



**A MARKET PULSE RESEARCH REPORT ON
JAMMU & KASHMIR CIRCLE
October – December, 2011**



**Telecom Regulatory
Authority of India**

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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**The Market
Intelligence
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Insights
Company**

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of 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.

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

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

For this survey, customers of Basic Wire-line Service, Cellular Mobile Telephone Service and Broadband Service are interviewed to obtain their feedback on various QoS parameters.

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

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

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

West Zone: Mumbai, J & K (including Goa and excluding Mumbai), Gujarat (including and Madhya Pradesh (Including Chattisgarh).

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

With regard to the afore-mentioned survey, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line Service, Cellular Mobile Telephone Service (including FWP) and Broadband Service customers, in **North Zone**.

1. EXECUTIVE SUMMARY

In the period 1st October to 31st December of 2011, Market Pulse has carried out the customer satisfaction survey in J&K circle.

One basic wire-line service provider i. e. BSNL present in the circle as on October 2011 has been covered. Across 4 cities of J&K circle, a sample of 406 basic wire-line customers has been covered.

Seven cellular mobile telephone service providers present in the circle as on October 2011 have been covered. A sample of 2,692 cellular mobile phone customers was covered. Of this, 2,154 were prepaid customers and 538 were postpaid customers.

One broadband service provider present in the circle as on October 2011 has been covered. Across various points of presence in J&K, a sample of 356 broadband customers was covered. All were postpaid customers.

The following feedback was obtained from the sample of customers:

- 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
- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

The key findings of this survey in J&K are presented subsequently.

1.1 Basic Wire-line Service

- 90% of the basic wire-line service customers in J&K circle were satisfied with overall service quality of BSNL. There was no significant difference between rural and urban customers.
- However, BSNL did not meet the benchmarks on most individual parameters. In fact, it registered very low satisfaction with respect to maintainability. Only 65% of all customers reported that the fault was repaired within 3 days.
- 35% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query.
- Approximately 39% of the customers claimed to have made a complaint on BSNL's call centre number in the last 6 months. 67% of the customers who had complained said that they had received a docket number for most of their complaints.
- 45% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre and 47% said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.
- Only 2% of all basic telephone service customers said that they were aware about the contact details of the nodal officer and 1% were aware of the contact details of the Appellate Authority.
- 36% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

1.2 Cellular Mobile Telephone Service

- 91% of all cellular mobile customers were satisfied with overall service quality. Only BSNL & Reliance did not meet the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- None of the service provider met the benchmark set for prepaid billing performance and postpaid billing performance and help services including customer grievance redressal.
- All the service providers except BSNL & Reliance met the benchmark set for Network performance, reliability & availability. Airtel, TTSL, Vodafone & Aircel met the benchmark for maintainability.
- BSNL, TTSL, Vodafone & Aircel did not meet the benchmark set for value added services.
- 61% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among Vodafone customers.
- 33% of all cellular mobile customers, who were aware of the call centre number claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was low among BSNL customers.
- 94% of the customers reported complaint registration. Only in the case of Aircel, a substantial % claimed that the complaint was not registered.
- Only 36% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.
- 58% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre. The proportion was higher among rural customers.
- Only 47% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

- Only 2% of the cellular mobile customers were aware of the contact details of the nodal officer.
- 73% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- 69% of those who had complained to the Nodal Officer were satisfied with the action taken/ response.
- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.
- 92% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.
- Only 58% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among Vodafone customers.

1.3 Broadband Service

- Only 82% of all broadband customers were satisfied with overall service quality.
- BSNL met the benchmarks with respect to provision of service and supplementary/ value added services.
- 89% of the customers got their working connection within 7 working days. However, this proportion was lower for BSNL rural customers.
- 48% of broadband customers said that they were aware about the call centre number of their service provider for making a complaint/ query. Awareness was low among rural customers.
- 39% of broadband customers who were of the call centre number claimed to have complained in the last 6 months. A higher percentage of rural customers complained as compared to urban customers.
- 78% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. 13% did not receive docket numbers for most of their complaints. 9% received the docket number on request.
- 43% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This percentage was higher among rural customers.
- 37% of all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline. The satisfaction was low among urban customers as compared to rural. Only 12% of the billing complaints were satisfactorily resolved.
- Only 3% of the broadband customers said that they were aware of the contact details of the Nodal Officer and 3% of the customers were aware of the Appellate Authority's contact details.
- 54% of the customers claimed to have got the Manual of Practice while taking the connection.

