customers it was customer care executive not able to understand the problem.





6C.2.1.7 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/ customer care within four weeks after they had lodged their complaints.

Service Provider		% customers	Base
	Total	12.1	107
BSNL	Urban	9.7	103
	Rural	75.0	4

 Lower proportions of urban customers got their billing complaints resolved by the call centre/customer care within four weeks after they had lodged their complaints.

6C.3 Awareness and Experience - Nodal Officer

6C.3.1 The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service Provider		% customers	Base
BSNL	Total	0.1	768
	Urban	0.2	662
	Rural	0.0	106

- On an overall basis, only 1 broadband customer said that he or she was aware of the contact details of the nodal officer.
- No one made any complaints to the nodal officer.

6C.4 Awareness and Experience - Appellate Authority

6C.4.1The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service Provider		% customers	Base
	Total	0.1	768
BSNL	Urban	0.2	662
	Rural	0.0	106

- On an overall basis, only 1 broadband customer said that he or she was aware of the contact details of the appellate authority.
- No one filed any appeal with the appellate authority.





6C.5 General Information

6C.5.1 The following table shows the percentage of the customers who got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.

Service providers		% customers	Base
	Total	87.6	768
BSNL	Urban	85.8	662
	Rural	99.1	106

- On an overall basis, 87.6% of the customers claimed to have received the manual of practice.
- Almost all the rural customers claimed to have got manual of practice.





7. CRITICAL ANALYSIS

Performance of the service providers on QoS parameters is outlined below.

7.1 Basic Telephone Service

7.1.1 Overall Service Quality

 Almost all the customers of BSNL were satisfied with respect to the overall quality of service.

7.1.2 Provision of Service

 BSNL performance on this parameter was low as only 83% of the customers were satisfied.

7.1.3 Billing Performance - Postpaid

 Though BSNL was able to meet the benchmark laid down by TRAI but a lesser proportion of customers of BSNL were satisfied with the processing of resolution of billing complaints.

7.1.4 Help Services including Customer Grievance Redressal

- Lower proportions of customers of BSNL were satisfied with respect to help services.
- Customers were particularly less satisfied with respect to the ease of access of customer care helpline and response time taken by customer care executive to answer calls.

7.1.5 Network Performance, Reliability & Availability

 On an overall basis, performance of BSNL was better on this parameter as 98% of the customers were satisfied with respect to this parameter.

7.1.6 Maintainability

 On an overall basis, Performance of BSNL was low on this parameter as only 80% of the customers were satisfied.

7.1.7 Supplementary and Value Added Services

 Low proportions (55%) of customers were satisfied with respect to the supplementary and value added services.





7.1.8 Grievance Redressal Mechanism

On an overall basis:

- 85.5% of the customers were aware of the toll free number of the call centre
- Only 6.5% of the total customers were aware of the Nodal Officer.
- Only 0.1% of the customers were aware of the contact details of the Appellate Authority.

7.2 Cellular Mobile

7.2.1 Overall Service Quality

In total, all the service providers were able to meet the benchmark laid down by the TRAI for this parameter.

7.2.2 Provision of Service

• In total, all the service providers were able to meet the benchmark laid down by the TRAI for this parameter.

7.2.3 Billing Performance

- In the post paid category, none of the service providers were able to meet the benchmark laid down by TRAI. Those who made billing complaints were less satisfied with the processing of resolution of billing complaints.
- In prepaid category, all the service providers were able to meet the benchmark laid down by TRAI but here also a lower proportion of customers were satisfied with respect to the processing of resolution of billing complaints.

7.2.4 Help Services including Customer Grievance Redressal

• In all, none of the service providers were able to meet the benchmark laid down by TRAI for help services.

7.2.5 Network Performance, Reliability & Availability

• On the whole, except for BSNL and Rel Tel, all other service providers were able to meet the benchmark laid down by TRAI.

7.2.6 Maintainability

 Except for Airtel, Idea and Vodafone, no other service providers were able to meet the benchmark laid down by TRAI.





7.2.7 Supplementary and Value Added Services

- Performance of all the service providers was low on account of supplementary and value added services.
- Among all service providers, Rel Tel was the worst performer.

7.2.8 Grievance Redressal Mechanism

On an overall basis:

- 83.1% of the customers were aware of the call centre number of their service provider.
- 0.6% of total customers were aware of the contact details of the nodal officer.
- 0.2% of total customers were aware of the contact details of the appellate authority.

7.3 Broadband Services

7.3.1 Overall Quality Service

 On an overall basis, BSNL was able to meet the benchmark laid down by TRAI for the overall quality of service.

7.3.2 Provision of Service

On the whole, BSNL met the benchmark related to provision of service.

7.3.3 Billing Performance

 On the whole, BSNL was able to meet the benchmark for billing performance but, a lower proportion of customers were satisfied with respect to the processing of resolution of billing complaints.

7.3.4 Help Services

 In total, BSNL customers were less satisfied with the help services including customer grievance redressal.

7.3.5 Network Performance, Reliability & Availability

In total, BSNL met the benchmark related to network performance, reliability and availability.

7.3.6 Maintainability

On an overall basis, only 67% of the customers were satisfied with the maintainability.





7.3.7 Supplementary And Value Added Services

On an overall basis, BSNL met the benchmark laid down by TRAI for this parameter.

7.3.8 Grievance Redressal Mechanism

On an overall basis:

- 87.6% of the customers were aware about the toll free number of the call centre of their service provider.
- 0.1% of the customers were aware about the nodal officer.
- 0.1% of the customers were aware about appellate authority.



8. RECOMMENDATIONS:

8.1 Basic Telephone Service

8.1.1 Provision of service

 BSNL need to improve upon this parameter as only 83% of the customers were satisfied with it.

8.1.2 Billing Performance

- BSNL needs to maintain its billing performance in both urban as well as in rural areas.
- BSNL need to improve upon its processing of resolution of billing complaints.

8.1.3 Help Services Including Customer Grievance Redressal

 As large numbers of its customers are not satisfied with its help services, BSNL needs to improve its help services.

8.1.4 Network Performance, Reliability and Availability

 BSNL met this benchmark and it should maintain its performance on the network performance, reliability and availability in urban and rural areas.

8.1.5 Maintainability

BSNL need to improve upon this parameter in both urban as well as in rural areas.

8.1.6 Supplementary and Value Added Services

BSNL need to improve upon this parameter in both urban as well as in rural areas.

8.1.7 Grievance Redressal Mechanism

 Awareness about the nodal officer and appellate authority is very low and BSNL should make its customers more aware about the same.

8.2 Cellular Mobile

8.2.1 Provision of Service

All the service providers need to maintain it.





8.2.2 Billing Performance

- In post paid service, all the service providers need to improve upon billing performance and especially processing of resolution of billing complaints needs to improve.
- In prepaid service, all the service providers need to maintain their performance though, processing of resolution of billing complaints needs to improve.

8.2.3 Help Services including Customer Grievance Redressal

All the service providers need to improve on this parameter.

8.2.4 Network Performance, Reliability and Availability

 All the service providers except BSNL and Rel Tel need to maintain their performance on this parameter while these two service providers need to improve their performance.

8.2.5 Maintainability

 All service providers except Airtel, Idea and Vodafone need to improve on this parameter while these three needs to maintain their performance.

8.2.6 Supplementary & Value Added Services

All the service providers need to improve upon this parameter.

8.2.7 Grievance Redressal Mechanism

 There is a need to increase the awareness level of the call centre, nodal officer and appellate authority among customers of all the service providers.

8.3 Broadband Services

8.3.1 Provision of Service

BSNL needs to maintain its performance on this parameter.

8.3.2 Billing Performance

 BSNL needs to maintain its performance on this parameter however processing of resolution of billing complaints needs to improve.

8.3.3 Help Services

BSNL need to improve on this parameter.





8.3.4. Network Performance, Reliability and Availability

BSNL needs to maintain its performance on this parameter.

8.3.5 Maintainability

BSNL needs to improve on this parameter.

8.3.6 Supplementary and Value Added Services

BSNL needs to maintain its performance on this parameter.

8.3.7 Grievance Redressal Mechanism

Awareness level about the nodal officer and appellate authority needs to improve.





BASIC WIRELINE ANNEXURE

1(a) Have you taken a telephone connection shifted your connection or had your connection temporarily suspended in the last 6 months?					
Service Providers		Yes	No	Total	
	Count	6	762	768	
BSNL (Total)	%	0.8	99.2	100	
BSNL (Urban)	Count	6	653	659	
	%	0.9	99.1	100	
BSNL (Rural)	Count	0	109	109	
DONE (Nulai)	%	0.0	100	100	

1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	6	1	5	0	0	6		
BSNL (Total)	%	100.0	16.7	83.3	0.0	0.0	100		
DSNI /Lirbon)	Count	6	1	5	0	0	6		
BSNL (Urban)	%	100.0	16.7	83.3	0.0	0.0	100		
BSNL (Rural)	Count	0	0	0	0	0	0		
	%	0.0	0.0	0.0	0.0	0.0	0		

	2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?							
Service Providers		Yes	No	Total				
	Count	0	6	6				
BSNL (Total)	%	0.0	100.0	100				
BSNL (Urban)	Count	0	6	6				
BONE (Orban)	%	0.0	100.0	100				
BSNL (Rural)	Count	0	0	0				
BONE (Rural)	%	0.0	0.0	0				

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	4	1	3	2	0	6
	%	66.7	16.7	50.0	33.3	0.0	100
BSNL (Urban)	Count	4	1	3	2	0	6
	%	66.7	16.7	50.0	33.3	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0





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

4. How satisfied are	4. How satisfied are you with the time taken to deliver your bills?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	728	76	652	40	0	768			
BSNL (Total)	%	94.8	9.9	84.9	5.2	0.0	100			
BSNL (Urban)	Count	620	75	545	39	0	659			
BSNL (Orban)	%	94.1	11.4	82.7	5.9	0.0	100			
BSNL (Rural)	Count	108	1	107	1	0	109			
	%	99.1	0.9	98.2	0.9	0.0	100			

5(a). How satisfied	5(a). How satisfied are you with the accuracy & completeness of the bills?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	754	75	679	14	0	768			
BSNL (Total)	%	98.2	9.8	88.4	1.8	0.0	100			
BSNL (Urban)	Count	645	75	570	14	0	659			
BSNL (Urban)	%	97.9	11.4	86.5	2.1	0.0	100			
BSNL (Rural)	Count	109	0	109	0	0	109			
	%	100.0	0.0	100	0.0	0.0	100			

5(b). Please spe	5(b). Please specify the reason(s) for your dissatisfaction.										
Service Providers		Charges not as per tariff plan subscrib ed	Tariff plan changed without informati on	Charged for value added services not subscrib ed	Charged for calls/ser vices not made/us ed	Details like item- wise charges are not provided	Calculati ons are not clear	Others	Total		
	Count	0	0	0	2	13	0	0	14		
BSNL (Total)	%	0.0	0.0	0.0	14.3	92.9	0.0	0.0	100		
DCMI (Urban)	Count	0	0	0	2	13	0	0	14		
BSNL (Urban)	%	0.0	0.0	0.0	14.3	92.9	0.0	0.0	100		
BSNL (Rural)	Count	0	0	0	0	0	0	0	0		
BOINE (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0		

6. Have you made any billing related complaints in the last 6 months?									
Service Providers		Yes	No	Total					
BSNL (Total)	Count	35	733	768					
	%	4.6	95.4	100					
DCMI (Urban)	Count	35	624	659					
BSNL (Urban)	%	5.3	94.7	100					
PSMI (Pural)	Count	0	109	109					
BSNL (Rural)	%	0.0	100	100					





7. How satisfied are	7. How satisfied are you with the process of resolution of billing complaints?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	21	0	21	14	0	35			
BSNL (Total)	%	60.0	0.0	60.0	40.0	0.0	100			
BSNL (Urban)	Count	21	0	21	14	0	35			
BSNL (Orban)	%	60.0	0.0	60.0	40.0	0.0	100			
BSNL (Rural)	Count	0	0	0	0	0	0			
	%	0.0	0.0	0.0	0.0	0.0	0			

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	754	15	739	14	0	768		
BSNL (Total)	%	98.2	2.0	96.2	1.8	0.0	100		
DSNI /Lirbon)	Count	646	15	631	13	0	659		
BSNL (Urban)	%	98.1	2.3	95.8	2.0	0.0	100		
BSNL (Rural)	Count	108	0	108	1	0	109		
	%	99.1	0.0	99.1	0.9	0.0	100		

9. Please specify the	9. Please specify the reason(s) for your dissatisfaction.									
Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Total			
	Count	1	1	1	11	0	14			
BSNL (Total)	%	7.1	7.1	7.1	78.6	0.0	100			
BSNL (Urban)	Count	0	1	1	11	0	13			
BONE (Orban)	%	0.0	7.7	7.7	84.6	0.0	100			
BSNL (Rural)	Count	1	0	0	0	0	1			
DONE (Kurai)	%	100.0	0.0	0.0	0.0	0.0	100			

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?									
Service Providers		Yes	No	Total					
BSNL (Total)	Count	61	707	768					
	%	7.9	92.1	100					
BSNL (Urban)	Count	61	598	659					
BSNL (Orban)	%	9.3	90.7	100					
BSNL (Rural)	Count	0	109	109					
	%	0.0	100.0	100					





12(a). How satisfied	12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	40	0	40	21	0	61			
BSNL (Total)	%	65.6	0.0	65.6	34.4	0.0	100			
DCMI (Urban)	Count	40	0	40	21	0	61			
BSNL (Urban)	%	65.6	0.0	65.6	34.4	0.0	100			
BSNL (Rural)	Count	0	0	0	0	0	0			
	%	0.0	0.0	0.0	0.0	0.0	0			

12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	47	0	47	13	1	61			
BSNL (Total)	%	77.0	0.0	77.0	21.3	1.6	100			
DCNII /Lishon)	Count	47	0	47	13	1	61			
BSNL (Urban)	%	77.0	0.0	77.0	21.3	1.6	100			
BSNL (Rural)	Count	0	0	0	0	0	0			
	%	0.0	0.0	0.0	0.0	0.0	0			

13. How satisfied are you with the response time taken to answer your call by a customer care executive?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	39	0	39	19	3	61			
BSNL (Total)	%	63.9	0.0	63.9	31.1	4.9	100			
BSNL (Urban)	Count	39	0	39	19	3	61			
BONE (Orban)	%	63.9	0.0	63.9	31.1	4.9	100			
BSNL (Rural)	Count	0	0	0	0	0	0			
	%	0.0	0.0	0.0	0.0	0.0	0			

14. How satisfied are you with the problem solving ability of the customer care executive(s)?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	48	0	48	13	0	61			
BSNL (Total)	%	78.7	0.0	78.7	21.3	0.0	100			
DCNI /Lirbon)	Count	48	0	48	13	0	61			
BSNL (Urban)	%	78.7	0.0	78.7	21.3	0.0	100			
DOM: (Dame)	Count	0	0	0	0	0	0			
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0			





15. How satisfied ar	15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
	Count	49	0	49	12	0	61				
BSNL (Total)	%	80.3	0.0	80.3	19.7	0.0	100				
DCNI /Lishon)	Count	49	0	49	12	0	61				
BSNL (Urban)	%	80.3	0.0	80.3	19.7	0.0	100				
DCNI (D)	Count	0	0	0	0	0	0				
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0				

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	767	3	764	1	0	768			
BSNL (Total)	%	99.9	0.4	99.5	0.1	0.0	100			
BSNL (Urban)	Count	658	3	655	1	0	659			
BONE (Orban)	%	99.9	0.5	99.4	0.2	0.0	100			
BSNL (Rural)	Count	109	0	109	0	0	109			
	%	100.0	0.0	100.0	0.0	0.0	100			

17. How satisfied are you with the ability to make or receive calls easily?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	740	0	740	18	10	768			
BSNL (Total)	%	96.4	0.0	96.4	2.3	1.3	100			
DCMI (Urban)	Count	632	0	632	17	10	659			
BSNL (Urban)	%	95.9	0.0	95.9	2.6	1.5	100			
BSNL (Rural)	Count	108	0	108	1	0	109			
	%	99.1	0.0	99.1	0.9	0.0	100			

18. How satisfied are you with the voice quality?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	744	0	744	20	4	768			
BSNL (Total)	%	96.9	0.0	96.9	2.6	0.5	100			
BSNL (Urban)	Count	635	0	635	20	4	659			
BONE (Orban)	%	96.4	0.0	96.4	3	0.6	100			
BSNL (Rural)	Count	109	0	109	0	0	109			
	%	100.0	0.0	100.0	0.0	0.0	100			





19. How many times has your telephone connection required repair in the last 6 months?										
Service Providers	ervice Providers Nil One time 2-3 times More than 3 times Total									
	Count	476	240	44	8	768				
BSNL (Total)	%	62.0	31.3	5.7	1.0	100				
BSNL (Urban)	Count	402	209	40	8	659				
BONE (Orban)	%	61.0	31.7	6.1	1.2	100				
DCAIL (Durrell)	Count	74	31	4	0	109				
BSNL (Rural)	%	67.9	28.4	3.7	0.0	100				

20. How long did it	20. How long did it take generally for repairing the fault after lodging a complaint?										
Service Providers	ervice Providers 1 day 2-3 days 4-7 days More than 7 days Total										
	Count	15	218	49	10	292					
BSNL (Total)	%	5.1	74.7	16.8	3.4	100					
DCNI (Urban)	Count	13	192	42	10	257					
BSNL (Urban)	%	5.1	74.7	16.3	3.9	100					
DONII (D)	Count	2	26	7	0	35					
BSNL (Rural)	%	5.7	74.3	20	0.0	100					

21. How satisfied are you with the fault repair service?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	233	1	232	58	1	292			
BSNL (Total)	%	79.8	0.3	79.5	19.9	0.3	100			
BSNL (Urban)	Count	204	1	203	52	1	257			
BONE (Orban)	%	79.4	0.4	79	20.2	0.4	100			
DCAIL (Dame)	Count	29	0	29	6	0	35			
BSNL (Rural)	%	82.9	0.0	82.9	17.1	0.0	100			

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?									
Service Providers		Yes	No	Total					
	Count	4	764	768					
BSNL (Total)	%	0.5	99.5	100					
BSNL (Urban)	Count	3	656	659					
BSNL (Orban)	%	0.5	99.5	100					
DCNII (D	Count	1	108	109					
BSNL (Rural)	%	0.9	99.1	100					





23. How satisfied are you with the quality of the supplementary services / value added service provided?										
Service Providers	oviders Overall satisfied A-Very Satisfied B-Satisfied Dissatisfied Dissatisfied Total									
	Count	2	0	2	2	0	4			
BSNL (Total)	%	50.0	0.0	50.0	50.0	0.0	100			
BSNL (Urban)	Count	1	0	1	2	0	3			
BSINE (Orbail)	%	33.3	0.0	33.3	66.7	0.0	100			
DCNI (Durel)	Count	1	0	1	0	0	1			
BSNL (Rural)	%	100.0	0.0	100.0	0.0	0.0	100			

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	3	0	3	1	0	4		
BSNL (Total)	%	75.0	0.0	75.0	25.0	0.0	100		
DCMI /Lishon	Count	2	0	2	1	0	3		
BSNL (Urban)	%	66.7	0.0	66.7	33.3	0.0	100		
BSNL (Rural)	Count	1	0	1	0	0	1		
	%	100.0	0.0	100.0	0.0	0.0	100		

24(b).Please tell me reasons for your dissatisfaction								
Service Providers	Service Providers Not informed of charges Activated without consent Total							
	Count	0	1	1				
BSNL (Total)	%	0.0	100.0	100				
BSNL (Urban)	Count	0	1	1				
BOILE (OIDAII)	%	0.0	100.0	100				
BSNL (Rural)	Count	0	0	0				
DOINE (IKurai)	%	0.0	0.0	0				

25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?							
Service Providers		Yes No		Total			
	Count	3	765	768			
BSNL (Total)	%	0.4	99.6	100			
BSNL (Urban)	Count	1	658	659			
BONE (Orban)	%	0.2	99.8	100			
BSNL (Rural)	Count	2	107	109			
DOIAE (IXII al)	%	1.8	98.2	100			





25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	1	1	0	2	0	3		
BSNL (Total)	%	33.3	33.3	0.0	66.7	0.0	100		
BSNL (Urban)	Count	0	0	0	1	0	1		
BSNL (Orban)	%	0.0	0.0	0.0	100	0.0	100		
DCNI /Durol\	Count	1	1	0	1	0	2		
BSNL (Rural)	%	50.0	50.0	0.0	50	0.0	100		

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	766	36	730	1	1	768		
BSNL (Total)	%	99.8	4.7	95.1	0.1	0.1	100		
BSNL (Urban)	Count	658	34	624	1	0	659		
BONE (Orban)	%	99.9	5.2	94.7	0.2	0.0	100		
DCNI (Durel)	Count	108	2	106	0	1	109		
BSNL (Rural)	%	99.0	1.8	97.2	0.0	0.9	100		

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?								
Service Providers Broadband Mobile Other None Total								
	Count	314	143	0	311	768		
BSNL (Total)	%	40.9	18.6	0.0	40.5	100		
BSNL (Urban)	Count	256	123	0	280	659		
BONE (Orban)	%	38.8	18.7	0.0	42.5	100		
DCNII /Drol\	Count	58	20	0	31	109		
BSNL (Rural)	%	53.2	18.3	0.0	28.4	100		

28(a). Have you terminated a telephone connection that you had in the last 6 month?							
Service Providers		Yes	No	Total			
	Count	2	766	768			
BSNL (Total)	%	0.3	99.7	100			
BSNL (Urban)	Count	1	658	659			
BONE (Orban)	%	0.2	99.8	100			
DCMI /Durol\	Count	1	108	109			
BSNL (Rural)	%	0.9	99.1	100			





28(b). If Yes, Please name your service provider?								
Service Providers	Service Providers Airtel BSNL Reliance Tata Total							
	Count	0	2	0	0	2		
BSNL (Total)	%	0.0	100.0	0.0	0.0	100		
BSNL (Urban)	Count	0	1	0	0	1		
BONE (Orban)	%	0.0	100.0	0.0	0.0	100		
DSNI /Durol\	Count	0	1	0	0	1		
BSNL (Rural)	%	0.0	100.0	0.0	0.0	100		

29. How many days were taken for termination of your telephone connection?									
Service Providers	Service Providers 1 day 2-3 days 4-7 days More than 7 days Total								
	Count	1	1	0	0	2			
BSNL (Total)	%	50.0	50.0	0.0	0.0	100			
BSNL (Urban)	Count	1	0	0	0	1			
BSINE (Olball)	%	100.0	0.0	0.0	0.0	100			
DCNI (Durel)	Count	0	1	0	0	1			
BSNL (Rural)	%	0.0	100.0	0.0	0.0	100			

30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?							
Service Providers Yes No Total							
	Count	276	492	768			
BSNL (Total)	%	35.9	64.1	100			
BSNL (Urban)	Count	206	453	659			
BSINE (OIDAII)	%	31.3	68.7	100			
BSNL (Rural)	Count	70	39	109			
DOIAL (IXIIII)	%	64.2	35.8	100			

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?								
Service Providers		Yes	No	Total				
	Count	81	687	768				
BSNL (Total)	%	10.5	89.5	100				
DCMI /Lirbon)	Count	65	594	659				
BSNL (Urban)	%	9.9	90.1	100				
BSNL (Rural)	Count	16	93	109				
	%	14.7	85.3	100				







32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?							
Service Providers Yes No Total							
	Count	22	59	81			
BSNL (Total)	%	27.2	72.8	100			
BSNL (Urban)	Count	20	45	65			
BONE (Orban)	%	30.8	69.2	100			
DCNI (Durel)	Count	2	14	16			
BSNL (Rural)	%	12.5	87.5	100			

32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering							
Service Providers		Stopped receiving	Considerable decrease	Slight decrease	No change	Total	
	Count	21	0	0	1	22	
BSNL (Total)	%	95.5	0.0	0.0	4.5	100	
DCNII /I Irban)	Count	19	0	0	1	20	
BSNL (Urban)	%	95.0	0.0	0.0	5.0	100	
BSNL (Rural)	Count	2	0	0	0	2	
	%	100.0	0.0	0.0	0.0	100	

32(c). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?								
Service Providers		Yes	No	Total				
	Count	1	0	1				
BSNL (Total)	%	100.0	0.0	100				
DCNII (Heben)	Count	1	0	1				
BSNL (Urban)	%	100.0	0.0	100				
BSNL (Rural)	Count	0	0	0				
	%	0.0	0.0	0				

32(d). If Yes, then in	32(d). If Yes, then indicate whether								
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total			
	Count	1	0	0	0	1			
BSNL (Total)	%	100.0	0.0	0.0	0.0	100			
PSNI (Urban)	Count	1	0	0	0	1			
BSNL (Urban)	%	100.0	0.0	0.0	0.0	100			
BSNL (Rural)	Count	0	0	0	0	0			
DONE (Rufal)	%	0.0	0.0	0.0	0.0	0			





33. On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
	Count	0	0	0	1	9	112	471	172	3	0	768
BSNL (Total)	%	0.0	0.0	0.0	0.1	1.2	14.6	61.3	22.4	0.4	0.0	100
BSNL (Urban)	Count	0	0	0	1	9	97	402	147	3	0	659
BONE (Orban)	%	0.0	0.0	0.0	0.2	1.4	14.7	61.0	22.3	0.5	0.0	100
Col	Count	0	0	0	0	0	15	69	25	0	0	109
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	13.8	63.3	22.9	0.0	0.0	100

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

34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query??								
Service Providers		Yes	No	Total				
	Count	657	111	768				
BSNL (Total)	%	85.5	14.5	100				
BSNL (Urban)	Count	566	93	659				
BSINE (OIDAII)	%	85.9	14.1	100				
DCNI (D)	Count	91	18	109				
BSNL (Rural)	%	83.5	16.5	100				

34(b). Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?								
Service Providers		Yes	No	Total				
	Count	70	698	768				
BSNL (Total)	%	9.1	90.9	100				
BSNL (Urban)	Count	68	591	659				
BONE (Orban)	%	10.3	89.7	100				
BSNL (Rural)	Count	2	107	109				
BONE (Kurai)	%	1.8	98.2	100				

35. With respect to	35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?									
Service Providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total			
	Count	4	57	5	4	0	70			
BSNL (Total)	%	5.7	81.4	7.1	5.7	0.0	100			
BSNL (Urban)	Count	4	56	4	4	0	68			
BONE (OIDAII)	%	5.9	82.4	5.9	5.9	0.0	100			
BSNL (Rural)	Count	0	1	1	0	0	2			
DOINE (INUIAI)	%	0.0	50.0	50.0	0.0	0.0	100			





36. Did the Call Centre inform you about the action taken on your complaint?								
Service Providers		Yes	No	Total				
	Count	5	65	70				
BSNL (Total)	%	7.1	92.9	100				
DCNII (Urban)	Count	4	64	68				
BSNL (Urban)	%	5.9	94.1	100				
DCNI (Durol)	Count	1	1	2				
BSNL (Rural)	%	50.0	50.0	100				

37. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?									
Service Providers		Yes	No	Not applicable	Total				
	Count	12	26	32	70				
BSNL (Total)	%	17.1	37.1	45.7	100				
BSNL (Urban)	Count	11	25	32	68				
BSINE (Orbail)	%	16.2	36.8	47.1	100				
BSNL (Rural)	Count	1	1	0	2				
DOINE (INUIAI)	%	50.0	50.0	0.0	100				

38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer? Yes Total No **Service Providers** 50 718 768 Count **BSNL** (Total) 6.5 93.5 100 % 50 609 659 Count **BSNL** (Urban) 7.6 92.4 100 % 0 109 109 Count **BSNL** (Rural) 0.0 100.0 100 %

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?									
Service Providers	ice Providers Yes No Total								
	Count	0	50	50					
BSNL (Total)	%	0.0	100.0	100					
BSNL (Urban)	Count	0	50	50					
BSINE (OIDAII)	%	0.0	100.0	100					
DCNI /Drel\	Count	0	0	0					
BSNL (Rural)	%	0.0	0.0	0					





39(b). Were you able to contact the Nodal officer without difficulty?								
Service Providers Yes No Total								
	Count	0	0	0				
BSNL (Total)	%	0.0	0.0	0				
BSNL (Urban)	Count	0	0	0				
BSNL (Orban)	%	0.0	0.0	0				
DSNI (Durel)	Count	0	0	0				
BSNL (Rural)	%	0.0	0.0	0				

40. Did the Nodal Officer intimate you about the decision taken on your complaint?									
Service Providers	ce Providers Yes No Total								
	Count	0	0	0					
BSNL (Total)	%	0.0	0.0	0					
BSNL (Urban)	Count	0	0	0					
BONE (Orban)	%	0.0	0.0	0					
BSNL (Rural)	Count	0	0	0					
DONE (Italial)	%	0.0	0.0	0					

41. How satisfied ar	41. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
	Count	0	0	0	0	0	0	
BSNL (Total)	%	0.0	0.0	0.0	0.0	0.0	0	
DCMI (Urban)	Count	0	0	0	0	0	0	
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0	
BSNL (Rural)	Count	0	0	0	0	0	0	
	%	0.0	0.0	0.0	0.0	0.0	0	

42. Please specify	the reason(s)	for your dissati	sfaction. [MUL]	TIPLE CODE]			
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/court eous	Time taken by Nodal Officer for redressal of complaint is to long	Nodal Officer was unable to understand the problem	Nodal Officer not equipped with adequate Information	Total
	Count	0	0	0	0	0	0
BSNL (Total)	%	0.0	0.0	0.0	0.0	0.0	0
DCNI (Urban)	Count	0	0	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0





43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

Service Providers		Yes	No	Total
	Count	1	767	768
BSNL (Total)	%	0.1	99.9	100
BSNL (Urban)	Count	0	659	659
BSINE (OIDAII)	%	0.0	100	100
BSNL (Rural)	Count	1	108	109
	%	0.9	99.1	100

44. Have you filed any appeal in last 6 months?							
Service Providers		Yes	No	Total			
	Count	0	1	1			
BSNL (Total)	%	0.0	100.0	100			
BSNL (Urban)	Count	0	0	0			
BONE (Orbail)	%	0.0	100.0	100			
DCMI (Durel)	Count	0	1	1			
BSNL (Rural)	%	0.0	100.0	100			

45. Did you receive any acknowledgement?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	0	0	0			
	%	0.0	0.0	0			
DCMI /Lishon	Count	0	0	0			
BSNL (Urban)	%	0.0	0.0	0			
BSNL (Rural)	Count	0	0	0			
	%	0.0	0.0	0			

46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?								
Service Providers		Yes	No	Appeal filed only recently	Total			
	Count	0	0	0	0			
BSNL (Total)	%	0.0	0.0	0.0	0			
BSNL (Urban)	Count	0	0	0	0			
BONE (Orban)	%	0.0	0.0	0.0	0			
BSNL (Rural)	Count	0	0	0	0			
	%	0.0	0.0	0.0	0			





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

Service Providers		Yes	No	Do not remember	Total
	Count	490	218	60	768
BSNL (Total)	%	63.8	28.4	7.8	100
BSNL (Urban)	Count	381	218	60	659
	%	57.8	33.1	9.1	100
PSNI (Pural)	Count	109	0	0	109
BSNL (Rural)	%	100.0	0.0	0.0	100





ANNEXURE-CELLULAR MOBILE SERVICES

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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	374	28	346	10	1	385
Alloci (Total)	%	97.2	7.3	89.9	2.6	0.3	100
A: (Count	266	14	252	10	1	277
Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) dea (Total) dea (Total) dea (Rural) Rel. Tel. (Total) Rel. Tel. (Rural) TTSL (Total) TTSL (Urban) TTSL (Urban) TTSL (Rural) Jodafone (total)	%	96.1	5.1	91	3.6	0.4	100
Aireal (Dural)	Count	108	14	94	0	0	108
Aircei (Rurai)	%	100	13	87	0.0	0.0	100
Airtal (Tatal)	Count	383	25	358	0	1	384
Airtei (Totai)	%	99.7	6.5	93.2	0.0	0.3	100
Providers ircel (Total) ircel (Urban) ircel (Rural) irtel (Total) irtel (Total) irtel (Urban) irtel (Rural) irtel (Irtel) irtel (Irt	Count	274	25	249	0	0	274
Airtei (Orban)	%	100	9.1	90.9	0.0	0.0	100
Aintal (Dural)	Count	109	0	109	0	1	110
Airtei (Rufal)	%	99.1	0.0	99.1	0.0	0.9	100
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Rural) TTSL (Urban)	Count	756	2	754	10	2	768
DOINE (10tal)	%	98.5	0.3	98.2	1.3	0.3	100
DCNI (Urban)	Count	530	1	529	10	1	541
DOINE (UIDAII)	%	98	0.2	97.8	1.8	0.2	100
DCNI (Durol)	Count	226	1	225	0	1	227
BSNL (Rural)	%	99.5	0.4	99.1	0.0	0.4	100
Idea (Total)	Count	391	30	361	0	0	391
Idea (Total)	%	100	7.7	92.3	0.0	0.0	100
Idea (Lirban)	Count	283	27	256	0	0	283
idea (Orban)	%	100	9.5	90.5	0.0	0.0	100
Idea (Dural)	Count	108	3	105	0	0	108
idea (Rurai)	%	100	2.8	97.2	0.0	0.0	100
Dol Tol (Total)	Count	380	42	338	3	2	385
Rei. Tei. (Totai)	%	98.7	10.9	87.8	0.8	0.5	100
Pol Tol (Urban)	Count	274	27	247	3	2	279
Rei. Tei. (Orban)	%	98.2	9.7	88.5	1.1	0.7	100
Pol Tol (Purol)	Count	106	15	91	0	0	106
Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Rural)	%	100	14.2	85.8	0.0	0.0	100
TTCL /Total)	Count	383	49	334	1	0	384
TTSL (Total)	%	99.8	12.8	87	0.3	0.0	100
TTSL (Lirban)	Count	300	25	275	0	0	300
I I OL (UIDAII)	%	100	8.3	91.7	0.0	0.0	100
TTSI (Rural)	Count	83	24	59	1	0	84
i i or (ixuiai)	%	98.8	28.6	70.2	1.2	0.0	100
Vodafone (total)	Count	383	18	365	3	1	387
vouaione (total)	%	99	4.7	94.3	0.8	0.3	100
Vodafone (urban)	Count	274	18	256	1	1	276
Vocatorie (urbari)	%	99.3	6.5	92.8	0.4	0.4	100
Vodafone (rural)	Count	109	0	109	2	0	111
	%	98.2	0.0	98.2	1.8	0.0	100
	Count	3050	194	2856	27	7	3084
O Verail	%	98.9	6.3	92.6	0.9	0.2	100
Overall (Urban)	Count	2201	137	2064	24	5	2230
O Torum (Orban)	%	98.7	6.1	92.6	1.1	0.2	100
Overall (Rural)	Count	849	57	792	3	2	854
Overall (Nural)	%	99.4	6.7	92.7	0.4	0.2	100



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

Aircel (Total) Aircel (Urban) Aircel (Rural) Aircel (Urban) Aircel (Urban)					
Aircel (Total) Aircel (Urban) Aircel (Urban) Aircel (Urban) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Airc	Service Providers		Yes	No	Total
Aircel (Urban)	Aircel (Total)	Count	236	149	385
Arcel (Urban)	/ lifoor (Fotal)		61.3	38.7	100
Aircel (Rural)	Aireal (Lirban)	Count	129	148	277
Aircle (Kural) Aircle (Total) Aircle (Total) Aircle (Total) Aircle (Total) Aircle (Urban) Aircle	Alicei (Orban)	%	46.6	53.4	100
Airtel (Total)	Aine al (Dunal)	Count	107	1	108
Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Airtel	Aircei (Rurai)	%	99.1	0.9	100
Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Airtel	A: . 1 (T . 1)	Count	350	34	384
Airtel (Urban) Airtel (Rural) Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Count Service (Rural) Count Airtel (Rural) Count Airtel (Rural) Count Service (Rural) Count Service (Rural) Count	Airtel (Total)	%			
Airel (Urban)					
Airtel (Rural) Count 97.3 2.7 100	Airtel (Urban)			11.3	
SAIRCE (Kural) % 97.3 2.7 100					
BSNL (Total) Count % 490 278 768 BSNL (Urban) Count 265 276 541 BSNL (Urban) % 49 51 100 BSNL (Rural) % 99.1 0.9 100 BSNL (Rural) % 99.1 0.9 100 Idea (Total) Count 355 36 391 Idea (Urban) Count 250 33 283 Idea (Urban) % 90.8 9.2 100 Idea (Rural) % 88.3 11.7 100 Idea (Rural) % 97.2 2.8 100 Rel. Tel. (Total) % 97.2 2.8 100 Rel. Tel. (Urban) % 82.6 17.4 100 Rel. Tel. (Urban) % 77.1 22.9 100 TTSL (Total) % 97.2 2.8 100 TTSL (Urban) % 97.2 2.8 100 TTSL (Urban) <td>Airtel (Rural)</td> <td></td> <td></td> <td></td> <td></td>	Airtel (Rural)				
BSNL (Irban) % 63.8 36.2 100 BSNL (Urban) Count 265 276 541 BSNL (Rural) % 49 51 100 BSNL (Rural) Count 225 2 227 % 99.1 0.9 100 Idea (Total) Count 355 36 391 Idea (Urban) Count 250 33 283 Idea (Rural) Count 105 3 11.7 100 Idea (Rural) Count 105 3 108 Idea (Rural) Count 105 3 100 Rel. Tel. (Total) % 97.2 2.8 100 Rel. Tel. (Urban) Count 215 64 279 % 97.2 2.8 100 TTSL (Rural) Count 215 64 279 % 97.2 2.8 100 TTSL (Total) % 97.2 2.8	Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel				
BSNL (Urban) Count % 265 276 541 BSNL (Rural) Count 225 2 227 % 99.1 0.9 100 Idea (Total) Count 355 36 391 % 90.8 9.2 100 Idea (Urban) Count 250 33 283 % 88.3 11.7 100 Idea (Rural) Count 105 3 108 Idea (Rural) Count 105 3 100 Rel. Tel. (Total) Count 318 67 385 Rel. Tel. (Urban) Count 215 64 279 % 82.6 17.4 100 Rel. Tel. (Rural) Count 215 64 279 % 77.1 22.9 100 Rel. Tel. (Rural) W 97.2 2.8 100 TTSL (Total) Count 248 136 384 TTSL (Urban)	BSNL (Total)				
BSNL (Urban) % 49 51 100 BSNL (Rural) Count 225 2 227 % 99.1 0.9 100 Idea (Total) Count 355 36 391 Idea (Urban) % 90.8 9.2 100 Idea (Urban) % 88.3 11.7 100 Idea (Rural) Count 105 3 108 % 97.2 2.8 100 Rel. Tel. (Total) Count 318 67 385 Rel. Tel. (Urban) Count 215 64 279 Rel. Tel. (Rural) Count 103 3 106 Rel. Tel. (Rural) % 97.2 2.8 100 TTSL (Total) Count 103 3 106 TTSL (Total) % 97.2 2.8 100 TTSL (Total) % 64.6 35.4 100 TTSL (Rural) Count 166					
BSNL (Rural) Count 225 2 227	Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Rural) TTSL (Total) TTSL (Urban) TTSL (Rural) Vodafone (total) Vodafone (rural) Overall				
BSNL (Rural) % 99.1 0.9 100 Idea (Total) Count 355 36 391 Idea (Urban) Count 250 33 283 Idea (Rural) % 88.3 11.7 100 Idea (Rural) Count 105 3 108 Rel. Tel. (Total) % 82.6 17.4 100 Rel. Tel. (Urban) Count 103 3 106 Rel. Tel. (Rural) % 97.2 2.8 100 Rel. Tel. (Rural) Count 215 64 279 Rel. Tel. (Rural) % 97.2 2.8 100 Rel. Tel. (Rural) Count 103 3 3 106 TSL (Total) Count 103 3 3 106 TSL (Total) Count 248 136 384 TTSL (Urban) Count 166 134 300 TTSL (Rural) Count 82 2 84 TTSL (Rural) Count 82 2 84 TTSL (Rural) Count 316 71 387 Vodafone (total) Count 206 70 276 Vodafone (rural) Count 110 1 111 Vodafone (rural) Count 2313 771 3084 Overall (Urban) Count 1474 756 2230 Count 1474 756 2230 Count 1474 756 2230 Count 166 133.9 100 Count 1474 756 2230 Count 1474 756 2230 Count 150 150 150 Count 1474 756 2230 Count 150 150 150 Count 1474 756 2230 Count 150 150 150 Count 1474 756 2230 Count 150 150 Count 1474 756 2230 Count 150 150 Count 1474 756 254 Count 150 150 Count 1474 756 2230 Count 1474 756 2230 Count 150 150 Count 1474 756 2230 Count 150 150 Count 1474 156 150 Count 150 150 Count 166 133.9 Count 166 134 Count 167 150 Count 167 150					
Idea (Total)	BSNL (Rural)				
Idea (Iotal) % 90.8 9.2 100 Idea (Urban) Count 250 33 283 % 88.3 11.7 100 Idea (Rural) Count 105 3 108 Rel. Tel. (Total) Count 318 67 385 Rel. Tel. (Urban) Count 215 64 279 % 77.1 22.9 100 Rel. Tel. (Rural) Count 103 3 106 Ye 97.2 2.8 100 TTSL (Rural) Count 103 3 106 Ye 97.2 2.8 100 TTSL (Total) Count 248 136 384 Ye 64.6 35.4 100 TTSL (Urban) Count 166 134 300 TTSL (Rural) Ye 97.6 2.4 100 Vodafone (total) Count 316 71 387 Yount					
Count Coun	Idea (Total)				
Idea (Urban) % 88.3 11.7 100 Idea (Rural)					
Count 105 3 108	Idea (Urban)				385 100 277 100 108 100 384 100 274 100 110 100 768 100 541 100 227 100 391 100 227 100 391 100 283 100 108 100 385 100 385 100 385 100 385 100 386 100 300 300 300 300 300 300 300 300 300
Rel. Tel. (Total) % 97.2 2.8 100					
Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Urban) Rel. Tel. (Urban) Rel. Tel. (Rural) Rel. Tel. (Rural) Count	Idea (Rural)				
Rel. Tel. (Irotal) % 82.6 17.4 100 Rel. Tel. (Urban) Count 215 64 279 % 77.1 22.9 100 Rel. Tel. (Rural) Count 103 3 106 % 97.2 2.8 100 TTSL (Total) Count 248 136 384 % 64.6 35.4 100 TTSL (Urban) Count 166 134 300 % 55.3 44.7 100 Count 82 2 84 TTSL (Rural) Count 82 2.4 100 Vodafone (total) Count 316 71 387 Vodafone (urban) Count 206 70 276 % 74.6 25.4 100 Vodafone (rural) Count 110 1 111 Vodafone (rural) Count 2313 771 3084 % 75.0					
Rel. Tel. (Urban) Rel. Tel. (Urban) Rel. Tel. (Rural) Rel. Tel. (Rural) Rel. Tel. (Rural) Count Count 103 3 106 % 97.2 2.8 100 TTSL (Total) Count 248 136 384 % 64.6 35.4 100 TTSL (Urban) Count 166 134 300 TTSL (Rural) Count Count 82 2 84 7 Count 82 2 84 7 TTSL (Rural) Count 82 2 84 7 TOdafone (total) Vodafone (urban) Vodafone (urban) Vodafone (rural) Count Count Count 110 TTSL (Count 111 TTSL (Count 11	Rel. Tel. (Total)				
Ref. Tel. (Urban) % 77.1 22.9 100 Rel. Tel. (Rural) Count 103 3 106 % 97.2 2.8 100 TTSL (Total) Count 248 136 384 % 64.6 35.4 100 TTSL (Urban) Count 166 134 300 % 55.3 44.7 100 TTSL (Rural) Count 82 2 84 Yodafone (total) % 97.6 2.4 100 Vodafone (total) % 81.7 18.3 100 Vodafone (urban) Count 206 70 276 % 74.6 25.4 100 Vodafone (rural) Count 110 1 111 Overall Count 2313 771 3084 % 75.0 25.0 100 Overall (Urban) Count 1474 756 2230 %					
Rel. Tel. (Rural)	Rel Tel (Urban)				
Rel. (Rural) % 97.2 2.8 100	rton ron (Orbari)				
TTSL (Total) Count A	Rol Tol (Rural)				
TTSL (Iotal) % 64.6 35.4 100	rtci. rci. (rtarai)		97.2	2.8	
TTSL (Urban) Count 166 134 300 % 55.3 44.7 100 TTSL (Rural) Count 82 2 84 % 97.6 2.4 100 Vodafone (total) Vodafone (urban) Vodafone (urban) Vodafone (rural) Count 110 111 Vodafone (rural) Count 206 70 276 % 74.6 25.4 100 Vodafone (rural) Vodafone (rural) Count 110 1 111 % 99.1 0.9 100 Overall (Urban) Count 1474 756 2230 Vodafone (Count 1474 756 2230 Count 150 160 170 170 170 170 170 170 170 170 170 17	TTSL (Total)		248	136	384
TTSL (Orball) % 55.3 44.7 100	TTOL (Total)		64.6	35.4	100
TTSL (Rural) Count 82 2 84 % 97.6 2.4 100 Vodafone (total) Vodafone (urban) Vodafone (urban) Vodafone (rural) Count 110 1111 Count 110 Count 110 1111 Count 110 Count 110 1111 Count 110 0 Overall Count 2313 771 3084 Count 1474 756 2230 Count 1474 756 2230 Count 100 Count 1474 756 156 166.1 Count 166.1 Count 170 183 100 Count 110 111 111 111 111 111 111 111 111 11	TTCL (Lirbon)	Count	166	134	300
Vodafone (total) % 97.6 2.4 100	I I SL (UIDail)	%	55.3	44.7	100
Vodafone (total) Count (total) 316 (total) 71 (total) 387 (total) Vodafone (urban) Count (total) 206 (total) 70 (total) 276 (total) Vodafone (rural) Count (total) 110 (total) 1 (total) 111 (total) Vodafone (rural) Count (total) 110 (total) 1 (total) 1 (total) Overall (urban) Count (total) 206 (total) 25.4 (total) 100 (total) Overall (Urban) Count (total) 2313 (total) 771 (total) 3084 (total) Overall (Urban) Count (total) 1474 (total) 756 (total) 2230 (total) Overall (Urban) Count (total) 230 (total) 245 (total)	TTCL (Durol)		82	2	84
Vodafone (total) Count % 316 71 387 Vodafone (urban) Count 206 70 276 % 74.6 25.4 100 Vodafone (rural) Count 110 1 111 % 99.1 0.9 100 Overall Count 2313 771 3084 % 75.0 25.0 100 Overall (Urban) Count 1474 756 2230 % 66.1 33.9 100	Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel	%	97.6	2.4	100
Vodafone (total) % 81.7 18.3 100 Vodafone (urban) Count 206 70 276 % 74.6 25.4 100 Vodafone (rural) Count 110 1 111 % 99.1 0.9 100 Overall Count 2313 771 3084 % 75.0 25.0 100 Overall (Urban) Count 1474 756 2230 % 66.1 33.9 100	\				
Vodafone (urban) Count % 206 70 276 % 74.6 25.4 100 Vodafone (rural) Count 110 1 111 % 99.1 0.9 100 Overall Count 2313 771 3084 % 75.0 25.0 100 Overall (Urban) Count 1474 756 2230 % 66.1 33.9 100	vodatone (total)				
Vodafone (urban) % 74.6 25.4 100 Vodafone (rural) Count 110 1 111 % 99.1 0.9 100 Overall Count 2313 771 3084 % 75.0 25.0 100 Overall (Urban) Count 1474 756 2230 % 66.1 33.9 100					
Vodafone (rural) Count / % 110 1 111 % 99.1 0.9 100 Overall Count / % 2313 771 3084 % 75.0 25.0 100 Overall (Urban) Count / % 1474 756 2230 % 66.1 33.9 100 Count / % 230 45 954	vodatone (urban)				
Overall Count 2313 771 3084 % 75.0 25.0 100 Overall (Urban) Count 1474 756 2230 % 66.1 33.9 100 Count 930 45 954					
Overall Count 2313 771 3084 % 75.0 25.0 100 Overall (Urban) Count 1474 756 2230 % 66.1 33.9 100 Count 930 45 954	Vodafone (rural)				
Overall (Urban) % 75.0 25.0 100 Overall (Urban) Count / % 1474 756 2230 % 66.1 33.9 100 Count / % 930 45 954					
Overall (Urban) Count 1474 756 2230 % 66.1 33.9 100 Count 930 45 954	Overall				
We 66.1 33.9 100					
Count 920 AE 954	Overall (Urban)				
		Count	839	15	
	Overall (Rural)				





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
A: (T-(-1)	Count	376	14	362	9	0	385
Aircei (Totai)	%	97.6	3.6	94	2.3	0.0	100
	Count	268	6	262	9	0	277
Aircel (Urban)	%	96.8	2.2	94.6	3.2	0.0	100
	Count	108	8	100	0	0	108
Aircel (Rural)	%	100	7.4	92.6	0.0	0.0	100
A: (T !)	Count	375	23	352	8	1	384
Airtel (Total)	%	97.7	6	91.7	2.1	0.3	100
Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Rural) Idea (Total) Idea (Total) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Rural) TTSL (Total) TTSL (Total) TTSL (Rural) Vodafone (total) Vodafone (rural) Overall	Count	266	23	243	8	0	274
Airtel (Urban)	%	97.1	8.4	88.7	2.9	0.0	100
Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) dea (Total) dea (Urban) dea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) TSL (Total) TTSL (Total) TTSL (Total) TTSL (Rural) TTSL (Rural)	Count	109	0	109	0	1	110
Airtel (Rural)	%	99.1	0.0	99.1	0.0	0.9	100
DOM: (T + 1)	Count	766	3	763	2	0	768
BSNL (Total)	%	99.7	0.4	99.3	0.3	0.0	100
DOM: (111)	Count	539	3	536	2	0	541
BSNL (Urban)	%	99.7	0.6	99.1	0.4	0.0	100
DOM: (D)	Count	227	0	227	0	0	227
BSNL (Rural)	%	100	0.0	100	0.0	0.0	100
Providers	Count	388	25	363	2	1	391
	%	99.2	6.4	92.8	0.5	0.3	100
	Count	281	23	258	2	0	283
Idea (Urban)		99.3	8.1	91.2	0.7	0.0	100
(5. ")	Count	107	2	105	0	1	108
Idea (Rural)	%	99.1	1.9	97.2	0.0	0.9	100
D T /T / I)	Count	365	7	358	19	1	385
Rel. Fel. (Total)	%	94.8	1.8	93	4.9	0.3	100
5.7.4	Count	260	7	253	19	0	279
Rel. Fel. (Urban)	%	93.2	2.5	90.7	6.8	0.0	100
D T (D)	Count	105	0	105	0	1	106
Rel. Tel. (Rural)	%	99.1	0.0	99.1	0.0	0.9	100
TTOL (T . 1)	Count	373	4	369	11	0	384
FISE (Total)	%	97.1	1	96.1	2.9	0.0	100
TTO: (111)	Count	290	3	287	10	0	300
115L (Urban)	%	96.7	1	95.7	3.3	0.0	100
Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Rural) CC CC BSNL (Rural) Idea (Total) Idea (Total) CC Rel. Tel. (Total) Rel. Tel. (Urban) TTSL (Total) TTSL (Urban) TTSL (Urban) TTSL (Rural) Vodafone (total) Vodafone (rural) Vodafone (rural) CC CC CC CC CC CC CC CC CC	Count	83	1	82	1	0	84
i i SL (Kural)	%	98.8	1.2	97.6	1.2	0.0	100
\/_d=f=== (!-!-!\	Count	386	18	368	1	0	387
vocatone (total)	%	99.8	4.7	95.1	0.3	0.0	100
\/adafaaa (b\	Count	276	18	258	0	0	276
vodarone (urban)	%	100	6.5	93.5	0.0	0.0	100
Vodafone (rural)	Count	110	0	110	1	0	111
		99.1	0.0	99.1	0.9	0.0	100
Overall	Count	3029	94	2935	52	3	3084
Overall		98.2	3	95.2	1.7	0.1	100
Overall (Urban)	Count	2180	83	2097	50	0	2230
Overall (Orban)		97.7	3.7	94	2.2	0.0	100
Overall (Burel)	Count	849	11	838	2	3	854
Overali (Kurai)	%	99.4	1.3	98.1	0.2	0.4	100





BILLING RELATED- PREPAID CUSTOMERS

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
A: (T-t-1)	Count	368	6	362	9	3	380
Aircei (Totai)	%	96.9	1.6	95.3	2.4	0.8	100
	Count	266	5	261	6	2	274
Aircel (Urban)	%	97.1	1.8	95.3	2.2	0.7	100
	Count	102	1	101	3	1	106
Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) TTSL (Total) TTSL (Total) TTSL (Rural) Vodafone (total) Vodafone (rural) Overall (Pural)	%	96.2	0.9	95.3	2.8	0.9	100
A	Count	358	23	335	11	0	369
Airtel (Total)	%	97	6.2	90.8	3	0.0	100
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) Airtel (Rural) BSNL (Total) Co % BSNL (Urban) Co % Co	Count	251	22	229	9	0	260
Airtel (Urban)		96.6	8.5	88.1	3.5	0.0	100
	Count	107	1	106	2	0	109
Airtel (Rural)		98.1	0.9	97.2	1.8	0.0	100
Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) Rel. Tel. (Rural) TTSL (Rural)	Count	594	3	591	1	0	595
BSNL (Total)		99.8	0.5	99.3	0.2	0.0	100
	Count	369	3	366	0	0	369
BSNL (Urban)		100	0.8	99.2	0.0	0.0	100
	Count	225	0	225	1	0	226
		99.6	0.0	99.6	0.4	0.0	100
Idea (Total) Co	Count	379	26	353	8	0	387
Idoa (Total)		97.9	6.7	91.2	2.1	0.0	100
Idoa (Urban)	Count	273	24	249	7	0	280
Idea (Urban)		97.5	8.6	88.9	2.5	0.0	100
	Count	106	2	104	1	0	107
Idea (Rural)		99.1	1.9	97.2	0.9	0.0	100
	Count	363	4	359	15	0	378
Rel. Tel. (Total)		96.1	1.1	95	4	0.0	100
Cou % Cou % Cou % Cou % Cou % Cou % Rel. Tel. (Total) Cou % Cou % Cou % Cou % Cou % Rel. Tel. (Rural) Cou % Cou	Count	263	4	259	10	0	273
		96.4	1.5	94.9	3.7	0.0	100
	Count	100	0	100	5	0	105
Rel. Tel. (Rural)		95.2	0.0	95.2	4.8	0.0	100
	Count	373	1	372	9	0	382
TTSL (Total)		97.7	0.3	97.4	2.4	0.0	100
	Count	295	1	294	4	0	299
TTSL (Urban)		98.6	0.3	98.3	1.3	0.0	100
	Count	78	0	78	5	0	83
Providers Cour % Cour %		94	0.0	94	6	0.0	100
	Count	373	20	353	9	0	382
Vodafone (total)		97.6	5.2	92.4	2.4	0.0	100
	Count	263	20	243	9	0	272
Vodafone (urban)		96.7	7.4	89.3	3.3	0.0	100
	Count	110	0	110	0	0	110
Vodafone (rural)		100	0.0	100	0.0	0.0	100
	Count	2808	83	2725	62	3	2873
Overall	%	97.7	2.9	94.8	2.2	0.1	100
	Count	1980	79	1901	45	2	2027
Overall (Urban)		97.7	3.9	93.8	2.2	0.1	100
	Count	828	4	824	17	1	846
Overall (Rural)		97.9	0.5	97.4	2	0.1	100





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

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Aireal (Total)	Count	3	2	5	3	0	12
ldea (Urban)	%	25	16.7	41.7	25	0.0	100
Aireal (Lirban)	Count	2	2	3	1	0	8
Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Total) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Total) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Rural) TTSL (Total) TTSL (Urban) TTSL (Rural) Vodafone (total) Vodafone (rural) Overall (Urban)	%	25	25	37.5	12.5	0.0	100
Aircol (Pural)	Count	1	0	2	2	0	4
Alicei (Ruiai)	%	25	0.0	50	50	0.0	100
Airtol (Total)	Count	6	1	2	2	0	11
Airtei (Totai)	%	54.5	9.1	18.2	18.2	0.0	100
Airtel (Lirban)	Count	6	0	1	2	0	9
Airtei (Olban)		66.7	0.0	11.1	22.2	0.0	100
Airtal (Pural)	Count	0	1	1	0	0	2
Alter (Rulai)		0.0	50	50	0.0	0.0	100
RSNI (Total)	Count	0	0	1	0	0	1
DOINE (TOTAL)		0.0	0.0	100	0.0	0.0	100
RSNI (Lirban)	Count	0	0	0	0	0	0
DOINE (OIDAII)		0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	1	0		1
Idea (Total)		0.0	0.0	100	0.0		100
Idoa (Lotal)	Count	7	0	0	1		8
		87.5	0.0	0.0	12.5		100
Idea (Lirhan)	Count	7	0	0	0		7
idea (Orbari)		100	0.0	0.0	0.0		100
Idea (Rural)	Count	0	0	0	1		1
Idea (Rural)		0.0	0.0	0.0	100		100
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) TTSL (Total) TTSL (Urban) TTSL (Rural) Vodafone (total) Vodafone (urban)	Count	5	2	4	4		15
rton ron (rotal)		33.3	13.3	26.7	26.7		100
Rel. Tel. (Urban)	Count	5	1	3	1		10
(50	10	30	10	Others O O O O O O O O O O O O O	100
Rel. Tel. (Rural)	Count	0	1	1	3		5
- (/		0.0	20	20	60	Others O	100
TTSL (Total)	Count	1	1	4	5		9
, ,		11.1	11.1	44.4	55.6	0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0 0.0 0 0 0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	100
TTSL (Urban)		0	0	2	2		4
		0.0	0.0	50	50		100
TTSL (Rural)	Count	1	1	2	3		5
Providers Cou % Aircel (Urban) % Cou % Airtel (Rural) % Airtel (Urban) % Airtel (Rural) % Airtel (Rural) % Airtel (Rural) % Cou % Airtel (Rural) Airtel (Rural) % Airtel (Rural) Airtel (Rural) % Airtel (Rural) Airtel (Rural) Airtel (Rural) Airtel (Rural) % Airtel (Rural) Airtel (Rural		20 7	20 1	40	60		100
Vodafone (total)							9
. ,		77.8	11.1	11.1	0.0		100
Vodafone (urban)		7	1	1	0		
		77.8 0	11.1 0	11.1 0	0.0		100
Vodafone (rural)		0.0	0.0	0.0	0.0		0
	_	29	7	17	15		65
Overall		44.6	10.8	26.2	23.1		100
		27	4	10	6		47
Overall (Urban)		57.4	8.5	21.3	12.8		100
		2	3	7	9		18
Overall (Rural)		11.1	16.7	38.9	50		100





Service Providers		Yes	No	Total	
	Count				
ircel (Total)		6			
,	%	1.6			
ircel (Urban)	Count	4			
iroor (Orbari)	%	1.5			
rcel (Rural)	Count	2			
iooi (itaiai)	%	1.9			
rtel (Total)	Count	3			
anter (Total)	%	0.8	99.2	100	
irtel (Urban)	Count	3	257		
tor (Orbari)			98.8		
tel (Rural)					
or (Italai)		0.0	257	100	
NL (Total)	Count	3			
NE (Total)	Rural) Count C	99.5			
M (Lirban)		3	366		
NE (Orban)		0.8	I .		
CNI (Purol)		0	226	226	
NL (Kulai)	%	0.0	100	100	
(Total)		7	380	387	
a (10tal)	%	1.8	98.2	100	
(Lirban)		5	275	280	
(Olbail)		1.8	98.2	100	
o (Dural)	Count	2	105	107	
a (Rufai)	%	1.9	98.1	100	
Tol. (Total)	Count	12	366	378	
rei. (Total)	%	3.2	96.8	100	
Tol (Urban)	Count	11	262	273	
rei. (Orban)	%	4	96	100	
Tal (Dural)	Count	1	104	105	
Tel. (Rural)	%	1	592 59 99.5 10 366 36 99.2 10 226 22 100 10 380 36 98.2 10 275 26 98.2 10 105 10 98.1 10 366 37 96.8 10 262 22 96 10 104 10 99 10 377 36 98.7 10 297 29 99.3 10 378 36 99 10	100	
(Tatal)	Count	5	377	382	
SL (Total)	%	1.3	98.7	100	
(Urban)	Count	2	297	299	
L (Urban)	%	0.7	99.3	100	
TCL (Dure!)	Count	3		260 100 109 100 109 100 595 100 369 100 226 100 280 100 107 100 378 100 273 100 105 100 382 100 299 100 83 100 272 100 110 100 2873 100 272 100 110 100 2873 100 272	
L (Rural)	%	3.6	96.4		
-f (t-t-1)	Count	4			
dafone (total) %		1			
-f\	Count	3	269	272	
afone (urban)	%	1.1			
-f (m. 1)	Count	1			
afone (rural)	%	0.9	I .		
	Count	40			
rall	%	1.4			
	Count	31			
erall (Urban)	%	1.5			
rall (Rural)	Count	9			
roll (Durol)	%	1.1	98.9	100	