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). To determine the effectiveness of implementation of the 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**

With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line, Cellular Mobile Telephone (including FWP) and Broadband customers, in the Northern zone of India, comprising the metro circle of Delhi and the circles of J & K, UP East, UP West, Rajasthan, Punjab, Himachal Pradesh and J&K.

The current report presents the findings of the survey for J&K circle. This survey was conducted in the period October – December, 2011.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

1. To measure the level of satisfaction among customers with respect to:
 - Provision of service
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
2. To measure the awareness among customers with respect to the grievance redressal mechanism set up by service providers based on the regulations laid down by TRAI.

2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.
- In the survey of basic telephone service and cellular mobile service customers, 50% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.
- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and 50% through a CATI/web-based survey.

2.4 Coverage of the Survey

In the period 1st October to 31th December of 2011, we conducted the Customer Satisfaction Survey (CSS) in J & K circle. The following service providers have been covered in the J&K circle.

2.4.1 Basic Telephone (Wire-line) Service

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

2.4.2 Cellular Mobile Telephone Service (including FWP)

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

2.4.3 Broadband Service

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

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
J & K	Jammu, Srinagar, Udhampur & Leh

2.6 Respondent Profile

The random sample included both prepaid & postpaid customers in household and commercial segments.

2.6.1 Individual/ Household users

Only those above the age of 18 years were interviewed. Actual users of basic telephone service, mobile or broadband services were interviewed

2.6.2 Commercial users

In case of the basic telephone service survey, the administration or accounts executive/ manager or whoever takes care of basic telephone service related issues was interviewed. In case of the broadband survey, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager was interviewed. In case, there was no such person, then the CEO/ MD/ owner of the firm was interviewed.

2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified in both urban and rural areas of J&K for this survey. Random sampling was done in the selected areas to select the respondents.

2.7.1 Basic Telephone (Wire-line) Service: Database obtained from the service providers was used in case of private operators, while for BSNL, door to door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

The sample for basic service customers was evenly spread across 5% of the exchanges of each BSO in the circle. These exchanges were covered in urban and rural areas. The stated 5% exchanges were evenly spread over 10% of SDCAs for each BSO.

BSNL: In the J&K circle, there are 359 exchanges (249 rural exchanges and 110 urban exchanges) and 34 SDCAs. 5% of these exchanges can be approximated to 18 exchanges and 10% of these SDCAs are 4 SDCAs. We have covered 18 exchanges and 4 SDCAs across J&K circle.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
BSNL	284	122	406	4
Overall	284	122	406	4

Geographical Coverage	Cities Covered
J & K	Jammu, Srinagar, Udhmapur & Leh

2.7.2 Cellular Mobile Telephone Service : For post-paid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out. The sample for cellular mobile telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

In all, there are 22 district headquarters in J&K circle. We have selected 3 district headquarters on the basis of their geographical spread namely Srinagar, Leh & Jammu. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	144	318	462	3
BSNL	134	258	392	3
TTSL	42	238	280	3
Reliance	136	214	350	3
Idea	112	281	393	3
Vodafone	109	301	410	3
Aircel	151	254	405	3
Overall	828	1864	2692	

Geographical Coverage	Cities Covered
J & K	Shrinagar, Leh & Jammu

2.7.3 Broadband Service: In residential areas, the customer database obtained from the service providers was used. In commercial areas, an office-to-office survey was carried out since penetration of broadband was high in these areas.

The sample for broadband service customers was evenly spread in the areas served by 10% of the Points of Presence (POPs) for each service provider in each service area.