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	2	0	2	3	1	6
	%	33.3	0.0	33.3	50	16.7	100
Aircel (Urban)	Count	1	0	1	3	0	4
	%	25	0.0	25	75	0.0	100
Aire al (Deces)	Count	1	0	1	0	1	2
Aircel (Rural)	%	50	0.0	50	0.0	50	100
Airtel (Total)	Count	0	0	0	3	0	3
	%	0	0.0	0.0	100	0.0	100
Airtal (Lirban)	Count	0	0	0	3	0	3
Airtel (Urban)	%	0	0.0	0.0	100	0.0	100
Aintal (Dural)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
DCNI /Total)	Count	3	0	3	0	0	3
BSNL (Total)	%	100	0.0	100	0.0	0.0	100
DONIL (Link and)	Count	3	0	3	0	0	3
BSNL (Urban)	%	100	0.0	100	0.0	0.0	100
DCNI (Dural)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Tatal)	Count	3	1	2	4	0	7
Idea (Total)	%	42.9	14.3	28.6	57.1	0.0	100
(111)	Count	3	1	2	2	0	5
Idea (Urban)	%	60	20	40	40	0.0	100
Idea (Dural)	Count	0	0	0	2	0	2
Idea (Rural)	%	0	0.0	0.0	100	0.0	100
Dal Tal (Tatal)	Count	5	0	5	7	0	12
Rel. Tel. (Total)	%	41.7	0.0	41.7	58.3	0.0	100
Dal Tal (Umban)	Count	5	0	5	6	0	11
Rel. Tel. (Urban)	%	45.5	0.0	45.5	54.5	0.0	100
Dal Tal (Dural)	Count	0	0	0	1	0	1
Rel. Tel. (Rural)	%	0	0.0	0.0	100	0.0	100
TTCL /Tatal)	Count	2	0	2	3	0	5
TTSL (Total)	%	40	0.0	40	60	0.0	100
TTO: (111)	Count	1	0	1	1	0	2
TTSL (Urban)	%	50	0.0	50	50	0.0	100
TTSL (Rural)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
\/adafana (tatal)	Count	1	0	1	3	0	4
Vodafone (total)	%	25	0.0	25	75	0.0	100
Vodafone (urban)	Count	0	0	0	3	0	3
	%	0	0.0	0.0	100	0.0	100
Vodafone (rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Overall	Count	16	1	15	23	1	40
	%	40.0	2.5	37.5	57.5	2.5	100
Overall (Urban)	Count	13	1	12	18	0	31
	%	41.9	3.2	38.7	58.1	0.0	100
Overall (Rural)	Count	3	0	3	5	1	9
Overall (Kulai)	%	33.3	0.0	33.3	55.6	11.1	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	377	15	362	3	0	380
	%	99.2	3.9	95.3	0.8	0.0	100
Aircel (Urban)	Count	273	8	265	1	0	274
	%	99.6	2.9	96.7	0.4	0.0	100
Aircel (Rural)	Count	104	7	97	2	0	106
	%	98.1	6.6	91.5	1.9	0.0	100
Airtel (Total)	Count	369	25	344	0	0	369
	%	100	6.8	93.2	0.0	0.0	100
A1. 1.011 \	Count	260	25	235	0	0	260
Airtel (Urban)	%	100	9.6	90.4	0.0	0.0	100
	Count	109	0	109	0	0	109
Airtel (Rural)	%	100	0.0	100	0.0	0.0	100
DOM: /T : "	Count	595	0	595	0	0	595
BSNL (Total)	%	100	0.0	100	0.0	0.0	100
	Count	369	0	369	0	0	369
BSNL (Urban)	%	100	0.0	100	0.0	0.0	100
	Count	226	0	226	0	0	226
BSNL (Rural)	%	100	0.0	100	0.0	0.0	100
	Count	386	33	353	1	0	387
Idea (Total)	%	99.7	8.5	91.2	0.3	0.0	100
Idea (Urban)	Count	279	31	248	1	0	280
	%	99.7	11.1	88.6	0.4	0.0	100
(5. 1)	Count	107	2	105	0	0	107
Idea (Rural)	%	100	1.9	98.1	0.0	0.0	100
Rel. Tel. (Total)	Count	368	9	359	10	0	378
	%	97.4	2.4	95	2.6	0.0	100
Dal Tal (Usbass)	Count	266	8	258	7	0	273
Rel. Tel. (Urban)	%	97.4	2.9	94.5	2.6	0.0	100
Rel. Tel. (Rural)	Count	102	1	101	3	0	105
	%	97.2	1	96.2	2.9	0.0	100
TTOL (T-1-1)	Count	373	2	371	9	0	382
TTSL (Total)	%	97.6	0.5	97.1	2.4	0.0	100
TTCL (Lirbon)	Count	293	1	292	6	0	299
TTSL (Urban)	%	98	0.3	97.7	2	0.0	100
TTSL (Rural)	Count	80	1	79	3	0	83
	%	96.4	1.2	95.2	3.6	0.0	100
Vodafone (total)	Count	382	25	357	0	0	382
	%	100	6.5	93.5	0.0	0.0	100
Vodafone (urban)	Count	272	25	247	0	0	272
	%	100	9.2	90.8	0.0	0.0	100
Vodafone (rural)	Count	110	0	110	0	0	110
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2850	109	2741	23	2873	2850
	%	99.2	3.8	95.4	0.8	100	99.2
Overall (Urban)	Count	2012	98	1914	15	2027	2012
- Jordin (Orburn)	%	99.2	4.8	94.4	0.7	100	99.2
Overall (Rural)	Count	838	11	827	8	846	838
	%	99.1	1.3	97.8	0.9	100	99.1





5(d). Please specify the reason(s) for your dissatisfaction. $\label{eq:control}$

Service Providers		Lack of complete information about the offer	Charges/Servic es not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total
Aircel (Total)	Count	2	1	2	0	0	3
Alicei (Total)	%	66.7	33.3	66.7	0.0	0.0	100
Aireal (Lirban)	Count	1	0	0	0	0	1
Aircel (Urban)	%	100	0.0	0.0	0.0	0.0	100
Aine al (Dunal)	Count	1	1	2	0	0	2
Aircel (Rural)	%	50	50	100	0.0	0.0	100
Airtal (Total)	Count	0	0	0	0	0	0
Airtel (Total)	%	0.0	0.0	0.0	0.0	0.0	0
Airtal (Lirban)	Count	0	0	0	0	0	0
Airtel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
Airtal (Bural)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
PSNI (Total)	Count	0	0	0	0	0	0
BSNL (Total)	%	0.0	0.0	0.0	0.0	0.0	0
DCNI (Lirban)	Count	0	0	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	0	0	0	0	0
DOINE (Ruidi)	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Idea (Urban)	Count	1	0	0	0	0	1
idea (Olbail)	%	100	0.0	0.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
idea (itulai)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	0	2	8	0	0	10
rtoi. rci. (rotai)	%	0.0	20	80	0.0	0.0	100
Rel. Tel. (Urban)	Count	0	1	6	0	0	7
rtoi. rci. (Olban)	%	0.0	14.3	85.7	0.0	0.0	100
Rel. Tel. (Rural)	Count	0	1	2	0	0	3
rtoi. rci. (rtaiai)	%	0.0	33.3	66.7	0.0	0.0	100
TTSL (Total)	Count	1	1	7	0	0	9
TTOE (Total)	%	11.1	11.1	77.8	0.0	0.0	100
TTSL (Urban)	Count	1	1	4	0	0	6
1102 (01041)	%	16.7	16.7	66.7	0.0	0.0	100
TTSL (Rural)	Count	0	0	3	0	0	3
	%	0.0	0.0	100	0.0	0.0	100
Vodafone (total)	Count	0	0	0	0	0	0
. 344.5.15 (10141)	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	4	4	17	0	0	23
	%	17.4	17.4	73.9	0.0	0.0	100
Overall (Urban)	Count	3	2	10	0	0	15
(3.44.)	%	20	13.3	66.7	0.0	0.0	100
Overall (Rural)	Count	1	2	7	0	0	8
(%	12.5	25	87.5	0.0	0.0	100



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

Comice Dreviders		Yes	Na	Total
Service Providers		res	No	Total
Aircel (Total)	Count	361	19	380
	%	95	5	100
Aircel (Urban)	Count	258	16	274
Alloci (Olban)	%	94.2	5.8	100
Aircel (Rural)	Count	103	3	106
Allcel (Rulal)	%	97.2	2.8	100
Airtel (Total)	Count	369	0	369
Airtei (Totai)	%	100	0.0	100
Airtal (Lirban)	Count	260	0	260
Airtel (Urban)	%	100	0.0	100
Alatal (Damal)	Count	109	0	109
Airtel (Rural)	%	100	0.0	100
DOL!! (T . !)	Count	586	9	595
BSNL (Total)	%	98.5	1.5	100
	Count	363	6	369
BSNL (Urban)	%	98.4	1.6	100
	Count	223	3	226
BSNL (Rural)	%	98.7	1.3	100
	Count	378	9	387
lea (Total)	%	97.7	2.3	100
	Count		6	280
Idea (Urban)		274 97.9		100
% Count			2.1	
dea (Rural)		104	3	107
Rel. Tel. (Total)	%	97.2	2.8	100
	Count	371	7	378
	%	98.1	1.9	100
Rel. Tel. (Urban)	Count	268	5	273
	%	98.2	1.8	100
Rel. Tel. (Urban) Rel. Tel. (Rural) TSL (Total)	Count	103	2	105
	%	98.1	1.9	100
TTSL (Total)	Count	376	6	382
TTOE (Total)	%	98.4	1.6	100
TTSL (Lirban)	Count	294	5	299
TTOL (Olbail)	%	98.3	1.7	100
TTCL (Purol)	Count	82	1	83
I I SL (Rulai)	%	98.8	1.2	100
\/(tatal)	Count	376	6	382
el. Tel. (Rural)	%	98.4	1.6	100
\	Count	267	5	272
vodatone (urban)	%	98.2	1.8	100
	Count	109	1	110
Vodafone (rural)	%	99.1	0.9	100
	Count	2817	56	2873
Overall	%	98.1	1.9	100
	Count	1984	43	2027
Overall (Urban)	%	97.9	2.1	100
	Count	833	13	846
Overall (Rural)	Journ	000	1.5	040





BILLING RELATED-POSTPAID CUSTOMERS

6. How satisfied are you with the time taken to deliver your bills? Overall A-Very **D-Very B-Satisfied C-Dissatisfied** satisfied= Total **Providers** Satisfied Dissatisfied (A+B) Count 4 5 4 1 Aircel (Total) % 80 0.0 80 20 0.0 100 Count 0 3 0 0 3 Aircel (Urban) 100 % 0.0 100 0.0 0.0 100 Count 1 0 1 0 2 1 Aircel (Rural) % 50 0.0 50 50 0.0 100 Count 11 2 9 2 2 15 Airtel (Total) % 73.3 13.3 60 13.3 13.3 100 Count 10 2 8 2 2 14 Airtel (Urban) 71.4 14.3 100 % 14.3 14.3 57.1 Count 0 0 0 Airtel (Rural) 100 100 100 % 0.0 0.0 0.0 Count 143 11 132 12 173 18 BSNL (Total) % 82.7 6.4 76.3 10.4 6.9 100 172 Count 142 18 11 131 12 BSNL (Urban) % 82.6 6.4 76.2 10.5 7 100 Count 0 0 0 BSNL (Rural) 100 100 100 % 0.0 0.0 0.0 Count 3 0 3 1 0 4 Idea (Total) % 75 0.0 75 25 0.0 100 Count 2 0 2 1 0 3 Idea (Urban) 66.7 0.0 66.7 33.3 0.0 100 Count 0 0 0 Idea (Rural) % 100 0.0 100 0.0 0.0 100 Count 7 0 7 0 0 7 Rel. Tel. (Total) 100 % 100 100 0.0 0.0 0.0 Count 6 0 0 6 0 6 Rel. Tel. (Urban) % 100 0.0 100 0.0 0.0 100 Count 0 0 0 1 Rel. Tel. (Rural) 100 0.0 100 0.0 100 % 0.0 Count 0 1 0 1 2 TTSL (Total) % 50 0.0 50 100 0.0 50 Count 0 0 0 TTSL (Urban) % 100 0.0 100 0.0 0.0 100 Count 0 0 0 0 1 TTSL (Rural) % 0 0.0 0.0 0.0 100 100

Count

Count

Count

Count

Count

Count

%

%

%

%

%

%

Vodafone (total)

Vodafone (urban)

Vodafone (rural)

Overall (Urban)

Overall (Rural)

Overall

3

60

2

50

1

100

172

81.6

166

81.8

6

75.0

0

0.0

0

0.0

0

0.0

13

6.2

13

6.4

0

0.0

3

60

50

1

100

159

75.4

153

75.4

75.0

0

0.0

0

0.0

0

0.0

22

10.4

21

10.3

1

12.5

2

40

2

50

0

0.0

17

8.1

16

7.9

1

12.5

5

100

4

100

1

100

211

100

203

100

8

100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	2	0	2	3	0	5
Aircel (Total)	%	40	0.0	40	60	0.0	100
A: 1/111 \	Count	0	0	0	3	0	3
Aircel (Urban)	%	0	0.0	0.0	100	0.0	100
A'	Count	2	0	2	0	0	2
Aircel (Rural)	%	100	0.0	100	0.0	0.0	100
A:stal (Tatal)	Count	5	3	2	10	0	15
Airtel (Total)	%	33.3	20	13.3	66.7	0.0	100
Airtal (Lirban)	Count	5	3	2	9	0	14
Airtel (Urban)	%	35.7	21.4	14.3	64.3	0.0	100
Aintal (Dunal)	Count	0	0	0	1	0	1
Airtel (Rural)	%	0	0.0	0.0	100	0.0	100
DCNI (Total)	Count	118	10	108	43	12	173
BSNL (Total)	%	68.2	5.8	62.4	24.9	6.9	100
BSNL (Urban)	Count	118	10	108	42	12	172
DOINE (UIDAII)	%	68.6	5.8	62.8	24.4	7	100
BSNL (Rural)	Count	0	0	0	1	0	1
DOINE (Rulai)	%	0	0.0	0.0	100	0.0	100
Idea (Total)	Count	2	0	2	2	0	4
idea (Total)	%	50	0.0	50	50	0.0	100
Idea (Urban)	Count	2	0	2	1	0	3
idea (Olbail)	%	66.7	0.0	66.7	33.3	0.0	100
Idea (Rural)	Count	0	0	0	1	0	1
iuea (Kuiai)	%	0	0.0	0.0	100	0.0	100
Rel. Tel. (Total)	Count	0	0	0	7	0	7
rton ron (rotal)	%	0	0.0	0.0	100	0.0	100
Rel. Tel. (Urban)	Count	0	0	0	6	0	6
Tton Ton (Orban)	%	0	0.0	0.0	100	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	1	0	1
	%	0	0.0	0.0	100	0.0	100
TTSL (Total)	Count	0	0	0	2	0	2
(%	0	0.0	0.0	100	0.0	100
TTSL (Urban)	Count	0	0	0	1	0	1
- (/	%	0	0.0	0.0	100	0.0	100
TTSL (Rural)	Count	0	0	0	1	0	1
/	%	0	0.0	0.0	100	0.0	100
Vodafone (total)	Count	1	0	1	3	1	5
	%	20	0.0	20	60	20	100
Vodafone (urban)	Count	1	0	1	2	1	4
. ,	%	25	0.0	25	50	25	100
Vodafone (rural)	Count	0	0	0	1	0	100
	%	0	0.0	0.0	100	0.0	100
Overall	Count	128	13	115	70	13	211
	%	60.7	6.2	54.5	33.2	6.2	100
Overall (Urban)	Count	126	13	113	64	13	203
	% Count	62.1	6.4	55.7 2	31.5 6	6.4 0	100 8
Overall (Rural)			0				
	%	25.0	0.0	25.0	75.0	0.0	100





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

Service Providers		Difficult to understand the language	Calculation not clear	Difficult to read the bill	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Total
Aireal (Tatal)	Count	1	2	0	0	3
Aircel (Total)	%	33.3	66.7	0.0	0.0	100
Aireal (Lirban)	Count	1	2	0	0	3
Aircel (Urban)	%	33.3	66.7	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0
Allcel (Rulai)	%	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	3	1	6	1	10
Airtor (Total)	%	30	10	60	10	100
Airtel (Urban)	Count	3	1	6	0	9
7 tirtor (Orbari)	%	33.3	11.1	66.7	0.0	100
Airtel (Rural)	Count	0	0	0	1	1
Airlei (Rufai)	%	0.0	0.0	0.0	100	100
BSNL (Total)	Count	5	31	6	13	55
	%	9.1	56.4	10.9	23.6	100
BSNL (Urban)	Count	5	31	5	13	54
BSNL (Urban)	%	9.3	57.4	9.3	24.1	100
BSNL (Rural)	Count %	0	0	1	0	1
		0.0	0.0	100	0.0	100
Idea (Total)	Count %	0	0	2	0	2
		0.0	0.0	100	0.0	100
Idea (Urban)	Count %	0.0	0.0	100	0.0	100
	Count	0.0	0.0	100	0.0	100
Idea (Rural)	%	0.0	0.0	100	0.0	100
	Count	1	2	2	2	7
Rel. Tel. (Total)	%	14.3	28.6	28.6	28.6	100
	Count	14.5	1	2	20.0	6
Rel. Tel. (Urban)	%	16.7	16.7	33.3	33.3	100
	Count	0	1	0	0	1
Rel. Tel. (Rural)	%	0.0	100	0.0	0.0	100
	Count	1	1	0	0	2
TTSL (Total)	%	50	50	0.0	0.0	100
TTOL (LEL)	Count	0	1	0	0	1
TTSL (Urban)	%	0.0	100	0.0	0.0	100
TTCL /Dural\	Count	1	0	0	0	1
TTSL (Rural)	%	100	0.0	0.0	0.0	100
Vadafane (total)	Count	1	1	1	1	4
Vodafone (total)	%	25	25	25	25	100
Vodafone (urban)	Count	0	1	1	1	3
vouaione (unail)	%	0.0	33.3	33.3	33.3	100
Vodafone (rural)	Count	1	0	0	0	1
- Judiono (ruidi)	%	100	0.0	0.0	0.0	100
Overall	Count	12	38	17	17	83
	%	14.5	45.8	20.5	20.5	100
Overall (Urban)	Count	10	37	15	16	77
	%	13.0	48.1	19.5	20.8	100
Overall (Rural)	Count	2	1	2	1	6
(%	33.3	16.7	33.3	16.7	100





$8 \mbox{(a)}.$ How satisfied are you with the accuracy & completeness of the bills?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	3	0	3	2	0	5
Aircel (Total)	%	60.0	0.0	60.0	40.0	0.0	100
	Count	3	0	3	0	0	3
Aircel (Urban)	%	100.0	0.0	100.0	0.0	0.0	100
A: 1/D I)	Count	0	0	0	2	0	2
Aircel (Rural)	%	0.0	0.0	0.0	100.0	0.0	100
Aintel (Tetal)	Count	11	0	11	0	4	15
Airtel (Total)	%	73.3	0.0	73.3	0.0	26.7	100
Airtal (Lirban)	Count	10	0	10	0	4	14
Airtel (Urban)	%	71.4	0.0	71.4	0.0	28.6	100
Airtal (Dural)	Count	1	0	1	0	0	1
Airtel (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
DCNI /Total)	Count	132	0	132	10	31	173
BSNL (Total)	%	76.3	0.0	76.3	5.8	17.9	100
DCNI (Lirbon)	Count	131	0	131	10	31	172
BSNL (Urban)	%	76.2	0.0	76.2	5.8	18.0	100
DCNI (D)	Count	1	0	1	0	0	1
BSNL (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	2	0	2	1	1	4
Idea (Total)	%	50	0.0	50.0	25.0	25.0	100
	Count	1	0	1	1	1	3
idea (Urban)	%	33.3	0.0	33.3	33.3	33.3	100
Idea (Dunal)	Count	1	0	1	0	0	1
idea (Rurai)	%	100.0	0.0	100.0	0.0	0.0	100
Dol Tol (Total)	Count	4	0	4	0	3	7
Rei. Tei. (Total)	%	57.1	0.0	57.1	0.0	42.9	100
Dol Tol (Urban)	Count	3	0	3	0	3	6
Rei. Tei. (Urban)	%	50.0	0.0	50.0	0.0	50.0	100
Dol Tol (Durol)	Count	1	0	1	0	0	1
Rei. Tei. (Rufai)	%	100	0.0	100.0	0.0	0.0	100
TTCL /Total)	Count	2	0	2	0	0	2
TTOL (Total)	%	100.0	0.0	100.0	0.0	0.0	100
TTCL (Lirbon)	Count	1	0	1	0	0	1
i i SE (UIDAII)	%	100.0	0.0	100.0	0.0	0.0	100
TTQL (Pural)	Count	1	0	1	0	0	1
dea (Urban) dea (Rural) Rel. Tel. (Total) Rel. Tel. (Urban) TTSL (Total) TTSL (Urban) TTSL (Rural) TTSL (Rural) TTSL (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
Vadafana (tatal)	Count	5	0	5	0	0	5
vouaione (lotai)	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (urban)	Count	4	0	4	0	0	4
vouaione (undan)	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (rural)	Count	1	0	1	0	0	1
vouaione (iurai)	%	100.0	0.0	100.0	0.0	0.0	100
Overall	Count	159	0	159	39	13	211
	%	75.4	0.0	75.4	18.5	6.2	100
Overall (Urban)	Count	153	0	153	39	11	203
Overall (Orball)	%	75.4	0.0	75.4	19.2	5.4	100
Overall (Rural)	Count	6	0	6	0	2	8
Overall (Nural)	%	75.0	0.0	75.0	0.0	25.0	100





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

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for calls/service s not made/used	Calculations are not clear	Charged for value added services not subscribed	Total
Aircel (Total)	Count	1	1	0	0	0	2
rinoci (rotai)	%	50.0	50.0	0.0	0.0	0.0	100
Aircel (Urban)	Count	0	0	0	0	0	0
7 (iloci (Olbali)	%	0.0	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	1	1	0	0	0	2
/ iii ooi (i tarai)	%	50.0	50.0	0.0	0.0	0.0	100
Airtel (Total)	Count	1	1	1	1	0	4
7 iii toi (i otai)	%	25.0	25.0	25.0	25.0	0.0	100
Airtel (Urban)	Count	1	1	1	1	0	4
7 til tor (Gradin)	%	25.0	25.0	25.0	25.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	10	10	8	3	10	41
3= ()	%	24.4	24.4	19.5	7.3	24.4	100
BSNL (Urban)	Count	10	10	8	3	10	41
	%	24.4	24.4	19.5	7.3	24.4	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	0	1	0	0	1	2
` '	%	0.0	50.0	0.0	0.0	50.0	100
Idea (Urban)	Count	0	1 50.0	0	0	1	2
(/	%	0.0	50.0	0.0	0.0	50.0	100
Idea (Rural)	Count	0	0	0	0	0	0
ічеа (Кигаі)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count %	0	3	0	0	0	3
, ,		0.0	100.0	0.0	0.0	0.0	100
Rel. Tel. (Urban)	Count %	0	3	0	0	0	3
, ,		0.0	100.0	0.0	0.0	0.0	100
Rel. Tel. (Rural)	Count %	0.0	0.0	0.0	0.0	0.0	0
		0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count %	0.0	0.0	0.0	0.0	0.0	
	Count	0.0	0.0	0.0	0.0	0.0	0
TTSL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0.0	0.0	0
TTSL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0.0	0.0	0
Vodafone (urban)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0.0	0.0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	12	16	9	4	11	52
Overall	%	23.1	30.8	17.3	7.7	21.2	100
	Count	11	15	9	4	11	50
Overall (Urban)	%	22.0	30.0	18.0	8.0	22.0	100
	Count	1	1	0	0	0	2
Overall (Rural)	%	50.0	50.0	0.0	0.0	0.0	100





Convine Drevidere		Vee	Ne	Total
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	4	5
Alloci (Total)	%	20.0	80.0	100
Aireal (Lirban)	Count	0	3	3
Aircel (Urban)	%	0.0	100.0	100
Aireal (Dural)	Count	1	1	2
Aircel (Rural)	%	50.0	50.0	100
Aintal (Tatal)	Count	1	14	15
Airtel (Total)	%	6.7	93.3	100
A: wt a.l. / Lluba a.a.)	Count	1	13	14
Airtel (Urban)	%	7.1	92.9	100
Adata (Dama)	Count	0	1	1
Airtel (Rural)	%	0.0	100.0	100
DONII (Total)	Count	1	172	173
BSNL (Total)	%	0.6	99.4	100
DONII (Linkana)	Count	1	171	172
BSNL (Urban)	%	0.6	99.4	100
DOM: (D. 1)	Count	0	1	1
SNL (Rural)	%	0.0	100.0	100
dea (Total)	Count	0	4	4
	%	0.0	100.0	100
Idea (Urban)	Count	0	3	3
	%	0.0	100.0	100
	Count	0	1	1
dea (Rural)	%	0.0	100.0	100
· · ·	Count	0	7	7
Rel. Fel. (Fotal)	%	0.0	100.0	100
· · · · · · · ·	Count	0	6	6
Rel. Fel. (Urban)	%	0.0	100.0	100
	Count	0	1	1
dea (Rural) del. Tel. (Total) del. Tel. (Urban) del. Tel. (Rural) TSL (Total)	%	0.0	100.0	100
	Count	1	1	2
TTSL (Total)	%	50.0	50.0	100
	Count	1	0	1
TTSL (Urban)	%	100.0	0.0	100
	Count	0	1	1
TTSL (Rural)	%	0.0	100.0	100
	Count	1	4	5
Vodafone (total)	%	20.0	80.0	100
	Count	1	3	4
Vodafone (urban)	%	25.0	75.0	100
	Count	0	1	1
Vodafone (rural)	%	0.0	100.0	100
	Count	5	206	211
Overall	%	2.4	97.6	100
	Count	4	199	203
Overall (Urban)	%	2.0	98.0	100
	Count	1	7	8
Overall (Rural)	%	12.5	87.5	100





9(b). How satisfied are you with the process of resolution of billing complaints?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	0	0	0	1	0	1
Aircel (Total)	%	0.0	0.0	0.0	100.0	0.0	100
Almand (Linkara)	Count	0	0	0	0	0	0
Aircel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
Aireal (Dural)	Count	0	0	0	1	0	1
Aircel (Rural)	%	0.0	0.0	0.0	100.0	0.0	100
Airtal (Tatal)	Count	0	0	0	0	1	1
Airtel (Total)	%	0.0	0.0	0.0	0.0	100.0	100
Airtal (Lirban)	Count	0	0	0	0	1	1
Airtel (Urban)	%	0.0	0.0	0.0	0.0	100.0	100
Airtol (Pural)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	0	0	0	0	1	1
DOINE (TOTAL)	%	0.0	0.0	0.0	0.0	100.0	100
BSNL (Urban)	Count	0	0	0	0	1	1
DOINE (Olball)	%	0.0	0.0	0.0	0.0	100.0	100
RSMI (Rural)	Count	0	0	0	0	0	0
DOIVE (ITalial)	%	0.0	0.0	0.0	0.0	0.0	0
, ,	Count	0	0	0	0	0	0
idea (Total)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0	0	0	0	0	0
idea (Gibari)	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	0	0	0	0	0	0
rada (rtarai)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	0	0	0	0	0	0
rton ron (rotal)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0	0
(6.24)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
(%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	1	0	1
, ,	%	0.0	0.0	0.0	100.0	0.0	100
Vodafone (total)	Count %	0	0	0	0	1	1
. ,		0.0	0.0	0.0	0.0	100.0	100
Vodafone (urban)	Count %	0	0	0	0	1	1 100
. ,		0.0	0.0	0.0	0.0	100.0	100
Vodafone (rural)	Count %	0	0	0	0	0	0
· '		0.0	0.0 0	0.0 0	0.0 2	0.0 3	0 5
Overall	Count %	0.0	0.0	0.0	40.0	60.0	100
	Count	0.0	0.0	0.0	40.0	3	4
Overall (Urban)	%	0.0	0.0	0.0	25.0	75.0	100
	Count	0.0	0.0	0.0	25.0	0	1
Overall (Rural)	%	0.0	0.0	0.0	100.0	0.0	100





HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

		v	.,	
Service Providers		Yes	No	Total
Aircel (Total)	Count	62	323	385
All Cel (Total)	%	16.1	83.9	100
\:u== (Count	62	215	277
Aircei (Urban)	%	22.4	77.6	100
Viscos I (Descos I)	Count	0	108	108
Aircei (Rurai)	%	0.0	100	100
\:t= /T=t= \	Count	23	361	384
Airtei (Totai)	%	6	94	100
Variat (Ulabara)	Count	23	251	274
Airtei (Urban)	%	8.4	91.6	100
	Count	0	110	110
urtel (Rural)	%	0.0	100	100
	Count	106	662	768
BSNL (Total)	%	13.8	86.2	100
	Count	106	435	541
SSNL (Urban)	%	19.6	80.4	100
	Count	0	227	227
SNL (Rural)	%	0.0	100	100
dea (Total)	Count	20	371	391
	%	5.1	94.9	100
Idea (Urban)	Count	20	263	283
	%	7.1	92.9	100
	Count	0	108	108
dea (Rural)	%	0.0	100	100
	Count	37	348	385
Rel. Tel. (Total)	%	9.6	90.4	100
	Count	36	243	279
Rel. Tel. (Total) Rel. Tel. (Urban)	%		87.1	100
	Count	12.9		100
tel. Tel. (Rural)	%	1	105	
rtel (Rural) SNL (Total) SNL (Urban) SNL (Rural) ea (Total) ea (Urban) ea (Rural) el. Tel. (Total) el. Tel. (Urban) el. Tel. (Rural) TSL (Total) TSL (Total) TSL (Rural) odafone (total) odafone (urban)	Count	0.9	99.1	100
TSL (Total)	%	71	313	384
		18.5	81.5	100
TSL (Urban)	Count %	67	233	300
		22.3	77.7	100
cel (Total) cel (Urban) cel (Rural) tel (Total) tel (Urban) tel (Rural) iNL (Total) iNL (Total) iNL (Rural) ca (Total) ca (Total) ca (Urban) ca (Rural) ca	Count	4	80	84
	%	4.8	95.2	100
odafone (total)	Count	14	373	387
	%	3.6	96.4	100
odafone (urban)	Count	14	262	276
, ,	%	5.1	94.9	100
odafone (rural)	Count	0	111	111
	%	0.0	100	100
Overall	Count	333	2751	3084
	%	10.8	89.2	100
)verall (Urban)	Count	328	1902	2230
rioran (orban)	%	14.7	85.3	100
Werall (Pural)	Count	5	849	854
overall (Itulal)	%	0.6	99.4	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	50	0	50	12	0	62
Aircel (Total)	%	80.6	0.0	80.6	19.4	0.0	100
	Count	50	0	50	12	0	62
Aircel (Urban)	%	80.6	0.0	80.6	19.4	0.0	100
	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	17	0	17	6	0	23
Airtel (Total)	%	73.9	0.0	73.9	26.1	0.0	100
	Count	17	0	17	6	0	23
Airtel (Urban)	%	73.9	0.0	73.9	26.1	0.0	100
	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	84	0	84	21	1	106
BSNL (Total)	%	79.2	0.0	79.2	19.8	0.9	100
DOM: (111)	Count	84	0	84	21	1	106
BSNL (Urban)	%	79.2	0.0	79.2	19.8	0.9	100
	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	17	2	15	3	0	20
Idea (Total)	%	85.0	10.0	75.0	15.0	0.0	100
	Count	17	2	15	3	0	20
Idea (Urban)	%	85.0	10.0	75.0	15.0	0.0	100
	Count	0	0	0	0	0	0
Idea (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	31	0	31	5	1	37
Rel. Tel. (Total)	%	83.8	0.0	83.8	13.5	2.7	100
	Count	30	0	30	5	1	36
Rel. Tel. (Urban)	%	83.3	0.0	83.3	13.9	2.8	100
	Count	1	0	1	0	0	1
Rel. Tel. (Rural)	%	100	0.0	100	0.0	0.0	100
	Count	60	2	58	11	0	71
TTSL (Total)	%	84.5	2.8	81.7	15.5	0.0	100
	Count	57	2	55	10	0	67
TTSL (Urban)	%	85.1	3	82.1	14.9	0.0	100
	Count	3	0	3	1	0.0	4
TTSL (Rural)	%	75	0.0	75	25	0.0	100
	Count	8	0.0	8	6	0.0	14
Vodafone (total)	%	57.1	0.0	57.1	42.9	0.0	100
	Count	8	0.0	8	6	0	14
Vodafone (urban)	%	57.1	0.0	57.1	42.9	0.0	100
	Count	0	0.0	0	0	0.0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	267	4	263	64	2	333
Overall	%	80.2	1.2	79.0	19.2	0.6	100
	Count	263	4	259	63	2	328
Overall (Urban)	%	80.2	1.2	79.0	19.2	0.6	100
	Count	4	0	4	1	0.0	5
Overall (Rural)	%	80.0	0.0	80.0	20.0	0.0	100





12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
A: (T-(-1)	Count	45	0	45	17	0	62
Aircel (Total)	%	72.6	0.0	72.6	27.4	0.0	100
	Count	45	0	45	17	0	62
Aircel (Urban)	%	72.6	0.0	72.6	27.4	0.0	100
	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
A:-(-1/T-(-1)	Count	19	0	19	4	0	23
Airtel (Total)	%	82.6	0.0	82.6	17.4	0.0	100
A ! = (- - /	Count	19	0	19	4	0	23
Airtel (Urban)	%	82.6	0.0	82.6	17.4	0.0	100
Alatal (Daniel)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
DCNII (Tetal)	Count	80	1	79	26	0	106
BSNL (Total)	%	75.4	0.9	74.5	24.5	0.0	100
DONIL (Lists and)	Count	80	1	79	26	0	106
BSNL (Urban)	%	75.4	0.9	74.5	24.5	0.0	100
DONII (DI)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
` ′ %	Count	16	1	15	4	0	20
	%	80.0	5.0	75.0	20.0	0.0	100
	Count	16	1	15	4	0	20
Idea (Urban)	%	80.0	5.0	75.0	20.0	0.0	100
Idea (Durel)	Count	0	0	0	0	0	0
Idea (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	31	0	31	5	1	37
Nei. Tei. (Totai)	%	83.8	0.0	83.8	13.5	2.7	100
Rel. Tel. (Urban)	Count	30	0	30	5	1	36
Nei. Tei. (Olbail)	%	83.3	0.0	83.3	13.9	2.8	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
Nei. Tei. (Nuiai)	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	53	2	51	18	0	71
TTOL (Total)	%	74.6	2.8	71.8	25.4	0.0	100
TTSL (Urban)	Count	50	2	48	17	0	67
TTOE (OIDAII)	%	74.6	3	71.6	25.4	0.0	100
TTSL (Rural)	Count	3	0	3	1	0	4
TTOE (Italia)	%	75	0.0	75	25	0.0	100
Vodafone (total)	Count	12	0	12	2	0	14
vodarono (total)	%	85.7	0.0	85.7	14.3	0.0	100
Vodafone (urban)	Count	12	0	12	2	0	14
. 344.5.13 (415411)	%	85.7	0.0	85.7	14.3	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
. 300.5.13 (10101)	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	256	4	252	76	1	333
	%	76.9	1.2	75.7	22.8	0.3	100
Overall (Urban)	Count	252	4	248	75	1	328
(5.55.)	%	76.8	1.2	75.6	22.9	0.3	100
Overall (Rural)	Count	4	0	4	1	0	5
Overall (Ivalai)	%	80.0	0.0	80.0	20.0	0.0	100





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

Aircel (Total) Aircel (Urban) Aircel (Rural) Aircel		•										
Aircel (Total) % 87.1 0.0 87.1 12.9 0.0 100			satisfied=		B-Satisfied	C-Dissatisfied		Total				
Aircel (Urban) Aircel (Rural) Count S4 B7.1 Count S4 B7.1 Count S6 Count S6 Count S6 Count S6 Count S6 B2.6 Count S6 B2.6 Count S6 B2.6 Count B9 Count	Aircal (Total)	Count	54	0	54	8	0	62				
Aircel (Urban) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Count Aircel (Count Aircel (Urban) Aircel (Urban) Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Aircel (Rural	Alicei (Total)	%	87.1	0.0	87.1	12.9	0.0	100				
Aircel (Rural) Aircel (Urban) Aircel (Rural) Aircel	A:	Count	54	0	54	8	0	62				
Aircel (Rural) Aircel (Rural) Aircel (Total) Aircel (Total) Aircel (Total) Aircel (Total) Aircel (Urban) Aircel (Rural) Aircel (Urban) Aircel (Rural) Count 19 0 82.6 0.0 82.6 13 4.3 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Aircei (Urban)	%	87.1	0.0	87.1	12.9	0.0	100				
Airtel (Total) Airtel (Urban) Airtel	A' I (D I)	Count	0	0	0	0	0	0				
Airtel (Iotal) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Count Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Count Airtel (Rural) Airtel (Rural) Airtel (Rural) Airtel (Rural) Count Airtel (Rural)	Aircei (Rurai)	%	0.0	0.0	0.0	0.0	0.0	0				
Airtel (Urban) Airtel (Urban) Airtel (Rural) Airtel	Λ:	Count	19	0	19	3	1	23				
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Total) Count 78 0 73.6 0.0 73.6 0.0 73.6 26.4 0.0 100 BSNL (Urban) BSNL (Rural) Count 0 0 0 0 0 0 0 0 0 0 0 0 0	Airtei (Totai)	%	82.6	0.0	82.6	13	4.3	100				
Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Airtel	A but a L (L bulg a sa)	Count	19	0	19	3	1	23				
Airtel (Rural) Count 0	Airtei (Urban)	%	82.6	0.0	82.6	13	4.3	100				
Source S	A' (1 /D)	Count	0	0				0				
BSNL (Irotal) % 73.6 0.0 73.6 26.4 0.0 100 BSNL (Urban) Count 78 0 78 28 0 106 % 73.6 0.0 73.6 26.4 0.0 106 BSNL (Rural) Count 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0				
SSNL (Total) % 73.6 0.0 73.6 26.4 0.0 100	DOM: (T : 1)	Count	78	0	78	28	0	106				
BSNL (Urban)	BSNL (Total)											
BSNL (Urban) % 73.6 0.0 73.6 26.4 0.0 100 BSNL (Rural) Count 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 20 20 100 100 100 100 100 100 100 100 100 100 100 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>												
BSNL (Rural) Count O	BSNL (Urban)			_								
SSNL (Rural) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0												
Idea (Total) Count 18	DCNII (Durol)		_	_	_		_					
Count Coun								_				
Idea (Urban)	Idoa (Lotal)											
Count Coun												
Count Coun	Idea (Urban)											
Count Coun												
Rel. Tel. (Total) Count % 29 0 29 7 1 37 Rel. Tel. (Urban) Count 28 0 28 7 1 36 Rel. Tel. (Rural) Count 1 0 1 0 0 1 Rel. Tel. (Rural) Count 1 0 1 0 0 0 100 TTSL (Total) Count 59 2 57 12 0 71 TTSL (Urban) 6 83.1 2.8 80.3 16.9 0.0 100 TTSL (Urban) Count 56 2 54 11 0 67 TTSL (Rural) 6 83.6 3 80.6 16.4 0.0 100 TTSL (Rural) 75 0.0 75 25 0.0 100 Vodafone (total) Count 11 0 11 3 0 14 Vodafone (urban) 78.6 0.0 78.6 21.4 0.0 100 Vodafone (rur	Idea (Rural)		1		· -							
Rel. Tel. (Irbial) % 78.4 0.0 78.4 18.9 2.7 100 Rel. Tel. (Urban) Count 28 0 28 7 1 36 Rel. Tel. (Rural) Count 1 0 1 0 0 1 Rel. Tel. (Rural) Count 1 0 1 0 0 1 TTSL (Total) Count 59 2 57 12 0 71 TTSL (Urban) Count 56 2 54 11 0 67 TTSL (Rural) Count 3 0 3 1 0 4 Vodafone (total) Count 11 0 11 3 0 14 Vodafone (urban) Count 11 0 11 3 0 14 Vodafone (urban) Count 11 0 11 3 0 14 Vodafone (urban) Count 0 0 0 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>												
Rel. Tel. (Urban) Count % 28 0 28 7 1 36 Rel. Tel. (Rural) Count 1 0 1 0 0 1 Rel. Tel. (Rural) Count 1 0 1 0 0 0 1 TTSL (Total) Count 59 2 57 12 0 71 TTSL (Urban) Count 56 2 54 11 0 67 TTSL (Rural) Count 3 0 3 16.9 0.0 100 TTSL (Rural) Count 3 0 3 16.4 0.0 100 TTSL (Rural) Count 3 0 3 1 0 4 Vodafone (total) Count 11 0 11 3 0 14 Vodafone (urban) Count 11 0 11 3 0 14 Vodafone (rural) Count 0 0 0 0 0 0 0 Overall Count 268 <	Rel. Tel. (Total)											
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Rel. Tel. (Rural) Count 1 0 1 0 0 1 TTSL (Total) Count 59 2 57 12 0 71 TTSL (Urban) Count 56 2 54 11 0 67 TTSL (Rural) Count 3 0 3 1 0 4 Vodafone (total) Count 11 0 11 3 0 14 Vodafone (urban) Count 11 0 11 3 0 14 Vodafone (rural) Count 11 0 11 3 0 14 Vodafone (rural) Count 0 0 0 0 0 0 0 Vodafone (rural) Count 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0<	Rel. Tel. (Urban)											
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TTSL (Orban) % 83.6 3 80.6 16.4 0.0 100												
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Vodafone (total) Count % 11 0 11 3 0 14 Vodafone (urban) % 78.6 0.0 78.6 21.4 0.0 100 Vodafone (urban) Count 11 0 11 3 0 14 % 78.6 0.0 78.6 21.4 0.0 100 Vodafone (rural) Count 0 0 0 0 0 0 Overall Count 268 4 264 63 2 333	TTSL (Rural)											
Vodafone (total) % 78.6 0.0 78.6 21.4 0.0 100 Vodafone (urban) Count 11 0 11 3 0 14 % 78.6 0.0 78.6 21.4 0.0 100 Vodafone (rural) Count 0 0 0 0 0 0 Westall Count 268 4 264 63 2 333												
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Vocatione (fural) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0												
Overall Count 268 4 264 63 2 333	Vodafone (rural)		_		_		_	_				
								_				
170 DUJ LZ 79.5 D.9 H.5 THE	Overall	%	80.5	1.2	79.3	18.9	0.6	100				
Count 264 4 260 62 2 228								328				
	Overall (Urban)							100				
Count 4 0 4 0 E												
()VAPAII (RIIFAI)	Overall (Rural)							100				





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	57	0	57	5	0	62
Aircel (Total)	%	91.9	0.0	91.9	8.1	0.0	100
Alma al (Llab a a)	Count	57	0	57	5	0	62
Aircel (Urban)	%	91.9	0.0	91.9	8.1	0.0	100
A'	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Airtal (Tatal)	Count	17	0	17	4	2	23
Airtel (Total)	%	73.9	0.0	73.9	17.4	8.7	100
Airtel (Urban)	Count	17	0	17	4	2	23
Airtei (Orban)	%	73.9	0.0	73.9	17.4	8.7	100
Aintal (Dunal)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
DCNII /Total)	Count	98	0	98	8	0	106
BSNL (Total)	%	92.5	0.0	92.5	7.5	0.0	100
DCNII /Lirbon	Count	98	0	98	8	0	106
BSNL (Urban)	%	92.5	0.0	92.5	7.5	0.0	100
DCNII (D)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Idaa (Tatal)	Count	17	2	15	3	0	20
Idea (Total)	%	85.0	10.0	75.0	15.0	0.0	100
I al a a (I I al a a a)	Count	17	2	15	3	0	20
Idea (Urban)	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Durel)	Count	0	0	0	0	0	0
Idea (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Dal Tal (Tatal)	Count	28	0	28	8	1	37
Rel. Tel. (Total)	%	75.7	0.0	75.7	21.6	2.7	100
Dal Tal (Umban)	Count	28	0	28	7	1	36
Rel. Tel. (Urban)	%	77.8	0.0	77.8	19.4	2.8	100
Dal Tal (Dural)	Count	0	0	0	1	0	1
Rel. Tel. (Rural)	%	0	0.0	0.0	100	0.0	100
TTCL (Tatal)	Count	64	1	63	7	0	71
TTSL (Total)	%	90.1	1.4	88.7	9.9	0.0	100
TTCI (Lirban)	Count	62	1	61	5	0	67
TTSL (Urban)	%	92.5	1.5	91	7.5	0.0	100
TTCL (Dunel)	Count	2	0	2	2	0	4
TTSL (Rural)	%	50	0.0	50	50	0.0	100
\/odofone /+-+-!\	Count	12	0	12	2	0	14
Vodafone (total)	%	85.7	0.0	85.7	14.3	0.0	100
\/adafana (\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Count	12	0	12	2	0	14
Vodafone (urban)	%	85.7	0.0	85.7	14.3	0.0	100
\/odofone /=:==1\	Count	0	0	0	0	0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	293	3	290	37	3	333
Overall	%	88.0	0.9	87.1	11.1	0.9	100
Overall (Urber)	Count	291	3	288	34	3	328
Overall (Urban)	%	88.7	0.9	87.8	10.4	0.9	100
Overall (Rural)	Count	2	0	2	3	0	5
Overall (Kulal)	%	40.0	0.0	40.0	60.0	0.0	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
A: (T-(-1)	Count	55	0	55	7	0	62
Aircel (Total)	%	88.7	0.0	88.7	11.3	0.0	100
	Count	55	0	55	7	0	62
Aircel (Urban)	%	88.7	0.0	88.7	11.3	0.0	100
A: 1/D I)	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Airtal (Tatal)	Count	17	0	17	4	2	23
Airtel (Total)	%	73.9	0.0	73.9	17.4	8.7	100
Airtel (Urban)	Count	17	0	17	4	2	23
Airtei (Olbaii)	%	73.9	0.0	73.9	17.4	8.7	100
Airtel (Rural)	Count	0	0	0	0	0	0
Airtei (Italai)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	82	0	82	24	0	106
DO. NE (TOTAL)	%	77.4	0.0	77.4	22.6	0.0	100
BSNL (Urban)	Count	82	0	82	24	0	106
DOI VE (OIDAII)	%	77.4	0.0	77.4	22.6	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
20.12 (.10.0.)	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	17	2	15	3	0	20
	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Urban)	Count	17	2	15	3	0	20
, , ,	%	85.0	10.0	75.0	15.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count %	27	1	26	9	1	37
. ,	% Count	73.0	2.7	70.3	24.3	2.7	100
Rel. Tel. (Urban)	%	75.0	1	26 72.2	8	1	36
	Count	75.0	2.8	0	22.2	2.8 0	100
Rel. Tel. (Rural)	%	0.0	0.0	0.0	100	0.0	100
	Count	60	1	59	11	0.0	71
TTSL (Total)	%	84.5	1.4	83.1	15.5	0.0	100
	Count	59	1.4	58	8	0.0	67
TTSL (Urban)	%	88.1	1.5	86.6	11.9	0.0	100
	Count	1	0	1	3	0	4
TTSL (Rural)	%	25.0	0.0	25	75	0.0	100
	Count	12	0	12	2	0	14
Vodafone (total)	%	85.7	0.0	85.7	14.3	0.0	100
	Count	12	0	12	2	0	14
Vodafone (urban)	%	85.7	0.0	85.7	14.3	0.0	100
	Count	0	0	0	0	0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0	0
Overell (Tatal)	Count	270	4	266	60	3	333
Overall (Total)	%	81.1	1.2	79.9	18	0.9	100
Overall (Links)	Count	269	4	265	56	3	328
Overall (Urban)	%	82	1.2	80.8	17.1	0.9	100
Overell (Burnell)	Count	1	0	1	4	0	5
Overall (Rural)	%	20.0	0.0	20.0	80.0	0.0	100



NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

Service Providers		Overall satisfied=	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
TTOVIGETS	Count	(A+B)					
Aircel (Total)	Count	369	6	363	16	0	385
	%	95.9	1.6	94.3	4.2	0.0	100
Aircel (Urban)	Count	261	4	257	16	0	277
7 tiloci (Olbali)	%	94.2	1.4	92.8	5.8	0.0	100
Aircel (Rural)	Count	108	2	106	0	0	108
7 iii ooi (i tarai)	%	100	1.9	98.1	0.0	0.0	100
Airtel (Total)	Count	375	48	327	9	0	384
7 (%	97.7	12.5	85.2	2.3	0.0	100
Airtel (Urban)	Count	266	41	225	8	0	274
7 linton (Gribari)	%	97.1	15	82.1	2.9	0.0	100
Airtel (Rural)	Count	109	7	102	1	0	110
7 lintor (i tarai)	%	99.1	6.4	92.7	0.9	0.0	100
BSNL (Total)	Count	711	27	684	54	3	768
_ 3 _ (. 3.ca)	%	92.6	3.5	89.1	7	0.4	100
BSNL (Urban)	Count	484	15	469	54	3	541
BOTTE (OTBarr)	%	89.5	2.8	86.7	10	0.6	100
BSNL (Rural)	Count	227	12	215	0	0	227
DOTTE (Trainar)	%	100	5.3	94.7	0.0	0.0	100
Idea (Total)	Count	381	29	352	10	0	391
rada (Total)	%	97.4	7.4	90	2.6	0.0	100
Idea (Urban)	Count	274	27	247	9	0	283
rada (Orbari)	%	96.8	9.5	87.3	3.2	0.0	100
Idea (Rural)	Count	107	2	105	1	0	108
idea (italai)	%	99.1	1.9	97.2	0.9	0.0	100
Rel. Tel. (Total)	Count	356	20	336	25	4	385
Tton Ton (Total)	%	92.5	5.2	87.3	6.5	1	100
Rel. Tel. (Urban)	Count	250	16	234	25	4	279
Ttol. Tol. (Olban)	%	89.6	5.7	83.9	9	1.4	100
Rel. Tel. (Rural)	Count	106	4	102	0	0	106
rton ron (rtaran)	%	100	3.8	96.2	0.0	0.0	100
TTSL (Total)	Count	374	19	355	10	0	384
1102 (10101)	%	97.3	4.9	92.4	2.6	0.0	100
TTSL (Urban)	Count	291	10	281	9	0	300
(0.24)	%	97	3.3	93.7	3	0.0	100
TTSL (Rural)	Count	83	9	74	1	0	84
(%	98.8	10.7	88.1	1.2	0.0	100
Vodafone (total)	Count	373	27	346	14	0	387
3 === 113 (1010.)	%	96.4	7	89.4	3.6	0.0	100
Vodafone (urban)	Count	262	27	235	14	0	276
(4.24.1)	%	94.9	9.8	85.1	5.1	0.0	100
Vodafone (rural)	Count	111	0	111	0	0	111
	%	100	0.0	100	0.0	0.0	100
Overall	Count	2939	176	2763	138	7	3084
	%	95.3	5.7	89.6	4.5	0.2	100
Overall (Urban)	Count	2088	140	1948	135	7	2230
(%	93.7	6.3	87.4	6.1	0.3	100
Overall (Rural)	Count	851	36	815	3	0	854
	%	99.6	4.2	95.4	0.4	0.0	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	373	24	349	12	0	385
Aircel (Total)	%	96.8	6.2	90.6	3.1	0.0	100
A: 1/111)	Count	265	22	243	12	0	277
Aircel (Urban)	%	95.6	7.9	87.7	4.3	0.0	100
Aireal (Dural)	Count	108	2	106	0	0	108
Aircel (Rural)	%	100	1.9	98.1	0.0	0.0	100
Airtal (Total)	Count	378	50	328	6	0	384
Airtel (Total)	%	98.4	13	85.4	1.6	0.0	100
Airtel (Urban)	Count	268	43	225	6	0	274
Airtei (Orban)	%	97.8	15.7	82.1	2.2	0.0	100
Airtal (Dural)	Count	110	7	103	0	0	110
Airtel (Rural)	%	100	6.4	93.6	0.0	0.0	100
PSNI (Total)	Count	730	44	686	37	1	768
BSNL (Total)	%	95	5.7	89.3	4.8	0.1	100
DCNII /Link a.m.)	Count	503	32	471	37	1	541
BSNL (Urban)	%	93	5.9	87.1	6.8	0.2	100
DCNI (D)	Count	227	12	215	0	0	227
BSNL (Rural)	%	100	5.3	94.7	0.0	0.0	100
Idea (Tatal)	Count	382	35	347	9	0	391
Idea (Total)	%	97.7	9	88.7	2.3	0.0	100
Idea (I Ideas)	Count	274	33	241	9	0	283
Idea (Urban)	%	96.9	11.7	85.2	3.2	0.0	100
Idea (Dural)	Count	108	2	106	0	0	108
Idea (Rural)	%	100	1.9	98.1	0.0	0.0	100
Dal Tal (Tatal)	Count	359	22	337	22	4	385
Rel. Tel. (Total)	%	93.2	5.7	87.5	5.7	1	100
Dol Tol (Urban)	Count	253	17	236	22	4	279
Rel. Tel. (Urban)	%	90.7	6.1	84.6	7.9	1.4	100
Dal Tal (Dural)	Count	106	5	101	0	0	106
Rel. Tel. (Rural)	%	100	4.7	95.3	0.0	0.0	100
TTCL /Total)	Count	368	38	330	16	0	384
TTSL (Total)	%	95.8	9.9	85.9	4.2	0.0	100
TTCL (Lishon)	Count	284	29	255	16	0	300
TTSL (Urban)	%	94.7	9.7	85	5.3	0.0	100
TTCL (Dural)	Count	84	9	75	0	0	84
TTSL (Rural)	%	100	10.7	89.3	0.0	0.0	100
\/adafana (tatal)	Count	373	30	343	14	0	387
Vodafone (total)	%	96.4	7.8	88.6	3.6	0.0	100
\/adafana (:::has)	Count	262	30	232	14	0	276
Vodafone (urban)	%	95	10.9	84.1	5.1	0.0	100
\/adafana (rural\	Count	111	0	111	0	0	111
Vodafone (rural)	%	100	0.0	100	0.0	0.0	100
Overall	Count	2963	243	2720	116	5	3084
Overall	%	96.1	7.9	88.2	3.8	0.2	100
Overall (Urban)	Count	2109	206	1903	116	5	2230
Overall (Urban)	%	94.5	9.2	85.3	5.2	0.2	100
Overall (Bure!)	Count	854	37	817	0	0	854
Overall (Rural)	%	100	4.3	95.7	0.0	0.0	100





18. How often does your call drop during conversation?

Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aireal (Total)	Count	0	11	349	25	385
Aircel (Total)	%	0.0	2.9	90.6	6.5	100
A: 1/111 \	Count	0	11	243	23	277
Aircel (Urban)	%	0.0	4	87.7	8.3	100
	Count	0	0	106	2	108
Aircel (Rural)	%	0.0	0.0	98.1	1.9	100
	Count	0	5	264	115	384
Airtel (Total)	%	0.0	1.3	68.8	29.9	100
A: (1 /111)	Count	0	5	161	108	274
Airtel (Urban)	%	0.0	1.8	58.8	39.4	100
	Count	0	0	103	7	110
Airtel (Rural)	%	0.0	0.0	93.6	6.4	100
DOM: (T : 1)	Count	1	42	681	44	768
BSNL (Total)	%	0.1	5.5	88.7	5.7	100
DOM: (11:)	Count	1	42	466	32	541
BSNL (Urban)	%	0.2	7.8	86.1	5.9	100
	Count	0	0	215	12	227
BSNL (Rural)	%	0.0	0.0	94.7	5.3	100
	Count	0	5	272	114	391
Idea (Total)	%	0.0	1.3	69.6	29.2	100
Idea (Urban)	Count	0	5	166	112	283
	%	0.0	1.8	58.7	39.6	100
	Count	0	0	106	2	108
Idea (Rural)	%	0.0	0.0	98.1	1.9	100
	Count	4	20	300	61	385
Rel. Tel. (Total)	%	1	5.2	77.9	15.8	100
	Count	4	20	199	56	279
Rel. Tel. (Urban)	%	1.4	7.2	71.3	20.1	100
	Count	0	0	101	5	106
Rel. Tel. (Rural)	%	0.0	0.0	95.3	4.7	100
	Count	0	4	346	34	384
TTSL (Total)	%	0.0	1	90.1	8.9	100
	Count	0	4	270	26	300
TTSL (Urban)	%	0.0	1.3	90	8.7	100
	Count	0	0	76	8	84
TTSL (Rural)	%	0.0	0.0	90.5	9.5	100
	Count	1	19	277	90	387
Vodafone (total)	%	0.3	4.9	71.6	23.3	100
	Count	1	19	166	90	276
Vodafone (urban)	%	0.4	6.9	60.1	32.6	100
	Count	0	0	111	0	111
Vodafone (rural)	%	0.0	0.0	100	0.0	100
	Count	6	106	2489	483	3084
Overall	%	0.2	3.4	80.7	15.7	100
	Count	6	106	1671	447	2230
Overall (Urban)	%	0.3	4.8	74.9	20	100
	Count	0	0	818	36	854
Overall (Rural)	%	0.0	0.0	95.8	4.2	100





19. How satisfied are you with the voice quality?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	369	5	364	16	0	385
Alicei (Total)	%	95.8	1.3	94.5	4.2	0.0	100
Almost (Llabous)	Count	261	3	258	16	0	277
Aircel (Urban)	%	94.2	1.1	93.1	5.8	0.0	100
A : 1 (D 1)	Count	108	2	106	0	0	108
Aircel (Rural)	%	100	1.9	98.1	0.0	0.0	100
Λ:	Count	379	114	265	5	0	384
Airtel (Total)	%	98.7	29.7	69	1.3	0.0	100
A:utal /I lubaua\	Count	269	107	162	5	0	274
Airtel (Urban)	%	98.2	39.1	59.1	1.8	0.0	100
A lat a L (Dama I)	Count	110	7	103	0	0	110
Airtel (Rural)	%	100	6.4	93.6	0.0	0.0	100
DCNI /Tetal\	Count	718	28	690	50	0	768
BSNL (Total)	%	93.4	3.6	89.8	6.5	0.0	100
DCNII (Listana)	Count	491	16	475	50	0	541
BSNL (Urban)	%	90.8	3	87.8	9.2	0.0	100
DONIL (Daniel)	Count	227	12	215	0	0	227
BSNL (Rural)	%	100	5.3	94.7	0.0	0.0	100
1-1 (T-(-1)	Count	386	113	273	5	0	391
Idea (Total)	%	98.7	28.9	69.8	1.3	0.0	100
Labora (I balonia)	Count	278	111	167	5	0	283
Idea (Urban)	%	98.2	39.2	59	1.8	0.0	100
Later (Decorat)	Count	108	2	106	0	0	108
Idea (Rural)	%	100	1.9	98.1	0.0	0.0	100
Del Tel (Tetel)	Count	361	58	303	24	0	385
Rel. Tel. (Total)	%	93.8	15.1	78.7	6.2	0.0	100
Dal Tal (Umban)	Count	255	53	202	24	0	279
Rel. Tel. (Urban)	%	91.4	19	72.4	8.6	0.0	100
Dol Tol (Durol)	Count	106	5	101	0	0	106
Rel. Tel. (Rural)	%	100	4.7	95.3	0.0	0.0	100
TTCL /Total)	Count	378	17	361	6	0	384
TTSL (Total)	%	98.4	4.4	94	1.6	0.0	100
TTSL (Urban)	Count	294	9	285	6	0	300
I I OL (UIDAII)	%	98	3	95	2	0.0	100
TTSL (Rural)	Count	84	8	76	0	0	84
TIOL (Ruidi)	%	100	9.5	90.5	0.0	0.0	100
Vodafone (total)	Count	367	87	280	20	0	387
vouaione (total)	%	94.9	22.5	72.4	5.2	0.0	100
Vodafone (urban)	Count	256	87	169	20	0	276
vodalone (diban)	%	92.7	31.5	61.2	7.2	0.0	100
Vodafone (rural)	Count	111	0	111	0	0	111
vouaione (rurai)	%	100	0.0	100	0.0	0.0	100
Overall	Count	2958	422	2536	126	0	3084
O Verail	%	95.9	13.7	82.2	4.1	0.0	100
Overall (Urban)	Count	2104	386	1718	126	0	2230
O vorum (Orban)	%	94.3	17.3	77	5.7	0.0	100
Overall (Rural)	Count	854	36	818	0	0	854
C Torum (Maran)	%	100	4.2	95.8	0.0	0.0	100





20. How often do you face signal problems?

Service		Very Frequently	Frequently	Occasionally	Never	Total
Providers						
Aircel (Total)	Count	0	32	329	24	385
	%	0.0	8.3	85.5	6.2	100
Aircel (Urban)	Count	0	32	223	22	277
7 til oci (Olbari)	%	0.0	11.6	80.5	7.9	100
Aircel (Rural)	Count	0	0	106	2	108
7 (iloci (i talai)	%	0.0	0.0	98.1	1.9	100
Airtel (Total)	Count	0	7	260	117	384
7 lintor (1 otal)	%	0.0	1.8	67.7	30.5	100
Airtel (Urban)	Count	0	7	157	110	274
Aliter (Orbari)	%	0.0	2.6	57.3	40.1	100
Airtel (Rural)	Count	0	0	103	7	110
Airtei (Itulai)	%	0.0	0.0	93.6	6.4	100
BSNL (Total)	Count	0	61	637	70	768
DOINE (Total)	%	0.0	7.9	82.9	9.1	100
BSNL (Urban)	Count	0	61	422	58	541
DOINE (UIDAII)	%	0.0	11.3	78	10.7	100
DCNI (Dural)	Count	0	0	215	12	227
BSNL (Rural)	%	0.0	0.0	94.7	5.3	100
Idea (Tatal)	Count	0	4	272	115	391
Idea (Total)	%	0.0	1	69.6	29.4	100
Idea (Urban)	Count	0	4	166	113	283
	%	0.0	1.4	58.7	39.9	100
(5. 1)	Count	0	0	106	2	108
Idea (Rural)	%	0.0	0.0	98.1	1.9	100
D T /T	Count	4	15	289	77	385
Rel. Tel. (Total)	%	1	3.9	75.1	20	100
5.7. ()	Count	4	15	188	72	279
Rel. Tel. (Urban)	%	1.4	5.4	67.4	25.8	100
D . T . (D .)	Count	0	0	101	5	106
Rel. Tel. (Rural)	%	0.0	0.0	95.3	4.7	100
	Count	0	27	335	22	384
TTSL (Total)	%	0.0	7	87.2	5.7	100
	Count	0	27	260	13	300
TTSL (Urban)	%	0.0	9	86.7	4.3	100
	Count	0	0	75	9	84
TTSL (Rural)	%	0.0	0.0	89.3	10.7	100
	Count	0	7	292	88	387
Vodafone (total)	%	0.0	1.8	75.5	22.7	100
	Count	0	7	181	88	276
Vodafone (urban)	%	0.0	2.5	65.6	31.9	100
	Count	0.0	0	111	0	111
Vodafone (rural)	%	0.0	0.0	100	0.0	100
	Count	4	153	2414	513	3084
Overall	%	0.1	5	78.3	16.6	100
	Count	4	153	1597	476	2230
Overall (Urban)	%	0.2	6.9	71.6	21.3	100
	Count	0.2	0.9	817	37	854
Overall (Rural)	%	0.0	0.0	95.7	4.3	100





21. How satisfied are you with the availability of signal in your area?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	353	12	341	31	1	385
Alloei (Total)	%	91.7	3.1	88.6	8.1	0.3	100
Aireal (Lirban)	Count	245	10	235	31	1	277
Aircel (Urban)	%	88.4	3.6	84.8	11.2	0.4	100
Aineal (Dunal)	Count	108	2	106	0	0	108
Aircel (Rural)	%	100	1.9	98.1	0.0	0.0	100
Airtal (Tatal)	Count	376	47	329	8	0	384
Airtel (Total)	%	97.9	12.2	85.7	2.1	0.0	100
Aintal (Linhan)	Count	266	40	226	8	0	274
Airtel (Urban)	%	97.1	14.6	82.5	2.9	0.0	100
Aintal (Dunal)	Count	110	7	103	0	0	110
Airtel (Rural)	%	100	6.4	93.6	0.0	0.0	100
DCNII /Tatal)	Count	715	35	680	53	0	768
BSNL (Total)	%	93.1	4.6	88.5	6.9	0.0	100
DCNII (Lish ass)	Count	488	23	465	53	0	541
BSNL (Urban)	%	90.3	4.3	86	9.8	0.0	100
DONIL (Dame)	Count	227	12	215	0	0	227
BSNL (Rural)	%	100	5.3	94.7	0.0	0.0	100
L-L (T-(-1)	Count	382	29	353	9	0	391
Idea (Total)	%	97.7	7.4	90.3	2.3	0.0	100
1-1 (11-1)	Count	274	27	247	9	0	283
Idea (Urban)	%	96.8	9.5	87.3	3.2	0.0	100
Later (Decoral)	Count	108	2	106	0	0	108
Idea (Rural)	%	100	1.9	98.1	0.0	0.0	100
Del Tel (Tetel)	Count	360	21	339	21	4	385
Rel. Tel. (Total)	%	93.6	5.5	88.1	5.5	1	100
Dal Tal (Umban)	Count	254	16	238	21	4	279
Rel. Tel. (Urban)	%	91	5.7	85.3	7.5	1.4	100
Del Tel (Dunel)	Count	106	5	101	0	0	106
Rel. Tel. (Rural)	%	100	4.7	95.3	0.0	0.0	100
TTCL /Tatal\	Count	353	32	321	31	0	384
TTSL (Total)	%	91.9	8.3	83.6	8.1	0.0	100
TTCL (Link a.m.)	Count	269	23	246	31	0	300
TTSL (Urban)	%	89.7	7.7	82	10.3	0.0	100
TTCL (D. mal)	Count	84	9	75	0	0	84
TTSL (Rural)	%	100	10.7	89.3	0.0	0.0	100
\/adafana /t-t-1\	Count	375	26	349	12	0	387
Vodafone (total)	%	96.9	6.7	90.2	3.1	0.0	100
\/adafana (\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Count	265	26	239	11	0	276
Vodafone (urban)	%	96	9.4	86.6	4	0.0	100
\/adafana (=:=al\	Count	110	0	110	1	0	111
Vodafone (rural)	%	99.1	0.0	99.1	0.9	0.0	100
Overall	Count	2914	202	2712	165	5	3084
Overall	%	94.4	6.5	87.9	5.4	0.2	100
Overall (Urban)	Count	2061	165	1896	164	5	2230
Overall (Orban)	%	92.4	7.4	85	7.4	0.2	100
Overall (Rural)	Count	853	37	816	1	0	854
Overall (Kural)	%	99.9	4.3	95.6	0.1	0.0	100