BSNL: There are 34 SDCAs/Point of Presence (where their broadband service is available);we covered more than 10% of these i.e. 4 SDCAs.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
BSNL	242	114	356	4
Overall	242	114	356	

Geographical Coverage	Cities Covered
J & K	Jammu, Srinagar, Udhampur & Leh

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

For customer satisfaction survey of Basic Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone. For rural customers, face-to-face as well as CATI interviews were done.

Service Provider	Face 2 Face			CATI			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	104	100	204	180	22	202	406
Overall	104	100	204	180	22	202	406

2.8.2 Cellular Mobile Telephone Service

For the survey of Cellular Mobile Telephone Service customers, approx. 45% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Provider	CATI			Face to Face			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	152	41	193	166	103	269	462
BSNL	165	66	231	93	68	161	392
TTSL	206	32	238	32	10	42	280
Reliance	111	96	207	103	40	143	350
Idea	168	71	239	113	41	154	393
Vodafone	170	22	192	131	87	218	410
Aircel	179	15	194	75	136	211	405
Overall	1151	343	1494	713	485	1198	2692

2.8.3 Broadband Service

For customer satisfaction survey of Broadband Service customer, approx. 50% of the sample were covered through face-to-face interviews and 50% through a CATI/ web-based survey. For web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending the survey invitations, follow up phone calls were made to drive respondents to the survey.

Service Provider	Face 2 Face			CATI			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	100	79	179	142	35	177	356
Overall	100	79	179	142	35	177	

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

Only BSNL provides basic wire-line service in J&K circle, so we have covered BSNL and all the customers interviewed were Postpaid users.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	--	--	--	284	122	406	406
Overall	--	--	--	284	122	406	406

2.9.2 Cellular Mobile Telephone Service

A total of 7 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 2,692 prepaid users were 2,154 with the balance being postpaid customers. 828 of the respondents were from rural areas.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	217	125	342	101	19	120	462
BSNL	163	111	274	95	23	118	392
TTSL	193	31	224	45	11	56	280
Reliance	114	56	170	100	80	180	350
Idea	256	105	361	25	7	32	393
Vodafone	295	107	402	6	2	8	410
Aircel	233	148	381	21	3	24	405
Overall	1471	683	2154	393	145	538	2692

2.9.3 Broadband Service

BSNL, the only broadband service providers present in the circle as of date has been covered. Across various Points of Presence in the J&K circle, 356 broadband service customers were covered. All were postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	--	--	--	242	114	356	356
Overall	--	--	--	242	114	356	356

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

	% Customers		
Gender	Male	Female	Base
Urban	60	31	284
Rural	79	21	122
Overall	72	28	406

- 406 basic telephone service (Wire-line) customers were covered. Of this sample, 72% were male and the balance 28% were female respondents.

2.10.1.2 Age Profile

	% Customers				Base
Age Group	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	21	28	22	28	284
Rural	22	22	18	38	122
Overall	22	26	21	31	406

- 47% of the customers were in the age group of 25 – 44 years while 22% were less than 25 years and the 31% were more than 45 years old.

2.10.1.3 Occupation Profile

Occupation	Service	% Customers					Base
		Business- man/ Self Employed/ Farmers	Student	Farmer	Housewife	Retired	
Urban	31	28	--	17	18	6	284
Rural	28	39	3	14	11	5	122
Overall	30	32	1	16	15	6	406

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	80	20	1864
Rural	87	13	828
Overall	82	18	2692

- 2692 cellular mobile telephone service customers were covered. Of this sample, 82% were male and 18% were female respondents.

2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	32	42	15	12	1864
Rural	35	42	17	6	828
Overall	33	42	15	10	2692

- 57% of the customers were in the age group of 25 – 44 years while 33% were less than 25 years and the 10% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Business man/ Self Employed / Farmers	Farmer	Student	Housewife	Retired	
Urban	34	32	5	20	8	1	1864
Rural	28	36	7	23	6	1	828
Overall	32	33	5	21	7	1	2692

- Out of 2692 cellular mobile telephone service customers, 33% of the customers were businessmen/ self-employed and 32% of them were salaried while 21% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	84	16	242
Rural	75	25	114
Overall	81	19	356

- 356 broadband service customers were covered. Of this sample, 19% were female respondents.