22. How satisfied are you with the restoration of network (signal) problems?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	360	11	349	24	1	385
Aircel (Total)	%	93.5	2.9	90.6	6.2	0.3	100
	Count	252	9	243	24	1	277
Aircel (Urban)	%	90.9	3.2	87.7	8.7	0.4	100
A: 1/D I)	Count	108	2	106	0	0	108
Aircel (Rural)	%	100	1.9	98.1	0.0	0.0	100
A:-(-1 /T-(-1)	Count	372	48	324	12	0	384
Airtel (Total)	%	96.9	12.5	84.4	3.1	0.0	100
Λ: ut a.l. / Lluba a.a.)	Count	262	41	221	12	0	274
Airtel (Urban)	%	95.7	15	80.7	4.4	0.0	100
Airtal (Daniel)	Count	110	7	103	0	0	110
Airtel (Rural)	%	100	6.4	93.6	0.0	0.0	100
DCNII /Tatal)	Count	714	40	674	54	0	768
BSNL (Total)	%	93	5.2	87.8	7	0.0	100
DCNII /Link a.m.\	Count	488	28	460	53	0	541
BSNL (Urban)	%	90.2	5.2	85	9.8	0.0	100
DONII (DI)	Count	226	12	214	1	0	227
BSNL (Rural)	%	99.6	5.3	94.3	0.4	0.0	100
L-1 /T-1-1\	Count	379	29	350	12	0	391
Idea (Total)	%	96.9	7.4	89.5	3.1	0.0	100
Lala a (Llala a sa)	Count	271	27	244	12	0	283
Idea (Urban)	%	95.7	9.5	86.2	4.2	0.0	100
(5 1)	Count	108	2	106	0	0	108
Idea (Rural)	%	100	1.9	98.1	0.0	0.0	100
D-1 T-1 /T-1-1)	Count	357	23	334	24	4	385
Rel. Tel. (Total)	%	92.8	6	86.8	6.2	1	100
Del Tel (Udens)	Count	251	18	233	24	4	279
Rel. Tel. (Urban)	%	90	6.5	83.5	8.6	1.4	100
D 1 T 1 (D 1)	Count	106	5	101	0	0	106
Rel. Tel. (Rural)	%	100	4.7	95.3	0.0	0.0	100
TTOL (T-(-1)	Count	347	36	311	37	0	384
TTSL (Total)	%	90.4	9.4	81	9.6	0.0	100
TTOL (List:)	Count	263	27	236	37	0	300
TTSL (Urban)	%	87.7	9	78.7	12.3	0.0	100
TTCL (Dunel)	Count	84	9	75	0	0	84
TTSL (Rural)	%	100	10.7	89.3	0.0	0.0	100
\/adafana //\\	Count	379	24	355	8	0	387
Vodafone (total)	%	97.9	6.2	91.7	2.1	0.0	100
Vadafana (::::b: \	Count	268	24	244	8	0	276
Vodafone (urban)	%	97.1	8.7	88.4	2.9	0.0	100
\/adafana /m.ms!\	Count	111	0	111	0	0	111
Vodafone (rural)	%	100	0.0	100	0.0	0.0	100
Overell	Count	2908	211	2697	171	5	3084
Overall	%	94.3	6.8	87.5	5.5	0.2	100
Overell (Linkson)	Count	2055	174	1881	170	5	2230
Overall (Urban)	%	92.1	7.8	84.3	7.6	0.2	100
Overell (Burnell)	Count	853	37	816	1	0	854
Overall (Rural)	%	99.9	4.3	95.6	0.1	0.0	100





SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

Service Providers		Yes	No	Total
Aircel (Total)	Count	11	374	385
Alicei (Total)	%	2.9	97.1	100
A'1 (1 1-1)	Count	11	266	277
Aircel (Urban)	%	4	96	100
A: 1/D I)	Count	0	108	108
Aircel (Rural)	%	0.0	100	100
A: . I /T . I)	Count	21	363	384
Airtel (Total)	%	5.5	94.5	100
	Count	21	253	274
Airtel (Urban)	%	7.7	92.3	100
	Count	0	110	110
Airtel (Rural)	%	0.0	100	100
DOL!! (T : !)	Count	23	745	768
BSNL (Total)	%	3	97	100
DOM: (111)	Count	23	518	541
BSNL (Urban)	%	4.3	95.7	100
	Count	0	227	227
BSNL (Rural)	%	0.0	100	100
	Count	17	374	391
Idea (Total)	%	4.3	95.7	100
	Count	17	266	283
Idea (Urban)	%	6	94	100
	Count	0	108	108
Idea (Rural)	%	0.0	100	100
	Count	31	354	385
Rel. Tel. (Total)	%	8.1	91.9	100
	Count	30	249	279
Rel. Tel. (Urban)	%	10.8	89.2	100
	Count	10.0	105	106
Rel. Tel. (Rural)	%	0.9	99.1	100
	Count	10	374	384
TTSL (Total)	%	2.6	97.4	100
	Count		1	
TTSL (Urban)	%	10 3.3	290 96.7	300 100
	Count	 0	84	84
TTSL (Rural)	%		100	
		0.0	376	100 387
Vodafone (total)	Count %	11		
	% Count	2.8 11	97.2 265	100 276
Vodafone (urban)	%			
		<u>4</u> 0	96 111	100
Vodafone (rural)	Count %			111
· ,		0.0	100	100
Overall	Count %	124	2960	3084
		4.0	96.0	100
Overall (Urban)	Count	123	2107	2230
,	%	5.5	94.5	100
Overall (Rural)	Count	1	853	854
,	%	0.1	99.9	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
A: (T-(-1)	Count	8	0	8	3	0	11
Aircel (Total)	%	72.7	0.0	72.7	27.3	0.0	100
	Count	8	0	8	3	0	11
Aircel (Urban)	%	72.7	0.0	72.7	27.3	0.0	100
	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Aintel (Tetal)	Count	11	0	11	10	0	21
Airtel (Total)	%	52.4	0.0	52.4	47.6	0.0	100
Airtal (Lirban)	Count	11	0	11	10	0	21
Airtel (Urban)	%	52.4	0.0	52.4	47.6	0.0	100
Airtal (Bural)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	21	0	21	1	1	23
DOINE (Total)	%	91.3	0.0	91.3	4.3	4.3	100
BSNL (Urban)	Count	21	0	21	1	1	23
DOINE (Olbali)	%	91.3	0.0	91.3	4.3	4.3	100
BSNL (Rural)	Count	0	0	0	0	0	0
DOIVE (ITAIAI)	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	13	1	12	3	1	17
idea (Total)	%	76.5	5.9	70.6	17.6	5.9	100
Idea (Urban)	Count	13	1	12	3	1	17
rada (Grban)		76.5	5.9	70.6	17.6	5.9	100
Idoa (Bural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	11	0	11	14	6	31
	%	35.5	0.0	35.5	45.2	19.4	100
Rel. Tel. (Urban)	Count	10	0	10	14	6	30
	%	33.3	0.0	33.3	46.7	20	100
Rel. Tel. (Rural)	Count %	1	0	1	0	0	1
		100	0.0	100	0.0	0.0	100
TTSL (Total)	Count %	10 100	0.0	10 100	0.0	0.0	10 100
	Count	100	0.0	100	0.0	0.0	100
TTSL (Urban)	%	100	0.0	100	0.0	0.0	100
	Count	0	0.0	0	0.0	0.0	0
TTSL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	5	0.0	5	6	0.0	11
Vodafone (total)	%	45.5	0.0	45.5	54.5	0.0	100
	Count	5	0.0	5	6	0.0	11
Vodafone (urban)	%	45.5	0.0	45.5	54.5	0.0	100
	Count	0	0.0	0	0	0.0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	79	1	78	37	8	124
Overall	%	63.7	0.8	62.9	29.8	6.5	100
	Count	78	1	77	37	8	123
Overall (Urban)	%	63.4	0.8	62.6	30.1	6.5	100
0 11/5 "	Count	1	0	1	0	0	1
Overall (Rural)	%	100.0	0.0	100.0	0.0	0.0	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	9	0	9	1	1	11
Aircel (Total)	%	81.8	0.0	81.8	9.1	9.1	100
A: 1/111 \	Count	9	0	9	1	1	11
Aircel (Urban)	%	81.8	0.0	81.8	9.1	9.1	100
A:I\	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Aintel (Tetal)	Count	11	1	10	10	0	21
Airtel (Total)	%	52.4	4.8	47.6	47.6	0.0	100
Airtel (Urban)	Count	11	1	10	10	0	21
Airtei (Orban)	%	52.4	4.8	47.6	47.6	0.0	100
Airtal (Dural)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	19	0	19	4	0	23
DOINE (TOTAL)	%	82.6	0.0	82.6	17.4	0.0	100
BSNL (Urban)	Count	19	0	19	4	0	23
BSINL (UIDan)	%	82.6	0.0	82.6	17.4	0.0	100
DCNI (Durol)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	13	0	13	3	1	17
idea (Tolai)	%	76.5	0.0	76.5	17.6	5.9	100
Idea (Urban)	Count	13	0	13	3	1	17
idea (Olbail)	%	76.5	0.0	76.5	17.6	5.9	100
Idea (Rural)	Count	0	0	0	0	0	0
idea (italai)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	11	0	11	14	6	31
rtoi. roi. (rotai)	%	35.5	0.0	35.5	45.2	19.4	100
Rel. Tel. (Urban)	Count	10	0	10	14	6	30
rtoi. roi. (Orbari)	%	33.3	0.0	33.3	46.7	20	100
Rel. Tel. (Rural)	Count	1	0	1	0	0	1
rtoi. roi. (rtarai)	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	9	0	9	1	0	10
1102 (10141)	%	90	0.0	90	10	0.0	100
TTSL (Urban)	Count	9	0	9	1	0	10
	%	90	0.0	90	10	0.0	100
TTSL (Rural)	Count	0	0	0	0	0	0
(/	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	7	0	7	4	0	11
	%	63.6	0.0	63.6	36.4	0.0	100
Vodafone (urban)	Count	7	0	7	4	0	11
. ,	%	63.6	0.0	63.6	36.4	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	79	1	78	37	8	124
	%	63.7 78	0.8	62.9 77	29.8 37	6.5 8	100 123
Overall (Urban)	Count %					6.5	
	Count	63.4	0.8	62.6	30.1		100 1
Overall (Rural)	%	100.0	0.0	100.0	0.0	0.0	100
()	70	100.0	0.0	100.0	0.0	0.0	100





25(b). Please tell me the reasons for your dissatisfaction.

Service Providers		Activated without consent	Not informed of charges	Not informed about toll free number for unsubscribing	Others	Total
Aireal (Tatel)	Count	2	0	0	0	2
Aircel (Total)	%	100	0.0	0.0	0.0	100
A ! 1 (1 1-1)	Count	2	0	0	0	2
Aircel (Urban)	%	100	0.0	0.0	0.0	100
Aineal (Dunal)	Count	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0
Airtal (Total)	Count	0	10	0	0	10
Airtel (Total)	%	0.0	100	0.0	0.0	100
Airtal (Lirban)	Count	0	10	0	0	10
Airtel (Urban)	%	0.0	100	0.0	0.0	100
Airtal (Bural)	Count	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0 0.0 0 0.0 4 100 4 100 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0 0.0 0 0 0.0 0 0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0.0	0
BSNL (Total)	Count	0	0	4	0	4
DOINE (TOldi)	%	0.0	0.0	100	0.0	100
BSNL (Urban)	Count	0	0		0	4
BOINE (Olball)	%	0.0	0.0	100	0.0	100
BSNL (Rural)	Count	0	0	0	0	0
DOINE (INdial)	%	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	1	3		0	4
idea (Total)	%	25	75	0.0	0.0	100
Idea (Urban)	Count	1	3	0	0	4
idea (Olbaii)	%	25	75	0.0	0.0	100
Idea (Rural)	Count	0	0		0	0
idea (italai)	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Total)	Count	0	20		0	20
rtci. rci. (rotai)	%	0.0	100	0 0.0 0 0.0 0 0 0.0 0 0.0 0	0.0	100
Rel. Tel. (Urban)	Count	0	20	0	0	20
rtci. rci. (Orbari)	%	0.0	100		0.0	100
Rel. Tel. (Rural)	Count	0	0		0	0
Tton Ton (Ttaran)	%	0.0	0.0		0.0	0
TTSL (Total)	Count	0	1		0	1
1102 (10101)	%	0.0	100		0.0	100
TTSL (Urban)	Count	0	1		0	1
	%	0.0	100		0.0	100
TTSL (Rural)	Count	0	0	0	0	0
- (/	%	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	4	0	0	4
	%	0.0	100	0.0	0.0	100
Vodafone (urban)	Count	0	4	0	0	4
· · · · · · · · · · · · · · · · · · ·	%	0.0	100	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0
, , ,	%	0.0	0.0	0.0	0.0	0
Overall	Count	3	38	4	0	45
	%	6.7	84.4	8.9	0.0	100
Overall (Urban)	Count	3	38	4	0	45
	%	6.7	84.4	8.9	0.0	100
Overall (Rural)	Count %	0.0	0.0	0.0	0.0	0





Service Providers		Yes	No	Total	
Aircel (Total)	Count	20	365	385	
Alloci (Total)	%	5.2	94.8	100	
Aireal (Lirban)	Count	18	259	277	
Aircel (Urban)	%	6.5	93.5	100	
Aireal (Dural)	Count	2	106	108	
Aircel (Rural)	%	1.9	98.1	100	
Airtal (Tatal)	Count	22	362	384	
Airtel (Total)	%	5.7	94.3	100	
Airtal (Lirban)	Count	22	252	274	
Airtel (Urban)	%	8	92	100	
Aintal (Dural)	Count	0	110	110	
Airtel (Rural)	%	0.0	100	100	
PSNII (Total)	Count	21	747	768	
BSNL (Total)	%	2.7	97.3	100	
BSNL (Urban)	Count	21	520	541	
DOINE (UIDan)	%	3.9	96.1	100	
DCNI (Dural)	Count	0	227	227	
BSNL (Rural)	%	0.0	100	100	
doo (Total)	Count	13	378	391	
dea (Total)	%	3.3	96.7	100	
-l (Count	10	273	283	
dea (Urban)	%	3.5	96.5	100	
dee (Deesel)	Count	3	105	108	
dea (Rural)	%	2.8	97.2	100	
Dal Tal (Tatal)	Count	65	320	385	
Rel. Tel. (Total)	%	16.9	83.1	100	
Dal Tal (Linhan)	Count	64	215	279	
Rel. Tel. (Urban)	%	22.9	77.1	100	
Dal Tal (Dama)	Count	1	105	106	
Rel. Tel. (Rural)	%	0.9	99.1	100	
ETCL (Tatal)	Count	7	377	384	
TTSL (Total)	%	1.8	98.2	100	
TTCL (Lirban)	Count	6	294	300	
TTSL (Urban)	%	2	98	100	
ETCL (D. mal)	Count	1	83	84	
TSL (Rural)	%	1.2	98.8	100	
/	Count	8	379	387	
odafone (total)	%	2.1	97.9	100	
/	Count	8	268	276	
/odafone (urban)	%	2.9	97.1	100	
(Count	0	111	111	
/odafone (rural)	%	0.0	100	100	
D	Count	156	2928	3084	
Overall	%	5.1	94.9	100	
Overall (Link)	Count	149	2081	2230	
Overall (Urban)	%	6.7	93.3	100	
	Count	7	847	854	
Overall (Rural)	%	0.8	99.2	100	





Service Providers		Yes	No	Total
·	Count	7	13	20
Aircel (Total)	%	35	65	100
	Count	6	12	18
Aircel (Urban)	%	33.3	66.7	100
	Count	1	1	2
Aircel (Rural)	%	50	50	100
	Count	4	18	22
Airtel (Total)	%	18.2	81.8	100
	Count	4	18	22
Airtel (Urban)	%	18.2	81.8	100
	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0
	Count	9	12	21
BSNL (Total)	%	42.9	57.1	100
	Count	9	12	21
SSNL (Urban)	%	42.9	57.1	100
	Count	0	0	0
BSNL (Rural)	%	0.0	0.0	0
	Count	3	10	13
dea (Total)	%	23.1	76.9	100
	Count	2	8	10
dea (Urban)	%	20	80	100
	Count	1	2	3
dea (Rural)	%	33.3	66.7	100
	Count	11	54	65
Rel. Tel. (Total)	%	16.9	83.1	100
	Count	11	53	64
Rel. Tel. (Urban)	%	17.2	82.8	100
	Count	0	1	1
Rel. Tel. (Rural)	%	0.0	100	100
	Count	3	4	7
TSL (Total)	%	42.9	57.1	100
	Count	2	4	6
TTSL (Urban)	%	33.3	66.7	100
	Count	1	0	1
TSL (Rural)	%	100	0.0	100
	Count	2	6	8
odafone (total)	%	25	75	100
	Count	2	6	8
odafone (urban)	%	25	75	100
	Count	0	0	0
odafone (rural)	%	0.0	0.0	0
	Count	39	117	156
Overall	%	25.0	75.0	100
	Count	36	113	149
Overall (Urban)	%	24.2	75.8	100
Overall (Rural)	Count	3	4	7





28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?

Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
Aircel (Total)	Count	2	3	1	1	7
Alicei (Total)	%	28.6	42.9	14.3	14.3	100
A ' 1 (1 Into)	Count	1	3	1	1	6
Aircel (Urban)	%	16.7	50	16.7	16.7	100
A:I\ (DI\)	Count	1	0	0	0	1
Aircel (Rural)	%	100	0.0	0.0	0.0	100
Aintal (Tatal)	Count	4	0	0	0	4
Airtel (Total)	%	100	0.0	0.0	0.0	100
Airtal (Lirban)	Count	4	0	0	0	4
Airtel (Urban)	%	100	0.0	0.0	0.0	100
Aintel (Dunel)	Count	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0
DCNII (Total)	Count	22.2	11.1	22.2	44.4	100
BSNL (Total)	%	2	1	2	4	9
DCNII /Link a.m.)	Count	22.2	11.1	22.2	44.4	100
BSNL (Urban)	%	22.2	11.1	22.2	44.4	100
DCNI (D)	Count	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	3	0	0	0	3
Idea (Total)	%	100	0.0	0.0	0.0	100
Idea (Lirban)	Count	2	0	0	0	2
Idea (Urban)	%	100	0.0	0.0	0.0	100
Idea (Dunal)	Count	1	0	0	0	1
Idea (Rural)	%	100	0.0	0.0	0.0	100
Dol Tol (Total)	Count	8	1	2	0	11
Rel. Tel. (Total)	%	72.7	9.1	18.2	0.0	100
Dol Tol (Urban)	Count	8	1	2	0	11
Rel. Tel. (Urban)	%	72.7	9.1	18.2	0.0	100
Del Tel (Durel)	Count	0	0	0	0	0
Rel. Tel. (Rural)	%	0.0	0.0	0.0	0.0	0
TTCL (Total)	Count	0	2	1	0	3
TTSL (Total)	%	0.0	66.7	33.3	0.0	100
TTCL (Lirbon)	Count	0	2	0	0	2
TTSL (Urban)	%	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	0	0	1	0	1
ITOL (Rulai)	%	0.0	0.0	100	0.0	100
\/adafana (tatal)	Count	2	0	0	0	2
Vodafone (total)	%	100	0.0	0.0	0.0	100
Vodafone (urban)	Count	2	0	0	0	2
vouaione (unban)	%	100	0.0	0.0	0.0	100
\/adafana /m.mal\	Count	0	0	0	0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0
Overall	Count	21	7	6	5	39
Overall	%	53.8	17.9	15.4	12.8	100
Overall (Urban)	Count	19	7	5	5	36
Overall (Urban)	%	52.8	19.4	13.9	13.9	100
Overall (Rural)	Count	2	0	1	0	3
Overali (Kural)	%	66.7	0.0	33.3	0.0	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	2	0	2	5	0	7
Aircel (Total)	%	28.6	0.0	28.6	71.4	0.0	100
A: 1/111 \	Count	1	0	1	5	0	6
Aircel (Urban)	%	16.7	0.0	16.7	83.3	0.0	100
Aireal (Dunal)	Count	1	0	1	0	0	1
Aircel (Rural)	%	100	0.0	100	0.0	0.0	100
Airtal (Total)	Count	4	0	4	0	0	4
Airtel (Total)	%	100	0.0	100	0.0	0.0	100
Airtal (Lirban)	Count	4	0	4	0	0	4
Airtel (Urban)	%	100	0.0	100	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
Alitei (Kulai)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	6	0	6	3	0	9
DOINE (10ldi)	%	66.7	0.0	66.7	33.3	0.0	100
BSNL (Urban)	Count	6	0	6	3	0	9
BOINE (UIDAII)	%	66.7	0.0	66.7	33.3	0.0	100
PCNI (Pural)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Total)	Count	3	0	3	0	0	3
idea (Tolai)	%	100	0.0	100	0.0	0.0	100
Idea (Urban)	Count	2	0	2	0	0	2
idea (Olban)	%	100	0.0	100	0.0	0.0	100
Idea (Rural)	Count	1	0	1	0	0	1
idea (Rufai)	%	100	0.0	100	0.0	0.0	100
Rel. Tel. (Total)	Count	9	0	9	2	0	11
Rei. Tei. (Totai)	%	81.8	0.0	81.8	18.2	0.0	100
Rel. Tel. (Urban)	Count	9	0	9	2	0	11
Nei. Tei. (Olbail)	%	81.8	0.0	81.8	18.2	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
Nei. Tei. (Nuiai)	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	1	0	1	2	0	3
TTOL (Total)	%	33.3	0.0	33.3	66.7	0.0	100
TTSL (Urban)	Count	1	0	1	1	0	2
1 1 OL (GIDAII)	%	50	0.0	50	50	0.0	100
TTSL (Rural)	Count	0	0	0	1	0	1
110L (Itulai)	%	0.0	0.0	0.0	100	0.0	100
Vodafone (total)	Count	2	0	2	0	0	2
vodalone (total)	%	100	0.0	100	0.0	0.0	100
Vodafone (urban)	Count	2	0	2	0	0	2
v Judiono (diban)	%	100	0.0	100	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
- Judiono (Iulai)	%	0.0	0.0	0.0	0.0	0.0	0
Overall	Count	27	0	27	12	0	39
	%	69.2	0.0	69.2	30.8	0.0	100
Overall (Urban)	Count	25	0	25	11	0	36
	%	69.4	0.0	69.4	30.6	0.0	100
Overall (Rural)	Count	2	0	2	1	0	3
C rorair (rearai)	%	66.7	0.0	66.7	33.3	0.0	100





OVERALL CUSTOMER SATISFACTION

29. How satisfied are you with the overall quality of your mobile service? Overall A-Very **D-Very** satisfied= **B-Satisfied C-Dissatisfied** Total **Providers** Satisfied Dissatisfied (A+B) Count 379 3 0 385 382 3 Aircel (Total) % 99.2 98.4 0.0 100 8.0 8.0 Count 275 2 273 0 277 Aircel (Urban) % 99.3 0.7 98.6 0.7 0.0 100 Count 107 106 0 108 1 1 Aircel (Rural) % 99 0.9 98.1 0.9 0.0 100 Count 358 24 384 33 325 2 Airtel (Total) % 93.2 8.6 84.6 6.3 0.5 100 Count 248 33 215 24 2 274 Airtel (Urban) % 90.5 12 100 78.5 8.8 0.7 Count 110 0 110 0 110 0 Airtel (Rural) % 100 0.0 100 0.0 0.0 100 Count 765 764 768 1 3 n BSNL (Total) % 99.6 0.1 99.5 0.4 0.0 100 Count 539 541 539 0 2 0 BSNL (Urban) 99.6 % 99.6 0.0 0.4 0.0 100 Count 226 1 1 0 227 **BSNL** (Rural) 99.5 0.4 0.4 0.0 100 % 99.1 Count 370 37 333 21 0 391 Idea (Total) % 94.7 9.5 85.2 5.4 0.0 100 Count 263 35 228 20 0 283 Idea (Urban) 93 12.4 80.6 7.1 0.0 100 Count 107 2 105 0 108 Idea (Rural) % 1.9 97.2 0.9 0.0 100 99.1 Count 350 7 343 27 8 385 Rel. Tel. (Total) 90.9 % 1.8 89.1 7 2.1 100 Count 244 27 279 237 8 7 Rel. Tel. (Urban) % 87.4 2.5 84.9 9.7 2.9 100 106 Count 106 0 106 0 0 Rel. Tel. (Rural) 0.0 % 100 100 0.0 0.0 100 Count 383 0 383 1 0 384 TTSL (Total) % 100 99.7 0.0 99.7 0.3 0.0 299 Count 0 299 0 300 TTSL (Urban) % 99.7 0.0 99.7 0.3 0.0 100 Count 84 84 0 84 0 0 TTSL (Rural) % 100 0.0 100 0.0 0.0 100 Count 378 24 354 9 0 387 Vodafone (total) % 97.7 6.2 91.5 2.3 0.0 100 Count 267 24 243 9 0 276 Vodafone (urban) % 8.7 100 96.7 88 3.3 0.0 Count 111 0 111 0 0 111 Vodafone (rural) % 100 0.0 100 0.0 0.0 100 Count 105 88 2986 2881 10 3084 Overall

2.9

85

3.8

3

0.4

%

%

%

Overall (Urban)

Overall (Rural)

Count

Count

96.8

2135

95.7

851

99.7

3.4

101

4.5

4

0.5

93.4

2034

91.2

847

99.2

100

2230

100

854

100

0.3

10

0.4

0

0.0





GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider? **Broadband** Wireline Other **Total** None **Providers** Count 0 0 0 385 385 Aircel (Total) 0.0 0.0 100 0.0 100 Count 277 277 Aircel (Urban) % 0.0 0.0 0.0 100 100 Count 108 108 0 0 0 Aircel (Rural) % 0.0 0.0 0.0 100 100 Count 0 0 0 384 384 Airtel (Total) % 0.0 0.0 0.0 100 100 Count 0 0 0 274 274 Airtel (Urban) % 0.0 0.0 100 100 0.0 Count 110 0 0 0 110 Airtel (Rural) % 0.0 0.0 0.0 100 100 Count 760 768 1 6 1 BSNL (Total) % 0.1 8.0 0.1 99 100 Count 0 5 0 536 541 BSNL (Urban) % 0.0 0.9 0.0 99.1 100 Count 224 227 BSNL (Rural) 98.7 % 0.4 0.4 0.4 100 Count 0 0 0 391 391 Idea (Total) % 0.0 0.0 0.0 100 100 Count 283 283 0 0 0 Idea (Urban) % 0.0 0.0 0.0 100 100 Count 0 0 0 108 108 Idea (Rural) % 0.0 0.0 0.0 100 100 Count 0 0 0 385 385 Rel. Tel. (Total) % 0.0 0.0 0.0 100 100 Count 0 0 279 279 0 Rel. Tel. (Urban) % 0.0 0.0 0.0 100 100 Count 106 106 0 0 0 Rel. Tel. (Rural) % 0.0 0.0 0.0 100 100 Count 0 0 0 384 384 TTSL (Total) % 100 100 0.0 0.0 0.0 Count 0 0 0 300 300 TTSL (Urban) % 0.0 0.0 0.0 100 100 Count 84 0 0 84 0 TTSL (Rural) % 0.0 0.0 0.0 100 100 Count 0 0 0 387 387 Vodafone (total) % 0.0 0.0 0.0 100 100 Count 0 0 0 276 276 Vodafone (urban) % 100 0.0 0.0 0.0 100 Count 0 0 0 111 111 Vodafone (rural) % 0.0 0.0 0.0 100 100 Count 3076 3084 1 6 1 Overall 0.0 0.2 0.0 99.7 100 Count 0 5 0 2225 2230 Overall (Urban) % 0.0 0.2 0.0 99.8 100 Count 854 851 Overall (Rural) 0.1 0.1 0.1 99.6 100 %





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

Service Providers		Yes	No	Total
Aircel (Total)	Count	26	359	385
Alloci (Total)	%	6.8	93.2	100
A:	Count	22	255	277
Aircel (Urban)	%	7.9	92.1	100
A'	Count	4	104	108
Aircel (Rural)	%	3.7	96.3	100
A: (T)	Count	5	379	384
Airtel (Total)	%	1.3	98.7	100
	Count	4	270	274
Airtel (Urban)	%	1.5	98.5	100
	Count	1	109	110
Airtel (Rural)	%	0.9	99.1	100
	Count	35	733	768
BSNL (Total)	%	4.6	95.4	100
	Count	34	507	541
BSNL (Urban)	%	6.3	93.7	100
	Count	1	226	227
BSNL (Rural)	%	0.4	99.6	100
	Count	4	387	391
Idea (Total)	%	1	99	100
	Count	2	281	283
Idea (Urban)	%	0.7	99.3	100
	Count	2	106	108
Idea (Rural)	%	1.9	98.1	100
	Count	14	371	385
Rel. Tel. (Total)	%	3.6	96.4	100
	Count	13	266	279
Rel. Tel. (Urban)	%	4.7	95.3	100
	Count	1	105	106
Rel. Tel. (Rural)	%	0.9	99.1	100
	Count	11	373	384
TTSL (Total)	%	2.9	97.1	100
	Count			
TTSL (Urban)	%	<u>6</u> 2	294 98	300 100
	Count	<u>2</u> 5	79	84
TTSL (Rural)	%	<u> </u>	94	
	Count		380	100 387
Vodafone (total)	%		98.2	
. ,	% Count	1.8	98.2 269	100 276
Vodafone (urban)	%	7		
		2.5	97.5	100
Vodafone (rural)	Count	0	111	111
. ,	%	0.0	100	100
Overall	Count %	102 3.3	2982 96.7	3084 100
	Count	3.3 88	2142	2230
Overall (Urban)	%			
		3.9	96.1	100
Overall (Rural)	Count %	14 1.6	840 98.4	854 100





Service Providers Aircel (Total)				1	
Aircel (Total)		Yes	No	Total	
Alloci (Total)	Count	7	19	26	
, ,	%	26.9	73.1	100	
Aircel (Urban)	Count	5	17	22	
Alicei (Olbali)	%	22.7	77.3	100	
Aireal (Durel)	Count	2	2	4	
Aircel (Rural)	%	50	50	100	
Airtal (Tatal)	Count	1	4	5	
Airtel (Total)	%	20	80	100	
Airtal (Lirban)	Count	1	3	4	
Airtel (Urban)	%	25	75	100	
Airtal (Dural)	Count	0	1	1	
Airtel (Rural)	%	0.0	100	100	
DCNII (Total)	Count	9	26	35	
BSNL (Total)	%	25.7	74.3	100	
DONIL (Lists and)	Count	8	26	34	
BSNL (Urban)	%	23.5	76.5	100	
	Count	1	0	1	
BSNL (Rural)	%	100	0.0	100	
	Count	1	3	4	
ldea (Total)	%	25	75	100	
	Count	0	2	2	
ldea (Urban)	%	0.0	100	100	
	Count	1	1	2	
ldea (Rural)	%	50	50	100	
	Count	7	7	14	
Rel. Tel. (Total)	%	50	50	100	
	Count	6	7	13	
Rel. Tel. (Urban)	%	46.2	53.8	100	
	Count	1	0	1	
Rel. Tel. (Rural)	%	100	0.0	100	
	Count	4	7	11	
TTSL (Total)	%	36.4	63.6	100	
	Count	3	3	6	
TTSL (Urban)	%	50	<u>5</u>	100	
	Count	1	4	5	
TTSL (Rural)	%	20	80	100	
	Count		4		
Vodafone (total)	%	3 42.9	4 57.1	7 100	
	Count	3	4	7	
Vodafone (urban)	%				
	Count	42.9 0	57.1 0	100	
Vodafone (rural)	%	0.0	0.0	0	
Overall	Count	32	70	102	
	%	31.4	68.6	100	
Overall (Urban)	Count	26	62	88	
Overall (Urban)	%	29.5	70.5	100	
	Count	6	8	14	



33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering? Considerable Stopped Slight decrease No change Total **Providers** decrease receiving Count 7 2 3 Aircel (Total) % 14.3 14.3 28.6 42.9 100 Count 0 1 2 2 5 Aircel (Urban) 20 40 100 % 0.0 40 Count 0 0 2 Aircel (Rural) % 0.0 50 0.0 50 100 Count 0 0 0 Airtel (Total) 100 100 % 0.0 0.0 0.0 Count 0 0 0 1 1 Airtel (Urban) % 0.0 0.0 0.0 100 100 Count 0 0 0 0 0 Airtel (Rural) % 0.0 0.0 0 0.0 0.0 Count 0 2 4 9 BSNL (Total) % 33.3 0.0 22.2 44.4 100 Count 0 4 2 2 8 BSNL (Urban) % 25 0.0 25 50 100 Count 1 0 0 0 1 BSNL (Rural) % 100 0.0 0.0 0.0 100 Count 1 0 0 0 1 Idea (Total) 100 100 % 0.0 0.0 0.0 Count 0 0 0 0 Idea (Urban) % 0.0 0.0 0 0.0 0.0 Count 1 1 0 0 0 Idea (Rural) % 100 0.0 0.0 0.0 100 Count 0 0 0 7 7 Rel. Tel. (Total) % 0.0 0.0 0.0 100 100 Count 0 0 0 6 6 Rel. Tel. (Urban) % 100 0.0 0.0 0.0 100 Count 0 0 0 Rel. Tel. (Rural) 100 100 % 0.0 0.0 0.0 Count 0 0 4 4 0 TTSL (Total) % 0.0 0.0 0.0 100 100 Count 0 0 0 3 3 TTSL (Urban) % 0.0 0.0 0.0 100 100 Count 0 0 0 1 1 TTSL (Rural) % 0.0 100 100 0.0 0.0 Count 0 0 2 3 1 Vodafone (total) % 33.3 100 0.0 0.0 66.7 Count 0 0 1 2 3 Vodafone (urban) % 0.0 0.0 33.3 66.7 100 Count 0 0 0 0 0 Vodafone (rural) % 0.0 0.0 0.0 0.0 0 Count 32 Overall % 15.6 3.1 15.6 65.6 100 Count 0 3 5 18 26 Overall (Urban) % 11.5 0.0 19.2 69.2 100

1

16.7

0

0.0

3

Count

%

Overall (Rural)

2

33.3

6

100



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

Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Total) BSNL (Urban) BSNL (Rural) Count % C	0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 1 33.3 0	4 100.0 3 100.0 1 100.0 0 0 0.0 0 0.0 0 0.0 0 0.0 2 66.7 2 100.0	4 100 3 100 1 100 0 0 0 0 0 0 0 0 0 0 0 3 100 0 0 0
Aircel (Urban) Aircel (Rural) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Count % Co	0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 1 33.3 0 0.0 0	3 100.0 1 100.0 0 0.0 0 0.0 0 0.0 0 0.0 2 66.7	3 100 1 100 0 0 0 0 0 0 0 0 0 0 0 3 100 2
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Count % Tount % Count % Count % Count % Count % Count % Count % Trsl (Urban) Trsl (Total) Trsl (Urban) Trsl (Urban) Trsl (Count % Count % C	0.0 0 0.0 0 0.0 0 0.0 0 0.0 1 33.3 0 0.0 1	100.0 1 100.0 0 0.0 0.0 0.0 0.0	100 1 100 0 0 0 0 0 0 0 0 0 0 3 100 2
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Count %	0 0.0 0 0.0 0 0.0 0 0.0 1 33.3 0 0.0 1	1 100.0 0 0.0 0 0.0 0 0.0 0 0.0 2 66.7	1 100 0 0 0 0 0 0 0 0 0 3 100 2
Aircel (Rural)	0.0 0 0.0 0 0.0 0 0.0 1 33.3 0 0.0 1	1 100.0 0 0.0 0 0.0 0 0.0 0 0.0 2 66.7	1 100 0 0 0 0 0 0 0 0 0 3 100 2
Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Count % TISL (Urban) TTSL (Total) TTSL (Urban) TTSL (Rural) Count % C	0 0.0 0 0.0 0 0.0 1 33.3 0 0.0 1	0 0.0 0 0.0 0 0 0.0 2 66.7	0 0 0 0 0 0 0 3 100 2
Airtel (I otal)	0 0.0 0 0.0 0 0.0 1 33.3 0 0.0 1	0 0.0 0 0.0 0 0 0.0 2 66.7	0 0 0 0 0 0 0 3 100 2
Airtel (Urban) Airtel (Rural) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Count % Tount % Count % Cou	0.0 0 0.0 0 0.0 1 33.3 0 0.0 1	0 0.0 0 0.0 2 66.7	0 0 0 0 0 0 3 100 2
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Rural) TTSL (Total) TTSL (Urban) TTSL (Rural) Vodafone (total) Count % Count	0 0.0 0 0.0 1 33.3 0 0.0 1	0 0.0 0 0.0 2 66.7	0 0 0 0 3 100 2
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Idea (Total) Idea (Urban) Idea (Rural) Rel. Tel. (Total) Rel. Tel. (Rural) TTSL (Total) TTSL (Urban) TTSL (Rural) Vodafone (total) Count % Count	0.0 0 0.0 1 33.3 0 0.0	0.0 0 0.0 2 66.7 2	0 0 0 3 100 2
Count % Coun	0 0.0 1 33.3 0 0.0	0 0.0 2 66.7 2	0 0 3 100 2
Airtel (Rural)	0.0 1 33.3 0 0.0 1	0.0 2 66.7 2	0 3 100 2
BSNL (Total) Count % BSNL (Urban) Count % BSNL (Rural) Count % Idea (Total) Count % Idea (Urban) Count % Idea (Rural) Count % Rel. Tel. (Total) Count % Rel. Tel. (Rural) Count % TTSL (Total) Count % TTSL (Urban) Count % TTSL (Rural) Count % TTSL	1 33.3 0 0.0 1	2 66.7 2	3 100 2
BSNL (Total) % BSNL (Urban) Count % Count	33.3 0 0.0 1	66.7	100 2
BSNL (Urban) Count % BSNL (Rural) Count % Idea (Total) Count % Idea (Urban) Count % Idea (Rural) Count % Rel. Tel. (Total) Count % Rel. Tel. (Rural) Count % TTSL (Total) Count % TTSL (Urban) Count % TTSL (Rural) Count % TTSL	0 0.0 1	2	2
BSNL (Urban) % BSNL (Rural) Count % Count	0.0		
Count % Coun	1	100.0	100
SSNL (Rural) % Count %	I .	0	100
Idea (Total)	100.0	0.0	100
Idea (Total) %	100.0	1	2
Idea (Urban) Count % Idea (Rural) Count % Rel. Tel. (Total) Count % Rel. Tel. (Urban) Count % TTSL (Total) Count % TTSL (Urban) Count % TTSL (Rural) Count % TTSL (Rural) Count % Count %	50.0	50.0	100
Idea (Urban) %	0	1	100
Count % Coun	0.0	100.0	100
Idea (Rural) % Rel. Tel. (Total) % Rel. Tel. (Urban) Count % Rel. Tel. (Rural) Count % TTSL (Total) Count % TTSL (Urban) Count % TTSL (Rural) Count % Vodafone (total) Count %	1	0	100
Rel. Tel. (Total) Count % Rel. Tel. (Urban) Count % Rel. Tel. (Rural) Count % TTSL (Total) Count % TTSL (Urban) Count % TTSL (Rural) Count % Vodafone (total) Count %	100.0	0.0	100
Rel. Tel. (Iotal) % Rel. Tel. (Urban) % Rel. Tel. (Rural) Count % TTSL (Total) Count % TTSL (Urban) Count % TTSL (Rural) Count % Vodafone (total) Count %		0.0	
Rel. Tel. (Urban) Count % Rel. Tel. (Rural) Count % TTSL (Total) Count % TTSL (Urban) Count % TTSL (Rural) Count % Vodafone (total) Count %	0.0	0.0	0 0
Rel. Tel. (Urban) % Rel. Tel. (Rural) % Count % TTSL (Total) Count % Count			
Rel. Tel. (Rural) Count % TTSL (Total) Count % TTSL (Urban) Count % TTSL (Rural) Count % Vodafone (total) Count %	0	0	0
Rei. Tel. (Rural) % Count %	0.0	0.0	0
Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count Count	0	0	0
TTSL (Total)	0.0	0.0	0
TTSL (Urban) Count % Count % TTSL (Rural) Vodafone (total) Count % Count %	0	0	0
TTSL (Urban)	0.0	0.0	0
TTSL (Rural) Count % Count % Count % Count %	0	0	0
Vodafone (total) Wodafone (total) Count	0.0	0.0	0
Vodafone (total) Count %	0	0	0
Vodafone (total) %	0.0	0.0	0
70 Count	0	0	0
I Count	0.0	0.0	0
\/odatono (urban)	0	0	0
70	0.0	0.0	0
Vodafone (rural)		0	0
%	0	0.0	0
Overall Count	0 0.0	7	9
%	0 0.0 2	77.8	100
Overall (Urban) Count	0 0.0 2 22.2		6
%	0 0.0 2 22.2 0	6	100
Overall (Rural) Count	0 0.0 2 22.2	6 100.0 1	3





33(c). If Yes	then	indicate	whether
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33(c). II Tes, then						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Aircel (Total)	Count	0	0	0	0	0
Alicei (Tolai)	%	0.0	0.0	0.0	0.0	0
Aireal (Lirban)	Count	0	0	0	0	0
Aircel (Urban)	%	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	0	0
Alicei (Ruiai)	%	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0	0
7 tirtor (1 otal)	%	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0
·tor (Orbari)	%	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0
7 tirtor (Ttarar)	%	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	1	0	0	0	1
BOITE (Total)	%	100.0	0.0	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	0	0
BONE (Olban)	%	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	1	0	0	0	1
DOIVE (Italial)	%	100.0	0.0	0.0	0.0	100
Idea (Total)	Count	1	0	0	0	1
idea (Total)	%	100.0	0.0	0.0	0.0	100
Idea (Urban)	Count	0	0	0	0	0
idea (Orbari)	%	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	1	0	0	0	1
idea (italiai)	%	100.0	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0
rtoi. roi. (rotai)	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0
rtoi. roi. (Orbari)	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0
rtoi. roi. (rtarai)	%	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0	0
TTOL (Total)	%	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0
1102 (01541)	%	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0	0
02 (1 (3)(4))	%	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	0	0
, (1010.)	%	0.0	0.0	0.0	0.0	0
Vodafone (urban)	Count	0	0	0	0	0
(4.4.4.4)	%	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Overall	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
Overall (Urban)	Count	0	0	0	0	0
, ,	%	0.0	0.0	0.0	0.0	0
Overall (Rural)	Count	2	0	0	0	2
, ,	%	100.0	0.0	0.0	0.0	100



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

Service Providers		Yes	No	Total
Aircel (Total)	Count	11	374	385
Alicei (Total)	%	2.9	97.1	100
A ' 1 (Llub)	Count	8	269	277
Aircel (Urban)	%	2.9	97.1	100
	Count	3	105	108
Aircel (Rural)	%	2.8	97.2	100
	Count	4	380	384
Airtel (Total)	%	1	99	100
	Count	3	271	274
Airtel (Urban)	%	1.1	98.9	100
	Count	1	109	110
Airtel (Rural)	%	0.9	99.1	100
	Count	12	756	768
BSNL (Total)	%	1.6	98.4	100
	Count		530	541
BSNL (Urban)	%	11		
. ,		2	98	100
BSNL (Rural)	Count	1	226	227
,	%	0.4	99.6	100
ldea (Total)	Count	4	387	391
	%	1	99	100
Idea (Urban)	Count	2	281	283
	%	0.7	99.3	100
Idea (Rural)	Count	2	106	108
idea (italai)	%	1.9	98.1	100
Rel. Tel. (Total)	Count	11	374	385
itel. Tel. (Total)	%	2.9	97.1	100
Rel. Tel. (Urban)	Count	10	269	279
Rei. Tei. (Olban)	%	3.6	96.4	100
Dal Tal (Dural)	Count	1	105	106
Rel. Tel. (Rural)	%	0.9	99.1	100
	Count	1	383	384
TTSL (Total)	%	0.3	99.7	100
	Count	0	300	300
TTSL (Urban)	%	0.0	100	100
	Count	1	83	84
TTSL (Rural)	%	1.2	98.8	100
	Count	10	377	387
Vodafone (total)	%	2.6	97.4	100
	Count	10	266	276
Vodafone (urban)	%	3.6	96.4	100
	Count	•	111	111
Vodafone (rural)	%	0.0	100	100
· .			<u> </u>	3084
Overall	Count %	53	3031	
		1.7	98.3	100
Overall (Urban)	Count	44	2186	2230
,,	%	2.0	98.0	100
Overall (Rural)	Count	9	845	854
	%	1.1	98.9	100





Service Providers		Yes	No	Total
	Count		-	
Aircel (Total)		0	11	11
	%	0.0	100	100
Aircel (Urban)	Count	0	8	8
	%	0.0	100	100
Aircel (Rural)	Count	0	3	3
	%	0.0	100	100
Airtel (Total)	Count	0	19	19
	%	0.0	100	100
Airtel (Urban)	Count	0	18	18
	%	0.0	100	100
Airtel (Rural)	Count	0	1	11
(/	%	0.0	100	100
SNL (Total)	Count	2	10	12
\/	%	16.7	83.3	100
SNL (Urban)	Count	1	10	11
(0.50)	%	9.1	90.9	100
SNL (Rural)	Count	1	0	1
OTTE (ITCHAI)	%	100	0.0	100
dea (Total)	Count	2	9	11
aca (Total)	%	18.2	81.8	100
dea (Urban)	Count	0	9	9
aca (Orbari)	%	0.0	100	100
dea (Rural)	Count	2	0	2
aca (italai)	%	100	0.0	100
Rel. Tel. (Total)	Count	0	67	67
ton Ton (Total)	%	0.0	100	100
Rel. Tel. (Urban)	Count	0	66	66
toi. Toi. (Olbail)	%	0.0	100	100
Rel. Tel. (Rural)	Count	0	1	1
toi. Toi. (Italiai)	%	0.0	100	100
TSL (Total)	Count	0	1	1
TOL (Total)	%	0.0	100	100
TSL (Urban)	Count	0	0	0
TOL (Olban)	%	0.0	0.0	0
TSL (Rural)	Count	0	1	1
TOL (Italia)	%	0.0	100	100
odafone (total)	Count	0	10	10
odaione (total)	%	0.0	100	100
odafone (urban)	Count	0	10	10
oddione (diban)	%	0.0	100	100
odafone (rural)	Count	0	0	0
oualone (lulai)	%	0.0	0.0	0
Overall	Count	4	49	53
verali	%	7.5	92.5	100
Overall (Urban)	Count	1	43	44
verali (Ulbali)	%	2.3	97.7	100
	Count	3	V. II	9





Service		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Providers		Within 5 min	After 5 to 10 min	Arter 10 mm	Never	Total
Aircel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Aircel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
Aircel (Rural)	Count	0	0	0	0	0
(* 13.1 3.1)	%	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0	0
,to: (: ota.)	%	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0
, antor (Gradin)	%	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0
rantor (ranal)	%	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	2	0	0	0	2
DOINE (Total)	%	100.0	0.0	0.0	0.0	100
BSNL (Urban)	Count	1	0	0	0	1
BOINE (Olbail)	%	100.0	0.0	0.0	0.0	100
BSNL (Rural)	Count	1	0	0	0	1
BOITE (ITalial)	%	100.0	0.0	0.0	0.0	100
Idea (Total)	Count	2	0	0	0	2
idea (Total)	%	100.0	0.0	0.0	0.0	100
Idea (Urban)	Count	0	0	0	0	0
idea (Olbail)	%	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	2	0	0	0	2
idea (ittiiai)	%	100.0	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0
Nei. Tei. (Totai)	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0
Nei. Tei. (Olbail)	%	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0
Rei. Tei. (Ruiai)	%	0.0	0.0	0.0	0.0	0
TTCL /Total)	Count	0	0	0	0	0
TTSL (Total)	%	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0
I I SL (Ulball)	%	0.0	0.0	0.0	0.0	0
TTCL (Dural)	Count	0	0	0	0	0
TTSL (Rural)	%	0.0	0.0	0.0	0.0	0
\/== =f==== (+=+= \	Count	0	0	0	0	0
Vodafone (total)	%	0.0	0.0	0.0	0.0	0
\(\langle - \langle - \langle - \langle \)	Count	0	0	0	0	0
Vodafone (urban)	%	0.0	0.0	0.0	0.0	0
\/_defe== (1\)	Count	0	0	0	0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0
Overell	Count	4	0	0	0	4
Overall	%	100.0	0.0	0.0	0.0	100
Overall (Urban)	Count	1	0	0	0	1
Overall (Ulball)	%	100.0	0.0	0.0	0.0	100
	Count	3	0	0	0	3





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	0	0	0	0	0	0
Aircel (Total)	%	0.0	0.0	0.0	0.0	0.0	0
A: 1/111 \	Count	0	0	0	0	0	0
Aircel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
A : 1 (D 1)	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Airtol (Total)	Count	0	0	0	0	0	0
Airtel (Total)	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0	0
Alitei (Olban)	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0	0
Airtei (Itulai)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	1	0	1	0	1	2
SOITE (TOTAL)	%	50.0	0.0	50.0	0.0	50.0	100
BSNL (Urban)	Count	1	0	1	0	0	1
BOINE (Olbail)	%	100.0	0.0	100.0	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	1	1
BOTTE (Transa)	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Total)	Count	0	0	0	0	2	2
	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Urban)	Count	0	0	0	0	0	0
, ,	%	0.0	0.0	0.0	0.0	0.0	0
Idea (Rural)	Count	0	0	0	0	2	2
	%	0.0	0.0	0.0	0.0	100.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0	0
` ,	% Count	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	%	0	0	0	0	0	0
	Count	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0.0	0.0	0
TTSL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0	0	0	0	0	0
TTSL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0	0	0	0	0	0
Vodafone (total)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0	0	0	0	0	0
Vodafone (urban)	%	0.0	0.0	0.0	0.0	0.0	0
	Count	0	0	0	0	0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0	0
Overell	Count	1	0	1	0	3	4
Overall	%	25.0	0.0	25.0	0.0	75.0	100
Overell (Univers)	Count	1	0	1	0	0	1
Overall (Urban)	%	100.0	0.0	100.0	0.0	0.0	100
Overall (Burel)	Count	0	0	0	0	3	3
Overall (Rural)	%	0.0	0.0	0.0	0.0	100.0	100





Service Providers		1	2	3	4	5	6	7	8	9	10	Total
A (T))	Count	0	0	0	1	10	39	225	65	29	16	385
Aircel (Total)	%	0.0	0.0	0.0	0.3	2.6	10.1	58.4	16.9	7.5	4.2	100
	Count	0.0	0.0	0.0	1	9	23	143	56	29	16	277
Aircel (Urban)	%	0.0	0.0	0.0	0.4	3.2	8.3	51.6	20.2	10.5	5.8	100
	Count	0	0	0	0	1	16	82	9	0	0.0	108
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.9	14.8	75.9	8.3	0.0	0.0	100
	Count	0	0	4	14	8	52	208	62	32	4	384
Airtel (Total)	%	0.0	0.0	1	3.6	2.1	13.5	54.2	16.1	8.3	1	100
	Count	0	0	4	14	8	30	132	50	32	4	274
Airtel (Urban)	%	0.0	0.0	1.5	5.1	2.9	10.9	48.2	18.2	11.7	1.5	100
	Count	0	0	0	0	0	22	76	12	0	0	110
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	20	69.1	10.9	0.0	0.0	100
	Count	0	0	0	1	20	77	473	134	62	1	768
BSNL (Total)	%	0.0	0.0	0.0	0.1	2.6	10	61.6	17.4	8.1	0.1	100
	Count	0	0	0	1	17	60	284	116	62	1	541
BSNL (Urban)	%	0.0	0.0	0.0	0.2	3.1	11.1	52.5	21.4	11.5	0.2	100
	Count	0	0	0	0	3	17	189	18	0	0	227
BSNL (Rural)	%	0.0	0.0	0.0	0.0	1.3	7.5	83.3	7.9	0.0	0.0	100
	Count	0	0	2	9	8	41	236	62	27	6	391
Idoa (Lotal)	%	0.0	0.0	0.5	2.3	2	10.5	60.4	15.9	6.9	1.5	100
	Count	0	0	2	8	8	24	154	54	27	6	283
Idea (Urban)	%	0.0	0.0	0.7	2.8	2.8	8.5	54.4	19.1	9.5	2.1	100
	Count	0.0	0.0	0	1	0	17	82	8	0	0	108
Idea (Rural)	%	0.0	0.0	0.0	0.9	0.0	15.7	75.9	7.4	0.0	0.0	100
	Count	0	1	3	17	13	31	221	74	22	3	385
Rel. Tel. (Total)	%	0.0	0.3	0.8	4.4	3.4	8.1	57.4	19.2	5.7	0.8	100
	Count	0	1	3	17	13	16	135	69	22	3	279
Rel. Tel. (Urban)	%	0.0	0.4	1.1	6.1	4.7	5.7	48.4	24.7	7.9	1.1	100
	Count	0	0	0	0	0	15	86	5	0	0	106
Rel. Tel. (Rural)	%	0.0	0.0	0.0	0.0	0.0	14.2	81.1	4.7	0.0	0.0	100
	Count	0	0	0	0	9	63	233	49	20	10	384
TTSL (Total)	%	0.0	0.0	0.0	0.0	2.3	16.4	60.7	12.8	5.2	2.6	100
	Count	0	0	0	0	7	46	173	44	20	10	300
TTSL (Urban)	%	0.0	0.0	0.0	0.0	2.3	15.3	57.7	14.7	6.7	3.3	100
	Count	0	0	0	0	2	17	60	5	0	0	84
TTSL (Rural)	%	0.0	0.0	0.0	0.0	2.4	20.2	71.4	6	0.0	0.0	100
	Count	0	0	2	3	1	37	242	72	26	4	387
Vodafone (total)	%	0.0	0.0	0.5	0.8	0.3	9.6	62.5	18.6	6.7	1	100
	Count	0	0	2	3	1	19	157	64	26	4	276
Vodafone (urban)	%	0.0	0.0	0.7	1.1	0.4	6.9	56.9	23.2	9.4	1.4	100
	Count	0	0	0	0	0	18	85	8	0	0	111
Vodafone (rural)	%	0.0	0.0	0.0	0.0	0.0	16.2	76.6	7.2	0.0	0.0	100
a "	Count	0	1	11	45	69	340	1838	518	218	44	3084
Overall	%	0.0	0.0	0.4	1.5	2.2	11.0	59.6	16.8	7.1	1.4	100
0 """	Count	0	1	11	44	63	218	1178	453	218	44	2230
Overall (Urban)	%	0.0	0.0	0.5	2.0	2.8	9.8	52.8	20.3	9.8	2.0	100
			0	0	1	6	122	660	65	0	0	854
Overall (Rural)	Count	0	U	U		0	122	000		•	0	007





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

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Total
Aircal (Total)	Count	315	70	385
Aircel (Total)	%	81.8	18.2	100
	Count	210	67	277
Aircel (Urban)	%	75.8	24.2	100
A: 1/D I)	Count	105	3	108
Aircel (Rural)	%	97.2	2.8	100
••••••	Count	350	34	384
Airtel (Total)	%	91.1	8.9	100
A	Count	243	31	274
Airtel (Urban)	%	88.7	11.3	100
AL. 1 (5 N	Count	107	3	110
Airtel (Rural)	%	97.3	2.7	100
	Count	632	136	768
BSNL (Total)	%	82.3	17.7	100
	Count	408	133	541
BSNL (Urban)	%	75.4	24.6	100
	Count	224	3	227
BSNL (Rural)	%	98.7	1.3	100
	Count	358	33	391
ldea (Total)	%	91.6	8.4	100
Idea (Urban)	Count	255	28	283
dea (Urban)	%	90.1	9.9	100
	Count	103	5	108
ldea (Rural)	%	95.4	4.6	100
	Count	283	102	385
Rel. Tel. (Total)	%	73.5	26.5	100
	Count	193	86	279
Rel. Tel. (Urban)	%	69.2	30.8	100
	Count	90	16	106
Rel. Tel. (Rural)	%	84.9	15.1	100
	Count	285	99	384
TTSL (Total)	%	74.2	25.8	100
	Count	217	83	300
TTSL (Urban)	%	72.3	27.7	100
	Count	68	16	84
TTSL (Rural)	%	81	19	100
	Count	340	47	387
Vodafone (total)	%	87.9	12.1	100
	Count	233	43	276
Vodafone (urban)	%	84.4	15.6	100
	Count	107	4	111
/odafone (rural)	%	96.4	3.6	100
	Count	2563	521	3084
Overall	%	83.1	16.9	100
	Count	1759	471	2230
Overall (Urban)	%	78.9	21.1	100
	Count	804	50	854
Overall (Rural)	%	94.1	5.9	100





37. Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?

Service Providers		Yes	No	Total
Aircel (Total)	Count	68	317	385
7 till OCI (I Otal)	%	17.7	82.3	100
Aircel (Urban)	Count	66	211	277
Alicei (Olban)	%	23.8	76.2	100
Aircel (Rural)	Count	2	106	108
Alicei (Ruiai)	%	1.9	98.1	100
Airtal (Tatal)	Count	20	364	384
Airtel (Total)	%	5.2	94.8	100
A:	Count	20	254	274
Airtel (Urban)	%	7.3	92.7	100
Alatal (Damal)	Count	0	110	110
Airtel (Rural)	%	0.0	100	100
DON!! (T . !)	Count	111	657	768
BSNL (Total)	%	14.5	85.5	100
DOM: (111)	Count	110	431	541
BSNL (Urban)	%	20.3	79.7	100
	Count	1	226	227
BSNL (Rural)	%	0.4	99.6	100
	Count	20	371	391
Idea (Total)	%	5.1	94.9	100
	Count	18	265	283
Idea (Urban)	%	6.4	93.6	100
	Count	2	106	108
Idea (Rural)	%	1.9	98.1	100
	Count	34	351	385
Rel. Tel. (Total)	%	8.8	91.2	100
	Count	33	246	279
Rel. Tel. (Urban)	%	11.8	88.2	100
	Count	1	105	106
Rel. Tel. (Rural)	%	0.9	99.1	100
	Count	71		384
TTSL (Total)	%	18.5	313	
			81.5	100
TTSL (Urban)	Count %	67	233	300
·		22.3	77.7	100 84
TTSL (Rural)	Count	4	80	
· · ·	% Count	4.8	95.2	100
Vodafone (total)	%	16	371	387
. ,		4.1	95.9	100
Vodafone (urban)	Count	14	262	276
. ,	%	5.1	94.9	100
Vodafone (rural)	Count	2	109	111
, ,	%	1.8	98.2	100
Overall	Count	340	2744	3084
	%	11.0	89.0	100
Overall (Urban)	Count	328	1902	2230
, , ,	%	14.7	85.3	100
Overall (Rural)	Count	12	842	854
,,	%	1.4	98.6	100





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

Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	Count %	9 13.2 8 12.1 1 50.0 15 75.0 15 75.0 0 0.0 28	57 83.8 56 84.8 1 50.0 3 15.0 3	2 2.9 2 3.0 0 0.0 0 0.0 0	0 0.0 0 0.0 0 0 0.0 1 5.0	0 0.0 0 0.0 0 0 0.0	68 100 66 100 2 100 20
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	Count % Count Count % Count	8 12.1 1 50.0 15 75.0 15 75.0 0	56 84.8 1 50.0 3 15.0 3	2 3.0 0 0.0 0 0 0.0 0	0 0.0 0 0.0 1	0 0.0 0 0 0.0	66 100 2 100
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	% Count Count % Count	12.1 1 50.0 15 75.0 15 75.0 0 0.0	84.8 1 50.0 3 15.0 3 15.0	3.0 0 0.0 0 0 0.0 0	0.0 0 0.0 1	0.0 0 0.0 1	100 2 100
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	Count % Count % Count % Count % Count % Count % Count Count % Count	1 50.0 15 75.0 15 75.0 0	1 50.0 3 15.0 3 15.0	0 0.0 0 0.0 0.0	0 0.0 1	0 0.0 1	2 100
Airtel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	% Count	50.0 15 75.0 15 75.0 0	50.0 3 15.0 3 15.0	0.0 0 0.0 0	0.0	0.0	100
Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	Count % Count % Count % Count % Count Count % Count	15 75.0 15 75.0 0	3 15.0 3 15.0	0 0.0 0	1	1	
Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	% Count % Count % Count % Count Count %	75.0 15 75.0 0	15.0 3 15.0	0.0			
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	Count % Count % Count % Count Count %	15 75.0 0 0.0	3 15.0	0	5.0		
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban)	% Count % Count % Count Count	75.0 0 0.0	15.0			5.0	100
Airtel (Rural) BSNL (Total) BSNL (Urban)	Count % Count % Count	0 0.0			1	1	20
BSNL (Total) BSNL (Urban)	% Count % Count	0.0	l 0	0.0	5.0 0	5.0 0	100
BSNL (Total) BSNL (Urban)	Count % Count		0.0	0.0	0.0	0.0	0
BSNL (Total) BSNL (Urban)	% Count	20	81	2	0.0	0.0	111
BSNL (Urban)	Count	25.2	73.0	1.8	0.0	0.0	100
BSNL (Urban)		27	81	2	0.0	0.0	110
DCMI (Durol)		24.5	73.6	1.8	0.0	0.0	100
BSNL (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Later a (Trace)	Count	18	2	0	0	0	20
Idea (Total)	%	90.0	10.0	0.0	0.0	0.0	100
Idoa (Hrhan)	Count	16	2	0	0	0	18
idea (Olbail)	%	88.9	11.1	0.0	0.0	0.0	100
Idoa (Pural)	Count	2	0	0	0	0	2
` ′	%	100.0	0.0	0.0	0.0	0.0	100
Pal Tal (Total)	Count	24	3	0	7	0	34
` ,	%	70.6	8.8	0.0	20.6	0.0	100
Dallal (Hrhan)	Count	24	3	0	6	0	33
· · · · · · · · · · · · · · · · · · ·	%	72.7	9.1	0.0	18.2	0.0	100
Dal Iai (Durai)	Count %	0	0	0	1 100.0	0.0	1 100
	Count	0.0	0.0 54	0.0	5	0.0	100 71
TTCI /Total\	%	11.3	76.1	5.6	7.0	0.0	100
	Count	8	54	3.0	2	0.0	67
IISI (Hrhan)	%	11.9	80.6	4.5	3.0	0.0	100
	Count	0	0	1	3	0	4
TTCI (Dural)	%	0.0	0.0	25.0	75.0	0.0	100
\/adafana /tatal\	Count	3	13	0	0	0	16
	%	18.8	81.3	0.0	0.0	0.0	100
	Count	3	11	0	0	0	14
i i	%	21.4	78.6	0.0	0.0	0.0	100
	Count	0	2	0	0	0	2
, ,	%	0.0	100.0	0.0	0.0	0.0	100
	Count	105	213	8	13	1	340
	%	30.9	62.6	2.4	3.8	0.3	100
	Count	101	210	7	9	1	328
	% Count	30.8	64.0	2.1	2.7	0.3	100 12
Overall (Rural)	COULL	33.3	3 25.0	1	4	0	





39. Did the Call Cent	tre inform you a	bout the action taken on you	ır complaint?	
Service Providers		Yes	No	Total
Aircel (Total)	Count	4	64	68
Alloci (Total)	%	5.9	94.1	100
Aircel (Urban)	Count	3	63	66
Alicei (Olban)	%	4.5	95.5	100
Aireal (Dural)	Count	1	1	2
Aircel (Rural)	%	50	50	100
Airtal (Tatal)	Count	12	8	20
Airtel (Total)	%	60	40	100
Airtal (Lirban)	Count	12	8	20
Airtel (Urban)	%	60	40	100
Airtal (Dural)	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0
DCNII (Total)	Count	2	109	111
BSNL (Total)	%	1.8	98.2	100
DONIL (Lists)	Count	1	109	110
BSNL (Urban)	%	0.9	99.1	100
DOI!! (D. II)	Count	1	0	1
BSNL (Rural)	%	100	0.0	100
	Count	18	2	20
Idea (Total)	%	90	10	100
	Count	16	2	18
Idea (Urban)	%	88.9	11.1	100
	Count	2	0	2
Idea (Rural)	%	100	0.0	100
	Count	20	14	34
Rel. Tel. (Total)	%	58.8	41.2	100
	Count	20	13	33
Rel. Tel. (Urban)	%	60.6	39.4	100
	Count	0	1	1
Rel. Tel. (Rural)	%	0.0	100	100
	Count	2	69	71
TTSL (Total)	%	2.8	97.2	100
	Count	1	66	67
TTSL (Urban)	%	1.5	98.5	100
	Count	1.5	3	4
TTSL (Rural)	%			
	Count	25 3	75	100
Vodafone (total)	%		13	16 100
		18.8	81.3	
Vodafone (urban)	Count	3	11	14
. ,	%	21.4	78.6	100
Vodafone (rural)	Count %	0	2	2 100
		0.0	100	
Overall	Count	61	279	340
	%	17.9	82.1	100
Overall (Urban)	Count	56	272	328
` '	%	17.1	82.9	100
Overall (Rural)	Count	5	7	12
	%	41.7	58.3	100





40. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Aircel (Total) Aircel (Urban) Aircel (Urban) Aircel (Rural) Count Aircel (Urban) Count Aircel (Urban) Count Aircel (Rural) Aircel (Rural) Count Aircel (Rural) Air	tal
Aircel (Total) % 5.9 2.99 91.2 1 Aircel (Urban) Count 3 2 61 % 4.5 3 92.4 1 Aircel (Rural) Count 1 0 0 1 Aircel (Rural) Count 12 5 3 3 2 Airtel (Total) Count 12 5 3 3 2 Airtel (Urban) Count 12 5 3 3 2 Airtel (Urban) Count 12 5 3 3 2 Airtel (Urban) Count 12 5 3 3 2 Airtel (Rural) Count 0 0 0 0 Airtel (Rural) Count 0 0 0 0 0 BSNL (Total) Count 2 2 2 107 11 SSNL (Urban) Count 1 1 2 2 107 11 SSNL (Urban) Count 1 1 2 2 107 11 Count 1 1 2 100 0 0 BSNL (Urban) Count 1 1 2 100 0 0 BSNL (Urban) Count 1 1 2 107 11 Count 1 1 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 0 Aircel (Urban) Count 1 1 0 0 0 Aircel (Urban) Aircel (Urban) Count 1 1 0 0 0 Aircel (Urban) Aircel (Ur	tal
Simple S	8
Aircel (Urban) Aircel (Rural) Aircel (Rural) Aircel (Rural) Airtel (Total) Airtel (Total) Airtel (Total) Airtel (Urban) Airtel (Urban) Airtel (Rural) Count Airtel (Rural) Airtel (Rural) Airtel (Rural) Count Airtel (Rural) Count Airtel (Rural) Count Airtel (Rural) Count Count	00
Aircel (Rural) Aircel (Rural) Aircel (Rural) Aircel (Total) Airtel (Total) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Urban) Airtel (Rural) Airtel (Urban) Airtel (Rural) Airtel (Urban) Airtel (Rural) Airtel (Rural)	6
Aircel (Rural)	00
Airtel (Total) Count 12 5 3 2 Airtel (Urban) Count Airtel (Rural) Count Coun	2
Airtel (I ofal) % 60 25 15 1 Airtel (Urban) Count 12 5 3 2 % 60 25 15 1 Airtel (Rural) Count 0 0 0 BSNL (Total) Count 2 2 107 1 BSNL (Urban) Count 1 2 107 1 BSNL (Urban) Count 1 2 107 1 BSNL (Rural) Count 1 2 107 1 BSNL (Rural) Count 1 0 0 0 BSNL (Rural) Count 18 2 0 2 BSNL (Rural) Count 18 2 0 2 BSNL (Rural) Count 18 2 0 2 BSNL (Rural) Count 16 2 0 2 BSNL (Rural) Count 16 2 0 0	00
Airtel (Urban) Count Airtel (Rural) Airtel (Rural) Count Cou	20
Airtel (Rural) % 60 25 15 1 Airtel (Rural) Count 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 2 1 107 1 1 1 2 1 107 1 1 1 2 1 107 1 1 2 1 107 1 1 2 1 107 1 1 1 0 0 0 0 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 <td>00</td>	00
Airtel (Rural) Count	20
Same	00
BSNL (Total) Count 2	0
SSNL (Total) % 1.8 1.8 96.4 1 1 1 2 107 1 1 2 107 1 1 2 107 1 1 2 107 1 1 1 2 107 1 1 1 1 1 1 1 1 1	0
BSNL (Urban) Count 1 2 107 1 1 2 107 1 1 2 107 1 1 2 107 1 1 1 1 1 1 1 1 1	11
BSNL (Urban) % 0.9 1.8 97.3 1 BSNL (Rural) Count 1 0 0 0 Idea (Total) Count 18 2 0 2 % 90 10 0.0 1 Idea (Urban) Count 16 2 0 0 Idea (Rural) Count 2 0 0 0 1 Rel. Tel. (Total) Count 19 11 4 3 3 11.8 1 Rel. Tel. (Urban) Count 19 10 4 3 3 12.1 1 1 3 3 12.1 1 1 1 3 3 12.1 1 1 1 0 1 1 0 1 1 1 0 1 1 0 1 1 0 1 1 0 1 1 0 1 1 0 0 1 1<	00
BSNL (Rural) Count 1 Count 1 Count 18 2 0 2 Count 18 2 0 2 Count 18 2 0 10 10 10 10 10 10 10 10	10
BSNL (Rural) Count 1 0 0 0 0 0 0 0 0 0	00
SSNL (Rural) % 100 0.0 0.0 1 Idea (Total) Count 18 2 0 2 % 90 10 0.0 1 Idea (Urban) Count 16 2 0 0 % 88.9 11.1 0.0 1 Idea (Rural) Count 2 0 0 % 100 0.0 0.0 0.0 1 Rel. Tel. (Total) Count 19 11 4 3 Rel. Tel. (Urban) Count 19 10 4 3 Rel. Tel. (Rural) Count 0 1 0 Rel. Tel. (Rural) Count 0 1 0 TTSL (Total) Count 2 5 64 7 TTSL (Urban) Count 1 2 64 6 TTSL (Rural) Count 1 3 95.5 1 TTSL (Rural) Count 1 3 0 TTSL (Rural) TTSL (R	1
Idea (Total)	00
Idea (Urban) % 90 10 0.0 1	20
Idea (Urban)	00
Idea (Urban) % 88.9 11.1 0.0 1 Idea (Rural) Count 2 0 0 Rel. Tel. (Total) Count 19 11 4 3 Rel. Tel. (Urban) Count 19 10 4 3 Rel. Tel. (Rural) Count 19 10 4 3 Rel. Tel. (Rural) Count 0 1 0 TTSL (Total) Count 2 5 64 TTSL (Urban) Count 1 2 64 TTSL (Rural) Count 1 3 95.5 TTSL (Rural) Count 1 3 0 TTSL (Rural) TTSL (R	8
Idea (Rural) Count 2 0 0 0	00
Idea (Rural) % 100 0.0 0.0 1 Rel. Tel. (Total) Count 19 11 4 3 % 55.9 32.4 11.8 1 Rel. Tel. (Urban) Count 19 10 4 3 % 57.6 30.3 12.1 1 Rel. Tel. (Rural) Count 0 1 0 TTSL (Total) Count 2 5 64 7 TTSL (Total) Count 1 2 64 6 TTSL (Urban) Count 1 2 64 6 TTSL (Rural) Count 1 3 95.5 1 TCOURT 3 25 75 0.0 1	2
Rel. Tel. (Total) Count % 19 11 4 3 Rel. Tel. (Urban) Count 19 10 4 3 Rel. Tel. (Urban) Count 9 10 4 3 Rel. Tel. (Rural) Count 0 1 0 TTSL (Total) Count 2 5 64 7 TTSL (Urban) Count 1 2 64 6 TTSL (Rural) Count 1 2 64 6 TTSL (Rural) Count 1 3 95.5 1 TCOUNT 3 25 75 0.0 1	00
Rel. Tel. (Total) % 55.9 32.4 11.8 1 Rel. Tel. (Urban) Count 19 10 4 3 % 57.6 30.3 12.1 1 Rel. Tel. (Rural) Count 0 1 0 W 0.0 100 0.0 1 TTSL (Total) Count 2 5 64 7 TTSL (Urban) Count 1 2 64 6 TTSL (Rural) Count 1 3 95.5 1 TTSL (Rural) Count 1 3 0 1	34
Rel. Tel. (Urban) Count 19 10 4 3 Rel. Tel. (Rural) 57.6 30.3 12.1 1 Rel. Tel. (Rural) Count 0 1 0 TTSL (Total) Count 2 5 64 7 TTSL (Urban) Count 1 2 64 6 TTSL (Rural) Count 1 2 64 6 TTSL (Rural) Count 1 3 95.5 1 TCOURT 3 25 75 0.0 1	00
Rel. Tel. (Orban) Rel. Tel. (Orban) % 57.6 30.3 12.1 1	3
Count 0 1 0 W 0.0 100 0.0 1 TTSL (Total) Count 2 5 64 7 W 2.8 7 90.1 1 TTSL (Urban) Count 1 2 64 6 W 1.5 3 95.5 1 TTSL (Rural) Count 1 3 0 TTSL (Rural) Count 3 2 11 1	00
Rel. Tel. (Rural)	1
Count 2 5 64 7 % 2.8 7 90.1 1 TTSL (Urban) Count 1 2 64 6 % 1.5 3 95.5 1 TTSL (Rural) Count 1 3 0 Count 1 3 0 1 Count 3 2 11 1	00
TTSL (Iotal)	<u>'</u> 1
TTSL (Urban)	00
TTSL (Urban) % 1.5 3 95.5 1 TTSL (Rural) Count 1 3 0 % 25 75 0.0 1 Count 3 2 11	57
TTSL (Rural) Count 1 3 0	00
75 (Rural) % 25 75 0.0 1	4
Count 3 2 11 1	00
	6
	00
Count 3 0 11 1	4
Vodatone (urban)	00
Count 0 2 0	2
	00
Count 60 29 251 3	40
	00
Count 55 22 250 2	28
()VArail (IIrnan)	00
Count E 6 1	2
	00





41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Total
Aircel (Total)	Count	7	378	385
Allcel (Total)	%	1.8	98.2	100
A:	Count	6	271	277
Aircel (Urban)	%	2.2	97.8	100
Aireal (Dural)	Count	1	107	108
Aircel (Rural)	%	0.9	99.1	100
Airtal (Tatal)	Count	0	384	384
Airtel (Total)	%	0.0	100	100
Airtel (Urban)	Count	0	274	274
Airtei (Olban)	%	0.0	100	100
Airtol (Bural)	Count	0	110	110
Airtel (Rural)	%	0.0	100	100
BSNL (Total)	Count	1	767	768
DOINE (TOTAL)	%	0.1	99.9	100
BSNL (Urban)	Count	0	541	541
BONE (OIDAII)	%	0.0	100	100
BSNL (Rural)	Count	1	226	227
DONE (Kulai)	%	0.4	99.6	100
Idea (Total)	Count	3	388	391
idea (Total)	%	0.8	99.2	100
Idea (Urban)	Count	2	281	283
idea (Olbail)	%	0.7	99.3	100
Idea (Rural)	Count	1	107	108
idea (italia)	%	0.9	99.1	100
Rel. Tel. (Total)	Count	3	382	385
rtoi. Toi. (Total)	%	0.8	99.2	100
Rel. Tel. (Urban)	Count	3	276	279
rtoi. roi. (Orbari)	%	1.1	98.9	100
Rel. Tel. (Rural)	Count	0	106	106
rtoi. Toi. (rtarai)	%	0.0	100	100
TTSL (Total)	Count	2	382	384
TTOE (Total)	%	0.5	99.5	100
TTSL (Urban)	Count	2	298	300
	%	0.7	99.3	100
TTSL (Rural)	Count	0	84	84
•= ()	%	0.0	100	100
Vodafone (total)	Count	1	386	387
	%	0.3	99.7	100
Vodafone (urban)	Count	0	276	276
(4.24)	%	0.0	100	100
Vodafone (rural)	Count	1	110	111
	%	0.9	99.1	100
Overall	Count %	17	3067	3084 100
	Count	0.6 13	99.4 2217	2230
Overall (Urban)	%			100
		0.6	99.4	100 854
Overall (Rural)	Count	4	850	
J. Oran (ranar)	%	0.5	99.5	100





42(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?

Service Providers		Yes	No	Total
Aireal (Tetal)	Count	0	7	7
Aircel (Total)	%	0.0	100.0	100
A: 1/111 \	Count	0	6	6
Aircel (Urban)	%	0.0	100.0	100
A: 1/D I)	Count	0	1	1
Aircel (Rural)	%	0.0	100.0	100
A	Count	0	0	0
Airtel (Total)	%	0.0	0.0	0
	Count	0	0	0
Airtel (Urban)	%	0.0	0.0	0
	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0
	Count	1	0	1
BSNL (Total)	%	100.0	0.0	100
	Count	0	0	0
BSNL (Urban)	%	0.0	0.0	0
	Count	1	0	<u></u>
BSNL (Rural)	%	100.0	0.0	100
	Count	3	0	3
Idea (Total)	%	100.0	0.0	100
	Count	2	0	2
Idea (Urban)	%	100.0	0.0	100
	Count	100.0	0.0	100
Idea (Rural)	%	100.0	0.0	100
	Count	0	3	3
Rel. Tel. (Total)	%	0.0	100.0	100
	Count	0.0	3	3
Rel. Tel. (Urban)	%	-	100.0	100
	Count	0.0	0	0
Rel. Tel. (Rural)	%	0.0	0.0	0
	Count			
TTSL (Total)	%	0	2	2
		0.0	100.0	100
TTSL (Urban)	Count %	0	2	2
		0.0	100.0	100
TTSL (Rural)	Count	0	0	0
. ,	%	0.0	0.0	0
Vodafone (total)	Count	1	0	1
, ,	%	100.0	0.0	100
Vodafone (urban)	Count	0	0	0
(/	%	0.0	0.0	0
Vodafone (rural)	Count	1	0	1
	%	100.0	0.0	100
Overall	Count	5	12	17
	%	29.4	70.6	100
Overall (Urban)	Count	2	11	13
	%	15.4	84.6	100
Overall (Rural)	Count	3	1	4
	%	75.0	25.0	100



42(b). Were you able to contact the Nodal officer without difficulty? **Service Providers** Yes No Total Count 0 0 0 Aircel (Total) % 0.0 0.0 0 Count 0 0 0 Aircel (Urban) % 0.0 0.0 0 Count 0 0 0 Aircel (Rural) % 0.0 0.0 0 Count 0 0 0 Airtel (Total) % 0.0 0.0 0 Count 0 0 0 Airtel (Urban) % 0.0 0.0 0 Count 0 0 0 Airtel (Rural) 0.0 % 0.0 0 Count 0 BSNL (Total) % 100.0 0.0 100 Count 0 0 0 BSNL (Urban) % 0.0 0.0 0 Count 0 BSNL (Rural) % 100.0 0.0 100 Count 0 3 Idea (Total) % 100.0 100 0.0 Count Idea (Urban) % 100.0 0.0 100 Count 0 Idea (Rural) % 100.0 0.0 100 Count 0 0 0 Rel. Tel. (Total) % 0.0 0.0 0 Count 0 0 0 Rel. Tel. (Urban) % 0.0 0 0.0 Count 0 0 Rel. Tel. (Rural) % 0.0 0.0 0 Count 0 0 0 TTSL (Total) % 0.0 0.0 0 Count 0 0 0 TTSL (Urban) % 0.0 0.0 0 Count 0 0 0 TTSL (Rural) % 0.0 0.0 0 Count 0 1 Vodafone (total) % 100.0 0.0 100 Count 0 0 0 Vodafone (urban) % 0.0 0.0 0 Count 0 1 Vodafone (rural) 100.0 100 % 0.0 Count Overall % 100.0 0.0 100 Count 0 Overall (Urban) % 100.0 0.0 100 Count 0 3 3 Overall (Rural) % 100.0 0.0 100





43. Did the Nodal O	fficer intimate	you about the decision taken o	on your complaint?	
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	0	0
Allcel (Total)	%	0.0	0.0	0
Aireal (Lirban)	Count	0	0	0
Aircel (Urban)	%	0.0	0.0	0
Aireal (Dural)	Count	0	0	0
Aircel (Rural)	%	0.0	0.0	0
Airtal (Tatal)	Count	0	0	0
Airtel (Total)	%	0.0	0.0	0
Aintal (Lluban)	Count	0	0	0
Airtel (Urban)	%	0.0	0.0	0
Airtal (Dural)	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0
DCNI /Total)	Count	1	0	1
BSNL (Total)	%	100.0	0.0	100
DONIL (Lists - s-)	Count	0	0	0
BSNL (Urban)	%	0.0	0.0	0
DONIL (Daniel)	Count	1	0	1
BSNL (Rural)	%	100.0	0.0	100
(=)	Count	3	0	3
Idea (Total)	%	100.0	0.0	100
	Count	2	0	2
Idea (Urban)	%	100.0	0.0	100
	Count	1	0	1
Idea (Rural)	%	100.0	0.0	100
	Count	0	0	0
Rel. Tel. (Total)	%	0.0	0.0	0
	Count	0	0	0
Rel. Tel. (Urban)	%	0.0	0.0	0
	Count	0	0	0
Rel. Tel. (Rural)	%	0.0	0.0	0
	Count	0	0	0
TTSL (Total)	%	0.0	0.0	0
	Count	0	0	0
TTSL (Urban)	%	0.0	0.0	0
	Count	0	0	0
TTSL (Rural)	%	0.0	0.0	0
	Count	0	1	1
Vodafone (total)	%	0.0	100.0	100
	Count	0.0	0	0
Vodafone (urban)	%	0.0	0.0	0
	Count	0	1	1
Vodafone (rural)	%	0.0	100.0	100
	Count	4	1	5
Overall	%	80.0	20.0	100
	Count	2	0	2
Overall (Urban)	%	100.0	0.0	100
	Count	2	1	3
Overall (Rural)	%	66.7	33.3	100
	70	00.7	33.3	100





44. How satisfied are you with the redressal of the complaint by the Nodal Officer?

	•		•	•			
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	0	0	0	0	0	0
Alicei (Tolai)	%	0.0	0.0	0.0	0.0	0.0	0
A ' 1 (1 1-1)	Count	0	0	0	0	0	0
Aircel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
4: 1/0 %	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Aintal (Tatal)	Count	0	0	0	0	0	0
Airtel (Total)	%	0.0	0.0	0.0	0.0	0.0	0
A total (Links and)	Count	0	0	0	0	0	0
Airtel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
Alatal (Damal)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
DCNII (Tatal)	Count	0	0	0	0	1	1
BSNL (Total)	%	0.0	0.0	0.0	0.0	100.0	100
DONII (Listerary)	Count	0	0	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
DOM: (D 1)	Count	0	0	0	0	1	1
BSNL (Rural)	%	0.0	0.0	0.0	0.0	100.0	100
Ld /T-(-1)	Count	0	0	0	0	3	3
Idea (Total)	%	0.0	0.0	0.0	0.0	100.0	100
11 (111)	Count	0	0	0	0	2	2
Idea (Urban)	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Decel)	Count	0	0	0	0	1	1
Idea (Rural)	%	0.0	0.0	0.0	0.0	100.0	100
D-1 T-1 (T-1-1)	Count	0	0	0	0	0	0
Rel. Tel. (Total)	%	0.0	0.0	0.0	0.0	0.0	0
D F ////)	Count	0	0	0	0	0	0
Rel. Tel. (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
D-1 T-1 (D1)	Count	0	0	0	0	0	0
Rel. Tel. (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
TTCL /T-+-I)	Count	0	0	0	0	0	0
TTSL (Total)	%	0.0	0.0	0.0	0.0	0.0	0
TTCL (Linkson)	Count	0	0	0	0	0	0
TTSL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
TTCL (Dural)	Count	0	0	0	0	0	0
TTSL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
\/== =f=== (t=t=)	Count	0	0	0	1	0	1
Vodafone (total)	%	0.0	0.0	0.0	100.0	0.0	100
\/adafana (\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Count	0	0	0	0	0	0
Vodafone (urban)	%	0.0	0.0	0.0	0.0	0.0	0
\/adafana /=:=al\	Count	0	0	0	1	0	1
Vodafone (rural)	%	0.0	0.0	0.0	100.0	0.0	100
Overall	Count	0	0	0	1	4	5
Overall	%	0.0	0.0	0.0	20.0	80.0	100
Overall (Urban)	Count	0	0	0	0	2	2
Overall (Orban)	%	0.0	0.0	0.0	0.0	100.0	100
Overall (Rural)	Count	0	0	0	1	2	3
Overali (Kurai)	%	0.0	0.0	0.0	33.3	66.7	100





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

Service Providers		Difficult to connect to Nodal Officer	Nodal officer not polite/courteo us	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
Aireal (Total)	Count	0	0	0	0	0	0
Aircel (Total)	%	0.0	0.0	0.0	0.0	0.0	0
Aireal (Lirban)	Count	0	0	0	0	0	0
Aircel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
Aircol (Pural)	Count	0	0	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Total)	Count	0	0	0	0	0	0
Airtei (Totai)	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Urban)	Count	0	0	0	0	0	0
Airtei (Olbari)	%	0.0	0.0	0.0	0.0	0.0	0
Airtel (Rural)	Count	0	0	0	0	0	0
Airtei (Itulai)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Total)	Count	0	1	1	0	0	1
DOINE (Total)	%	0.0	100.0	100.0	0.0	0.0	100
RSMI (Lirhan)	Count	0	0	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Rural)	Count	0	1	1	0	0	1
DONE (Rulai)	%	0.0	100.0	100.0	0.0	0.0	100
Idea (Total)	Count	0	0	2	1	0	3
idea (Total)	%	0.0	0.0	66.7	33.3	0.0	100
Idea (Urban)	Count	0	0	1	0	0	1
idea (Olban)	%	0.0	0.0	100.0	0.0	0.0	100
Idea (Rural)	Count	0	0	1	1	0	2
idea (Kulai)	%	0.0	0.0	50.0	50.0	0.0	100
Rel. Tel. (Total)	Count	0	0	0	0	0	0
Rei. Tei. (Total)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Urban)	Count	0	0	0	0	0	0
Rei. Tei. (Ulbali)	%	0.0	0.0	0.0	0.0	0.0	0
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
Nei. Tei. (Nuiai)	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Total)	Count	0	0	0	0	0	0
TTOL (Total)	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Urban)	Count	0	0	0	0	0	0
TISE (UIDAII)	%	0.0	0.0	0.0	0.0	0.0	0
TTSL (Rural)	Count	0	0	0	0	0	0
i i or (ixuiai)	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (total)	Count	0	0	0	1	0	1
v Juaione (lulai)	%	0.0	0.0	0.0	100.0	0.0	100
Vodafone (urban)	Count	0	0	0	0	0	0
vouaione (undan)	%	0.0	0.0	0.0	0.0	0.0	0
Vodafone (rural)	Count	0	0	0	1	0	1
vouaione (tutai)	%	0.0	0.0	0.0	100.0	0.0	100
Overall	Count	0	1	3	2	0	5
O VEI all	%	0.0	20.0	60.0	40.0	0.0	100
Overall (Urban)	Count	0	0	1	1	0	2
Overall (Olball)	%	0.0	0.0	50.0	50.0	0.0	100
Overall (Rural)	Count	0	1	2	1	0	3
Overall (Itulal)	%	0.0	33.3	66.7	33.3	0.0	100





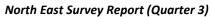
46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

Service Providers		Yes	No	Total
Aircel (Total)	Count	4	381	385
Alicei (Total)	%	1	99	100
A: 1/111 \	Count	3	274	277
Aircel (Urban)	%	1.1	98.9	100
A: 1/D I)	Count	1	107	108
Aircel (Rural)	%	0.9	99.1	100
A : 1 /T - 1 - 1)	Count	0	384	384
Airtel (Total)	%	0.0	100	100
A:	Count	0	274	274
Airtel (Urban)	%	0.0	100	100
A : (D 1)	Count	0	110	110
Airtel (Rural)	%	0.0	100	100
DONII (Tatal)	Count	0	768	768
BSNL (Total)	%	0.0	100	100
DCNII (Link a.r.)	Count	0	541	541
BSNL (Urban)	%	0.0	100	100
DONIL (Dame)	Count	0	227	227
BSNL (Rural)	%	0.0	100	100
L-L (T-1-1)	Count	3	388	391
Idea (Total)	%	0.8	99.2	100
Late a (Utable and)	Count	2	281	283
Idea (Urban)	%	0.7	99.3	100
Later (Descrit)	Count	1	107	108
Idea (Rural)	%	0.9	99.1	100
Del Tel (Tetal)	Count	0	385	385
Rel. Tel. (Total)	%	0.0	100	100
Pol Tol (Urban)	Count	0	279	279
Rel. Tel. (Urban)	%	0.0	100	100
Dol Tol (Durol)	Count	0	106	106
Rel. Tel. (Rural)	%	0.0	100	100
TTCL /Total)	Count	0	384	384
TTSL (Total)	%	0.0	100	100
TTSL (Urban)	Count	0	300	300
I I SL (UIDali)	%	0.0	100	100
TTSL (Rural)	Count	0	84	84
I I SL (Kulal)	%	0.0	100	100
\/adafana (tatal)	Count	0	387	387
Vodafone (total)	%	0.0	100	100
Vodafone (urban)	Count	0	276	276
vouaione (urban)	%	0.0	100	100
Vodafone (rural)	Count	0	111	111
voualone (lulai)	%	0.0	100	100
Overall	Count	7	3077	3084
Overall	%	0.2	99.8	100
Overall (Urban)	Count	5	2225	2230
Overall (Orban)	%	0.2	99.8	100
Overall (Burel)	Count	2	852	854
Overall (Rural)	%	0.2	99.8	100





47. Have you filed a	ny appeal in la	st 6 months?		
Service Providers		Yes	No	Total
Aircel (Total)	Count	1	3	4
Alicei (Total)	%	25.0	75.0	100
Alma al (Llab aux)	Count	1	2	3
Aircel (Urban)	%	33.3	66.7	100
Aire al (Descal)	Count	0	1	1
Aircel (Rural)	%	0.0	100.0	100
A: (T !)	Count	0	0	0
Airtel (Total)	%	0.0	0.0	0
A lat a L (L Lab a sa)	Count	0	0	0
Airtel (Urban)	%	0.0	0.0	0
A: . 1 /D	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0
DONII /Tatal	Count	0	0	0
BSNL (Total)	%	0.0	0.0	0
DOM: (111)	Count	0	0	0
BSNL (Urban)	%	0.0	0.0	0
	Count	0	0	0
BSNL (Rural)	%	0.0	0.0	0
	Count	3	0	3
Idea (Total)	%	100.0	0.0	100
	Count	2	0	2
Idea (Urban)	%	100.0	0.0	100
	Count	1	0	1
Idea (Rural)	%	100.0	0.0	100
	Count	0	0	0
Rel. Tel. (Total)	%	0.0	0.0	0
	Count	0	0	0
Rel. Tel. (Urban)	%	0.0	0.0	0
	Count	0	0	0
Rel. Tel. (Rural)	%	0.0	0.0	0
	Count	0	0	0
TTSL (Total)	%	0.0	0.0	0
	Count	0	0	0
TTSL (Urban)	%	0.0	0.0	0
	Count	0	0	0
TTSL (Rural)	%	0.0	0.0	0
	Count	0	0	0
Vodafone (total)	%	0.0	0.0	0
	Count	0	0	0
Vodafone (urban)	%	0.0	0.0	0
	Count	0	0	0
Vodafone (rural)	%	0.0	0.0	0
	Count	4	3	7
Overall	%	57.1	42.9	100
	Count	3	2	5
Overall (Urban)	%	60.0	40.0	100
	Count	1	1	2
Overall (Rural)	%	50.0	50.0	100





48. Did you receive	any acknowledg	ement?		
Service Providers		Yes	No	Total
A: (T-(-1)	Count	1	0	1
Aircel (Total)	%	100.0	0.0	100
A: 1/111 \	Count	1	0	1
Aircel (Urban)	%	100.0	0.0	100
A: 1/D I)	Count	0	0	0
Aircel (Rural)	%	0.0	0.0	0
A:	Count	0	0	0
Airtel (Total)	%	0.0	0.0	0
A ! 1 / L \	Count	0	0	0
Airtel (Urban)	%	0.0	0.0	0
Add at all (Dance I)	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0
DCNI (Total)	Count	0	0	0
BSNL (Total)	%	0.0	0.0	0
DCNII (Link a.m.)	Count	0	0	0
BSNL (Urban)	%	0.0	0.0	0
DONII (DI)	Count	0	0	0
BSNL (Rural)	%	0.0	0.0	0
1-1 (T-1-1)	Count	3	0	3
Idea (Total)	%	100.0	0.0	100
Ld (Lld)	Count	2	0	2
Idea (Urban)	%	100.0	0.0	100
Idea (Descal)	Count	1	0	1
Idea (Rural)	%	100.0	0.0	100
Dol Tol (Total)	Count	0	0	0
Rel. Tel. (Total)	%	0.0	0.0	0
Del Tel (Unbere)	Count	0	0	0
Rel. Tel. (Urban)	%	0.0	0.0	0
Del Tel (Direct)	Count	0	0	0
Rel. Tel. (Rural)	%	0.0	0.0	0
TTCL /T-t-I)	Count	0	0	0
TTSL (Total)	%	0.0	0.0	0
TTSL (Urban)	Count	0	0	0
I I SL (Ulball)	%	0.0	0.0	0
TTSL (Rural)	Count	0	0	0
ITSL (Rulai)	%	0.0	0.0	0
\/adafana (tatal)	Count	0	0	0
Vodafone (total)	%	0.0	0.0	0
Vodafone (urban)	Count	0	0	0
vouaione (undan)	%	0.0	0.0	0
Vodafone (rural)	Count	0	0	0
voualone (lulai)	%	0.0	0.0	0
Overall	Count	4	0	4
Overall	%	100.0	0.0	100
Overall (Urban)	Count	3	0	3
Overall (Olball)	%	100.0	0.0	100
Overall (Rural)	Count	1	0	1
Overall (Nulai)	%	100.0	0.0	100





Service Providers		Yes	No	Appeal filed only	Total
Service Providers	_	162	NO	recently	Total
Aircel (Total)	Count	1	0	0	1
Alloci (Total)	%	100.0	0.0	0.0	100
Aireal (Lirban)	Count	1	0	0	1
Aircel (Urban)	%	100.0	0.0	0.0	100
Aireal (Durel)	Count	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0
1:nt-1 (T-t-1)	Count	0	0	0	0
Airtel (Total)	%	0.0	0.0	0.0	0
۱: ساما (ا اسام میم)	Count	0	0	0	0
Airtel (Urban)	%	0.0	0.0	0.0	0
Nintal (Duna!)	Count	0	0	0	0
virtel (Rural)	%	0.0	0.0	0.0	0
OCNII (Tetal)	Count	0	0	0	0
BSNL (Total)	%	0.0	0.0	0.0	0
	Count	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0
	Count	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0
	Count	3	0	0	3
dea (Total)	%	100.0	0.0	0.0	100
	Count	2	0	0	2
dea (Urban)	%	100.0	0.0	0.0	100
	Count	1	0.0	0.0	1
dea (Rural)	%	100.0	0.0	0.0	100
	Count	0	0.0	0.0	0
Rel. Tel. (Total)	%	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0
Rel. Tel. (Urban)	%	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0
Rel. Tel. (Rural)	%	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0
TSL (Total)	%	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0
TSL (Urban)	%	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0
TSL (Rural)	%	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0
odafone (total)	%	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0
odafone (urban)	%	0.0	0.0	0.0	0
	Count	0.0	0.0	0.0	0
odafone (rural)	%	0.0	0.0	0.0	0
	Count	4	0.0	0.0	4
Overall	%	100.0	0.0	0.0	100
	Count	3	0.0	0.0	3
Overall (Urban)	%	-			
	% Count	100.0	0.0	0.0	100 1
Overall (Rural)	Count		U	0.0	100





Service Providers		Yes	No	Total
	Count	4	376	380
Aircel (Total)				
	%	1.1	98.9	100
Aircel (Urban)	Count	3	271	274
	%	1.1	98.9	100
Aircel (Rural)	Count	1	105	106
	% Count	0.9	99.1	100
Airtel (Total)	%	2	367	369
		0.5	99.5	100
Airtel (Urban)	Count	2	258	260
. ,	%	0.8	99.2	100
Airtel (Rural)	Count %	0	109	109
		0.0	100	100
SSNL (Total)	Count	1	594	595
	%	0.2	99.8	100
BSNL (Urban)	Count	0	369	369
	%	0.0	100	100
BSNL (Rural)	Count	1	225	226
	%	0.4	99.6	100
dea (Total)	Count	4	383	387
	%	1	99	100
dea (Urban)	Count	2	278	280
	%	0.7	99.3	100
dea (Rural)	Count	2	105	107
,	%	1.9	98.1	100
Rel. Tel. (Total)	Count	4	374	378
	%	1.1	98.9	100
Rel. Tel. (Urban)	Count	3	270	273
	%	1.1	98.9	100
Rel. Tel. (Rural)	Count	1	104	105
	%	1	99	100
TSL (Total)	Count	0	382	382
(**************************************	%	0.0	100	100
TTSL (Urban)	Count	0	299	299
(5.13.17)	%	0.0	100	100
TSL (Rural)	Count	0	83	83
(* 1011)	%	0.0	100	100
odafone (total)	Count	1	381	382
reduierre (tetal)	%	0.3	99.7	100
odafone (urban)	Count	1	271	272
- Cuarono (unoun)	%	0.4	99.6	100
odafone (rural)	Count	0	110	110
(raidi)	%	0.0	100	100
Overall	Count	16	2857	2873
	%	0.6	99.4	100
Overall (Urban)	Count	11	2016	2027
	%	0.5	99.5	100
Overall (Rural)	Count	5	841	846
o rorair (italiai)	%	0.6	99.4	100





51. Have you been d	lenied of your r	equest for item-wise usage c	harge details for your pre-paid	d connection?
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	4	4
Alloci (Total)	%	0.0	100.0	100
Aircel (Urban)	Count	0	3	3
Alicei (Olban)	%	0.0	100.0	100
Aireal (Durel)	Count	0	1	1
Aircel (Rural)	%	0.0	100.0	100
Airtol (Total)	Count	0	2	2
Airtel (Total)	%	0.0	100.0	100
Airtal (Lirban)	Count	0	2	2
Airtel (Urban)	%	0.0	100.0	100
Airtal (Dural)	Count	0	0	0
Airtel (Rural)	%	0.0	0.0	0
DCNII (Total)	Count	0	1	1
BSNL (Total)	%	0.0	100.0	100
DONIL (Lists and)	Count	0	0	0
BSNL (Urban)	%	0.0	0.0	0
DOL!! (D. 1)	Count	0	1	1
BSNL (Rural)	%	0.0	100.0	100
	Count	4	0	4
Idea (Total)	%	100.0	0.0	100
	Count	2	0	2
Idea (Urban)	%	100.0	0.0	100
	Count	2	0	2
Idea (Rural)	%	100.0	0.0	100
	Count	1	3	4
Rel. Tel. (Total)	%	25.0	75.0	100
	Count	0	3	3
Rel. Tel. (Urban)	%	0.0	100.0	100
	Count	1	0	1
Rel. Tel. (Rural)	%	100.0	0.0	100
	Count	0	0.0	0
TTSL (Total)	%	0.0	0.0	0
	Count		0.0	0
TTSL (Urban)	%	0		0
	Count	0.0	0.0	
TTSL (Rural)	%	0	0	0
	Count	0.0	0.0	0
Vodafone (total)		0	1	1 100
. ,	%	0.0	100.0	100
Vodafone (urban)	Count	0	1	1
. ,	%	0.0	100.0	100
Vodafone (rural)	Count	0	0	0
(/	%	0.0	0.0	0
Overall	Count	5	11	16
	%	31.3	68.8	100
Overall (Urban)	Count	2	9	11
C. Stall (C. Dall)	%	18.2	81.8	100
Overall (Rural)	Count	3	2	5
O Torair (Italiai)	%	60.0	40.0	100





52. What were the re	eason(s) for o	denying your request?			
Service Providers		No reasons given	Technical problem	Others	Total
Aircel (Total)	Count	0	0	0	0
Allcel (Total)	%	0.0	0.0	0.0	0
Africal (Links)	Count	0	0	0	0
Aircel (Urban)	%	0.0	0.0	0.0	0
Aireal (Dunal)	Count	0	0	0	0
Aircel (Rural)	%	0.0	0.0	0.0	0
A: (T-1-1)	Count	0	0	0	0
Airtel (Total)	%	0.0	0.0	0.0	0
Airtal (Lirban)	Count	0	0	0	0
Airtel (Urban)	%	0.0	0.0	0.0	0
Aintel (Dunel)	Count	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0
DCNI (Total)	Count	0	0	0	0
BSNL (Total)	%	0.0	0.0	0.0	0
DCNII (Link a.m.)	Count	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0
DONII (DI)	Count	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0
	Count	2	2	0	4
Idea (Total)	%	50.0	50.0	0.0	100
	Count	1	1	0	2
Idea (Urban)	%	50.0	50.0	0.0	100
	Count	1	1	0	2
Idea (Rural)	%	50.0	50.0	0.0	100
	Count	1	0	0	1
Rel. Tel. (Total)	%	100.0	0.0	0.0	100
	Count	0	0	0	0
Rel. Tel. (Urban)	%	0.0	0.0	0.0	0
	Count	1	0	0	1
Rel. Tel. (Rural)	%	100.0	0.0	0.0	100
	Count	0	0	0	0
TTSL (Total)	%	0.0	0.0	0.0	0
	Count	0	0	0	0
TTSL (Urban)	%	0.0	0.0	0.0	0
	Count	0	0	0	0
TTSL (Rural)	%	0.0	0.0	0.0	0
	Count	0	0	0	0
Vodafone (total)	%	0.0	0.0	0.0	0
	Count	0	0.0	0.0	0
Vodafone (urban)	%	0.0	0.0	0.0	0
	Count	0	0.0	0.0	0
Vodafone (rural)	%	0.0	0.0	0.0	0
	Count	3	2	0	5
Overall	%	60.0	40.0	0.0	100
	Count	1	1	0	2
Overall (Urban)	%	50.0	50.0	0.0	100
	Count	2	1	0.0	3
Overall (Rural)	%	66.7	33.3	0.0	100





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

Service Providers		Yes	No	Do not remember	Total
Aircel (Total)	Count	345	40	0	385
Allcel (Total)	%	89.6	10.4	0.0	100
A ' 1 (1 1-1)	Count	240	37	0	277
Aircel (Urban)	%	86.6	13.4	0.0	100
A: 1/D I)	Count	105	3	0	108
Aircel (Rural)	%	97.2	2.8	0.0	100
	Count	367	8	9	384
Airtel (Total)	%	95.6	2.1	2.3	100
A: (1 (111)	Count	258	7	9	274
Airtel (Urban)	%	94.2	2.6	3.3	100
	Count	109	1	0	110
Airtel (Rural)	%	99.1	0.9	0.0	100
DOLU (T . 1)	Count	677	91	0	768
BSNL (Total)	%	88.2	11.8	0.0	100
DONII (LL.L.)	Count	463	78	0	541
BSNL (Urban)	%	85.6	14.4	0.0	100
DOLU (D. 1)	Count	214	13	0	227
BSNL (Rural)	%	94.3	5.7	0.0	100
	Count	374	9	8	391
ldea (Total)	%	95.7	2.3	2	100
	Count	270	5	8	283
Idea (Urban)	%	95.4	1.8	2.8	100
	Count	104	4	0	108
ldea (Rural)	%	96.3	3.7	0.0	100
	Count	346	19	20	385
Rel. Tel. (Total)	%	89.9	4.9	5.2	100
	Count	242	17	20	279
Rel. Tel. (Urban)	%	86.7	6.1	7.2	100
	Count	104	2	0	106
Rel. Tel. (Rural)	%	98.1	1.9	0.0	100
	Count	352	31	1	384
TTSL (Total)	%	91.7	8.1	0.3	100
	Count	269	30	1	300
TTSL (Urban)	%	89.7	10	0.3	100
	Count	83	1	0	84
TTSL (Rural)	%	98.8	1.2	0.0	100
	Count	360	18	9	387
Vodafone (total)	%	93	4.7	2.3	100
	Count	253	14	9	276
Vodafone (urban)	%	91.7	5.1	3.3	100
	Count	107	4	0	111
Vodafone (rural)	%	96.4	3.6	0.0	100
	Count	2821	216	47	3084
Overall	%	91.5	7.0	1.5	100
	Count	1995	188	47	2230
Overall (Urban)	%	89.5	8.4	2.1	100
	Count	826	28	0	854
Overall (Rural)	%	96.7	3.3	0.0	100





ANNEXURE BROADBAND SERVICES

1(a) When did you last apply for a broadband connection?									
Service Providers		More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total				
BSNL (Total)	Count	6	5	757	768				
	%	0.8	0.7	98.6	100				
BSNL (Urban)	Count	5	5	652	662				
	%	0.8	0.8	98.5	100				
DCNI (Dural)	Count	1	0	105	106				
BSNL (Rural)	%	0.9	0.0	99.1	100				

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

3				
Service Providers		Within 7 working days	More than 7 working days	Total
BSNL (Total)	Count	525	243	768
	%	68.4	31.6	100
BSNL (Urban)	Count	434	228	662
	%	65.6	34.4	100
BSNL (Rural)	Count	91	15	106
DONE (Rural)	%	85.8	14.2	100

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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	705	96	609	59	4	768
	%	91.8	12.5	79.3	7.7	0.5	100
BSNL (Urban)	Count	606	76	530	52	4	662
	%	91.6	11.5	80.1	7.9	0.6	100
BSNL (Rural)	Count	99	20	79	7	0	106
	%	93.4	18.9	74.5	6.6	0.0	100

3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
BSNL (Total)	Count	15	221	2	0	530	768
	%	2.0	28.8	0.3	0.0	69.0	100
BSNL (Urban)	Count	12	187	1	0	462	662
	%	1.8	28.2	0.2	0.0	69.8	100
DONE (Decemb)	Count	3	34	1	0	68	106
BSNL (Rural)	%	2.8	32.1	0.9	0.0	64.2	100





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

4. How satisfied are	4. How satisfied are you with the timely delivery of bills?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
BSNL (Total)	Count	709	67	642	59	0	768			
	%	92.3	8.7	83.6	7.7	0.0	100			
BSNL (Urban)	Count	603	58	545	59	0	662			
	%	91.1	8.8	82.3	8.9	0.0	100			
DONE (Decemb)	Count	106	9	97	0	0	106			
BSNL (Rural)	%	100.0	8.5	91.5	0.0	0.0	100			

5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	759	68	691	9	0	768		
	%	98.9	8.9	90	1.2	0.0	100		
BSNL (Urban)	Count	653	59	594	9	0	662		
	%	98.6	8.9	89.7	1.4	0.0	100		
DOM: (D. 1)	Count	106	9	97	0	0	106		
BSNL (Rural)	%	100.0	8.5	91.5	0.0	0.0	100		

5(b). Please specify the reason(s) for your dissatisfaction.										
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Total			
BSNL (Total)	Count	0	0	2	9	0	9			
	%	0.0	0.0	22.2	100.0	0.0	100			
BSNL (Urban)	Count	0	0	2	9	0	9			
,	%	0.0	0.0	22.2	100.0	0.0	100			
DONE (Decemb)	Count	0	0	0	0	0	0			
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0			

6(a). How satisfied are you with the accuracy & completeness of the bills?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	736	37	699	31	1	768		
	%	95.8	4.8	91	4	0.1	100		
BSNL (Urban)	Count	632	31	601	29	1	662		
	%	95.5	4.7	90.8	4.4	0.2	100		
DONE (Decemb)	Count	104	6	98	2	0	106		
BSNL (Rural)	%	98.2	5.7	92.5	1.9	0.0	100		





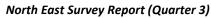
6(b). Please specify	6(b). Please specify the reason(s) for your dissatisfaction.									
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total			
BSNL (Total)	Count	9	3	8	15	0	32			
	%	28.1	9.4	25.0	46.9	0.0	100			
BSNL (Urban)	Count	9	3	8	13	0	30			
	%	30.0	10.0	26.7	43.3	0.0	100			
DCNII (D. mal)	Count	0	0	0	2	0	2			
BSNL (Rural)	%	0.0	0.0	0.0	100.0	0.0	100			

7. Have you made any billing related complaints in the last 6 months?									
Service Providers		Yes	No	Total					
BSNL (Total)	Count	38	730	768					
	%	4.9	95.1	100					
BSNL (Urban)	Count	34	628	662					
	%	5.1	94.9	100					
BSNI (Pural)	Count	4	102	106					
BSNL (Rural)	%	3.8	96.2	100					

8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
BSNL (Total)	Count	18	0	18	19	1	38		
	%	47.4	0.0	47.4	50.0	2.6	100		
BSNL (Urban)	Count	14	0	14	19	1	34		
	%	41.2	0.0	41.2	55.9	2.9	100		
DCNII (Durel)	Count	4	0	4	0	0	4		
BSNL (Rural)	%	100.0	0.0	100.0	0.0	0.0	100		

BILLING RELATED - ONLY FOR PREPAID CUSTOMERS

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
BSNL (Total)	Count	NA	NA	NA	NA	NA	NA			
	%	NA	NA	NA	NA	NA	NA			
BSNL (Urban)	Count	NA	NA	NA	NA	NA	NA			
	%	NA	NA	NA	NA	NA	NA			
BSNL (Rural)	Count	NA	NA	NA	NA	NA	NA			
	%	NA	NA	NA	NA	NA	NA			





9(b). Please specify	9(b). Please specify the reason(s) for your dissatisfaction.											
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total					
BSNL (Total)	Count	NA	NA	NA	NA	NA	NA					
	%	NA	NA	NA	NA	NA	NA					
BSNL (Urban)	Count	NA	NA	NA	NA	NA	NA					
,	%	NA	NA	NA	NA	NA	NA					
DCNII (Durol)	Count	NA	NA	NA	NA	NA	NA					
BSNL (Rural)	%	NA	NA	NA	NA	NA	NA					

9(c). Have you made	e any complair	nt related to charging/ credit/waive	er/validity/adjustments in the last	6 months?
Service Providers		Yes	No	Total
BSNL (Total)	Count	NA	NA	NA
	%	NA	NA	NA
BSNL (Urban)	Count	NA	NA	NA
	%	NA	NA	NA
DCNII (Dural)	Count	NA	NA	NA
BSNL (Rural)	%	NA	NA	NA

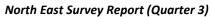
9(d). How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA
BSNL (Urban)	Count	NA	NA	NA	NA	NA	NA
	%	NA	NA	NA	NA	NA	NA
DCNII (Descrit)	Count	NA	NA	NA	NA	NA	NA
BSNL (Rural)	%	NA	NA	NA	NA	NA	NA

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?										
Service Providers		Yes	No	Total						
BSNL (Total)	Count	114	654	768						
, , ,	%	14.8	85.2	100						
BSNL (Urban)	Count	109	553	662						
	%	16.5	83.5	100						
DCNI (Dural)	Count	5	101	106						
BSNL (Rural)	%	4.7	95.3	100						







11(a). How satisfied	11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
BSNL (Total)	Count	82	0	82	32	0	114				
	%	71.9	0.0	71.9	28.1	0.0	100				
BSNL (Urban)	Count	78	0	78	31	0	109				
(5 3.55)	%	71.6	0.0	71.6	28.4	0.0	100				
DONE (Decree)	Count	4	0	4	1	0	5				
BSNL (Rural)	%	80.0	0.0	80	20	0.0	100				

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	86	0	86	28	0	114
	%	75.4	0.0	75.4	24.6	0.0	100
BSNL (Urban)	Count	82	0	82	27	0	109
	%	75.2	0.0	75.2	24.8	0.0	100
DONII (Decree)	Count	4	0	4	1	0	5
BSNL (Rural)	%	80.0	0.0	80	20	0.0	100

12. How satisfied ar	12. How satisfied are you with the response time taken to answer your call by a customer care executive?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
BSNL (Total)	Count	94	0	94	20	0	114				
	%	82.5	0.0	82.5	17.5	0.0	100				
BSNL (Urban)	Count	90	0	90	19	0	109				
	%	82.6	0.0	82.6	17.4	0.0	100				
BSNL (Rural)	Count	4	0	4	1	0	5				
	%	80.0	0.0	80	20	0.0	100				

13. How satisfied are you with the problem solving ability of the customer care executive(s)?											
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
BSNL (Total)	Count	96	0	96	18	0	114				
	%	84.2	0.0	84.2	15.8	0.0	100				
BSNL (Urban)	Count	92	0	92	17	0	109				
	%	84.4	0.0	84.4	15.6	0.0	100				
BSNL (Rural)	Count	4.0	0.0	4.0	1.0	0.0	5				
	%	80.0	0.0	80.0	20.0	0.0	100				





14. How satisfied are	14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
BSNL (Total)	Count	95	0	95	19	0	114				
	%	83.3	0.0	83.3	16.7	0.0	100				
BSNL (Urban)	Count	91	0	91	18	0	109				
	%	83.5	0.0	83.5	16.5	0.0	100				
DON!! (Darrell)	Count	4	0	4	1	0	5				
BSNL (Rural)	%	80.0	0.0	80.0	20.0	0.0	100				

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are	15. How satisfied are you with the speed of Broadband connection?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
BSNL (Total)	Count	708	5	703	60	0	768				
	%	92.2	0.7	91.5	7.8	0.0	100				
BSNL (Urban)	Count	602	5	597	60	0	662				
	%	91.0	0.8	90.2	9.1	0.0	100				
BSNL (Rural)	Count	106	0	106	0	0	106				
	%	100.0	0.0	100.0	0.0	0.0	100				

16. How satisfied ar	16. How satisfied are you with the amount of time for which service is up and working?											
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total					
BSNL (Total)	Count	756	0	756	11	1	768					
	%	98.4	0.0	98.4	1.4	0.1	100					
BSNL (Urban)	Count	650	0	650	11	1	662					
, ,	%	98.2	0.0	98.2	1.7	0.2	100					
DCNII (Dunal)	Count	106	0	106	0	0	106					
BSNL (Rural)	%	100.0	0.0	100.0	0.0	0.0	100					

MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?						
Service Providers		Never	Occasionally	Frequently	Very frequently	Total
BSNL (Total)	Count	55	665	41	7	768
	%	7.2	86.6	5.3	0.9	100
BSNL (Urban)	Count	55	560	40	7	662
	%	8.3	84.6	6	1.1	100
DCNII (Durel)	Count	0	105	1	0	106
BSNL (Rural)	%	0.0	99.1	0.9	0.0	100





18. What was the broadband connection problem faced by you in last 6 months related to, please specify?						
Service Providers		Problem was related to the broadband connection& modem provided by service provider		Total		
BSNL (Total)	Count	9	39	48		
	%	18.8	81.3	100		
BSNL (Urban)	Count	8	39	47		
	%	17.0	83.0	100		
BSNL (Rural)	Count	1	0	1		
BONE (Rural)	%	100.0	0.0	100		

19. How satisfied are	19. How satisfied are you with the time taken for restoration of broadband connection?						
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	32	0	32	15	1	48
	%	66.7	0.0	66.7	31.3	2.1	100
BSNL (Urban)	Count	32	0	32	14	1	47
	%	68.1	0.0	68.1	29.8	2.1	100
BSNL (Rural)	Count	0	0	0	1	0	1
DOINE (Kulai)	%	0.0	0.0	0.0	100.0	0.0	100

20(a). Do you use a	20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.						
Service Providers		Yes No Total					
BSNL (Total)	Count	390	378	768			
	%	50.8	49.2	100			
BSNL (Urban)	Count	343	319	662			
	%	51.8	48.2	100			
BSNL (Rural)	Count	47	59	106			
BONE (Kurai)	%	44.3	55.7	100			

20(b). How satisfied	20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?						bing?
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	386	0	386	4	0	390
	%	99.0	0.0	99	1	0.0	100
BSNL (Urban)	Count	340	0	340	3	0	343
	%	99.1	0.0	99.1	0.9	0.0	100
BSNL (Rural)	Count	46	0	46	1	0	47
BONE (Ruldi)	%	97.9	0.0	97.9	2.1	0.0	100



20(c). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
BSNL (Total)	Count	0	4	0	0	4
	%	0.0	100.0	0.0	0.0	100
BSNL (Urban)	Count	0	3	0	0	3
	%	0.0	100.0	0.0	0.0	100
DCNI (D. rol)	Count	0	1	0	0	1
BSNL (Rural)	%	0.0	100.0	0.0	0.0	100

21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)

Service Providers		Yes	No	Total
BSNL (Total)	Count	9	759	768
	%	1.2	98.8	100
BSNL (Urban)	Count	9	653	662
	%	1.4	98.6	100
BSNL (Rural)	Count	0	106	106
BONE (Rurai)	%	0.0	100.0	100

21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?							
Service Providers	ers Yes No Total						
BSNL (Total)	Count	3	6	9			
	%	33.3	66.7	100			
BSNL (Urban)	Count	3	6	9			
	%	33.3	66.7	100			
BSNL (Rural)	Count	0	0	0			
BONE (Rulai)	%	0.0	0.0	0			

21(c). What difficulties	21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?						
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
BSNL (Total)	Count	0	1	0	2	0	3
	%	0.0	33.3	0.0	66.7	0.0	100
BSNL (Urban)	Count	0	1	0	2	0	3
	%	0.0	33.3	0.0	66.7	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
DOINE (Rufal)	%	0.0	0.0	0.0	0.0	0.0	0



22. How satisfied ar	22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?					evied?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
BSNL (Urban)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
DSNI (Burol)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0

OVERALL CUSTOMER SATISFACTION

23(a). How satisfied	23(a). How satisfied are you with the overall quality of your Broadband service?						
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	758	2	756	8	2	768
	%	98.7	0.3	98.4	1	0.3	100
BSNL (Urban)	Count	652	2	650	8	2	662
	%	98.5	0.3	98.2	1.2	0.3	100
BSNL (Rural)	Count	106	0	106	0	0	106
DOINE (Ruldi)	%	100.0	0.0	100.0	0.0	0.0	100

24. How many persons in your house/ organization are using this Broadband connection?					
Service Providers	ers No. of persons (Average Numbers)				
BSNL (Total)	Count	768			
, ,	avg. no. of persons	2.4			
BSNL (Urban)	Count	662			
	avg. no. of persons	2.5			
BSNL (Rural)	Count	106			
DONE (Italial)	avg. no. of persons	2.0			

24(a). What kind of other services are you also taking from this service provider?							
Service Providers	Service Providers Wire-line Mobile Other None Total						
BSNL (Total)	Count	672	91	4	1	768	
	%	87.5	11.8	0.5	0.1	100	
BSNL (Urban)	Count	567	91	3	1	662	
	%	85.6	13.7	0.5	0.2	100	
DCAII (Del)	Count	105	0	1	0	106	
BSNL (Rural)	%	99.1	0.0	0.9	0.0	100	





25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?								
Service Providers		Yes No Total						
BSNL (Total)	Count	339	429	768				
	%	44.1	55.9	100				
BSNL (Urban)	Count	286	376	662				
	%	43.2	56.8	100				
BSNL (Rural)	Count	53	53	106				
	%	50.0	50.0	100				

26. On a scale of	26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?											
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	0	0	5	5	2	227	471	56	2	0	768
	%	0.0	0.0	0.7	0.7	0.3	29.6	61.3	7.3	0.3	0.0	100
BSNL (Urban)	Count	0	0	5	5	1	185	411	53	2	0	662
	%	0.0	0.0	0.8	0.8	0.2	27.9	62.1	8.0	0.3	0.0	100
DOM: (Barrell)	Count	0	0	0	0	1	42	60	3	0	0	106
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.9	39.6	56.6	2.8	0.0	0.0	100

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

27. Are you aware o	27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?							
Service Providers		Yes No Total						
BSNL (Total)	Count	673	95	768				
	%	87.6	12.4	100				
BSNL (Urban)	Count	578	84	662				
	%	87.3	12.7	100				
BSNL (Rural)	Count	95	11	106				
BONE (Rural)	%	89.6	10.4	100				

28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone numbe							
Service Providers	Yes No Total						
BSNL (Total)	Count	107	661	768			
	%	13.9	86.1	100			
BSNL (Urban)	Count	103	559	662			
	%	15.6	84.4	100			
DONII (Darrell)	Count	4	102	106			
BSNL (Rural)	%	3.8	96.2	100			





29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	30	62	10	5	0	107
	%	28.0	57.9	9.3	4.7	0.0	100
BSNL (Urban)	Count	28	61	10	4	0	103
	%	27.2	59.2	9.7	3.9	0.0	100
DCNI /Durel\	Count	2	1	0	1	0	4
BSNL (Rural)	%	50.0	25.0	0.0	25.0	0.0	100

30. Did the Call Centre inform you about the action taken on your complaint?								
Service Providers	Service Providers Yes No Total							
BSNL (Total)	Count	6	101	107				
	%	5.6	94.4	100				
BSNL (Urban)	Count	3	100	103				
	%	2.9	97.1	100				
DCMI (Durol)	Count	3	1	4				
BSNL (Rural)	%	75.0	25.0	100				

31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	99	0	99	8	0	107
	%	92.5	0.0	92.5	7.5	0.0	100
BSNL (Urban)	Count	96	0	96	7	0	103
	%	93.2	0.0	93.2	6.8	0.0	100
DCNII (Dural)	Count	3	0	3	1	0	4
BSNL (Rural)	%	75.0	0.0	75.0	25.0	0.0	100

32. Please specify th	32. Please specify the reason(s) for your dissatisfaction							
Service Providers		Difficult to connect to 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	
BSNL (Total)	Count	4	0	2	0	2	8	
	%	50.0	0.0	25.0	0.0	25.0	100	
BSNL (Urban)	Count	4	0	2	0	1	7	
	%	57.1	0.0	28.6	0.0	14.3	100	
DCNI /Durel\	Count	0	0	0	0	1	1	
BSNL (Rural)	%	0.0	0.0	0.0	0.0	100.0	100	





33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?						
Service Providers		Yes	No	Not applicable	Total	
BSNL (Total)	Count	13	25	69	107	
	%	12.1	23.4	64.5	100	
BSNL (Urban)	Count	10	24	69	103	
	%	9.7	23.3	67.0	100	
DCNII (Dunal)	Count	3	1	0	4	
BSNL (Rural)	%	75.0	25.0	0.0	100	

34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Total
BSNL (Total)	Count	1	767	768
	%	0.1	99.9	100
BSNL (Urban)	Count	1	661	662
	%	0.2	99.8	100
BSNL (Rural)	Count	0	106	106
DOINE (Rurai)	%	0.0	100.0	100

34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?								
Service Providers	Yes No Total							
BSNL (Total)	Count	0	1	1				
	%	0.0	100.0	100				
BSNL (Urban)	Count	0	1	1				
	%	0.0	100.0	100				
DCNII (Durol)	Count	0	0	0				
BSNL (Rural)	%	0.0	0.0	0				

34(c). Were you able to contact to the Nodal officer without difficulty?								
Service Providers	roviders Yes No Total							
BSNL (Total)	Count	0	0	0				
	%	0.0	0.0	0				
BSNL (Urban)	Count	0	0	0				
,	%	0.0	0.0	0				
BSNL (Rural)	Count	0	0	0				
	%	0.0	0.0	0				





35. Did the Nodal Officer intimate you about the decision taken on your complaint?							
Service Providers	viders Yes No Total						
BSNL (Total)	Count	0	0	0			
	%	0.0	0.0	0			
BSNL (Urban)	Count	0	0	0			
	%	0.0	0.0	0			
DCAII (D)	Count	0	0	0			
BSNL (Rural)	%	0.0	0.0	0			

36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0
DCNII (Dunal)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0

36(b). Please specify the reason(s) for your dissatisfaction.								
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total	
BSNL (Total)	Count	0	0	0	0	0	0	
	%	0.0	0.0	0.0	0.0	0.0	0	
BSNL (Urban)	Count	0	0	0	0	0	0	
	%	0.0	0.0	0.0	0.0	0.0	0	
DCMI (Decembly)	Count	0	0	0	0	0	0	
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0	

37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

Service Providers		Yes	No	Total
BSNL (Total)	Count	1	767	768
	%	0.1	99.9	100
BSNL (Urban)	Count	1	661	662
	%	0.2	99.8	100
DCNII (Durel)	Count	0	106	106
BSNL (Rural)	%	0.0	100.0	100





Service Providers		Yes	No	Total
BSNL (Total)	Count	0	1	1
	%	0.0	100.0	100
SSNL (Urban)	Count	0	1	1
,	%	0.0	100.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0

39. Did you receive any acknowledgement?								
Service Providers	ervice Providers Yes No Total							
BSNL (Total)	Count	0	0	0				
	%	0.0	0.0	0				
BSNL (Urban)	Count	0	0	0				
	%	0.0	0.0	0				
BSNL (Rural)	Count	0	0	0				
	%	0.0	0.0	0				

40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?							
Service Providers		Yes	No	Appeal file d only recently	Total		
BSNL (Total)	Count	0	0	0	0		
	%	0.0	0.0	0.0	0		
BSNL (Urban)	Count	0	0	0	0		
	%	0.0	0.0	0.0	0		
DCNII /Drol\	Count	0	0	0	0		
BSNL (Rural)	%	0.0	0.0	0.0	0		

41. Are you aware that a prepaid customer can get item wise usage charge details for your prepaid connection?								
Service Providers		Yes No Total						
BSNL (Total)	Count	0	0	0				
	%	0.0	0.0	0				
BSNL (Urban)	Count	0	0	0				
	%	0.0	0.0	0				
DCNI (D)	Count	0	0	0				
BSNL (Rural)	%	0.0	0.0	0				





42. Have you been denied of request for item wise usage charge details for your prepaid connection?								
Service Providers	ce Providers Yes No Total							
BSNL (Total)	Count	0	0	0				
	%	0.0	0.0	0				
BSNL (Urban)	Count	0	0	0				
	%	0.0	0.0	0				
DCNI (D)	Count	0	0	0				
BSNL (Rural)	%	0.0	0.0	0				

43. What were the reason(s) for denying your request?							
Service Providers	No reasons given Technical problem Others Total						
BSNL (Total)	Count	0	0	0	0		
	%	0.0	0.0	0.0	0		
BSNL (Urban)	Count	0	0	0	0		
	%	0.0	0.0	0.0	0		
DCNII (D)\	Count	0	0	0	0		
BSNL (Rural)	%	0.0	0.0	0.0	0		

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

Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	673	36	59	768
	%	87.6	4.7	7.7	100
BSNL (Urban)	Count	568	35	59	662
	%	85.8	5.3	8.9	100
DCNI (Dural)	Count	105	1	0	106
BSNL (Rural)	%	99.1	0.9	0.0	100