2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	22	36	21	21	242
Rural	25	38	22	15	114
Overall	23	37	22	15	356

- 59% of the customers were in the age group of 25 – 44 years while 23% were less than 25 years and the 15% were more than 45 years old.

2.13 Questionnaire Development Process

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

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

Satisfaction of subscribers has been obtained on a 4-point scale.

To measure the percentage of satisfied customers, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various sub-parameters of customer perception of service, has been computed.

For a parameter, the weighted average of scores on various sub-parameters has been computed.

2.15 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Wire-line, Cellular Mobile Telephone and Broadband service. The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for maximizing consumer satisfaction by making known the quality of service that the service providers are required to provide and that the user has a right to expect. All service providers have to follow these benchmarks, as laid down by TRAI.

2.15.1 Basic Wire-line Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>95%
% % Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary and Value Added Services	>90%
% % Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Overall Service Quality	>90%

2.15.2 Cellular Mobile Telephone Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>95%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary and Value Added Services	>90%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Overall Service Quality	>90%

2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>90%
% satisfied with help services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% satisfied with Customer satisfaction with offered supplementary services such as allocation of static/fixed IP addresses, email Ids etc.	>85%
% Satisfied with Overall Service Quality	>85%

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

A. Basic Wire-line Service

Provision of Service

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

Billing Performance (Postpaid)

- Timely delivery of bills
- Quality, accuracy & completeness of the bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- resolution of billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

- Time taken to activate cellular mobile connection after customer applied and completed all formalities
- Ease of understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills sent by the service provider in terms of transparency and understandability
- Accuracy & Completeness of bills
- Process of resolution of billing complaints

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

- Quality of the supplementary services 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

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills issued by your service provider in terms of transparency and understandability
- Accuracy/Completeness of Bills
- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

- 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

2.16 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 the clause (a) or clause (b) of sub-regulation (3) of regulation.

Basic Wire-line Service: 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 the sub-regulation 3 of regulation 1 for redressal of grievances of its consumer by telephone or electronic means or by any other means.

Cellular Mobile Telephone Service: Means....

(1) telecommunication service provided by mean of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication systems which is designed or adapted to be capable of being used while in motion.

(2) refers to transmission of voice or non-voice message over Licensee's Network in real time but service does not cover broadcasting of any messages, voice or non-voice; however, Cell Broadcast is permitted only to the customers of the service.

(3) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.

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

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

3. COMPLIANCE REPORT ON 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 2.14 (Page 25). According to this methodology, the total percentage of satisfied customers 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 customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Wire-line Service

3.1.1 The following table shows the percentage of customers satisfied on QoS parameters.

Sub Parameters	Type	Benchmarks	% Customers
			BSNL
% Satisfied with Provision of Service	Urban	≥90%	85
	Rural	≥90%	89
	Overall	≥90%	86
% Satisfied with Billing Performance Postpaid	Urban	≥95%	86
	Rural	≥95%	93
	Overall	≥95%	88
% Satisfied with Billing Performance Prepaid*	Urban	≥95%	--
	Rural	≥95%	--
	Overall	≥95%	--
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	79
	Rural	≥90%	85
	Overall	≥90%	81
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	92
	Rural	≥95%	95
	Overall	≥95%	93
% Satisfied with Maintainability	Urban	≥95%	67
	Rural	≥95%	73
	Overall	≥95%	69
% Supplementary and Value Added Services*	Urban	≥90%	--
	Rural	≥90%	--
	Overall	≥90%	--
% Satisfied with Overall Service Quality	Urban	≥90%	90
	Rural	≥90%	91
	Overall	≥90%	90
<i>Base</i>			406

* Denotes small sample and thus, statistically invalid data.

- 90% of the basic wire-line service customers in J&K circle were satisfied with their service providers with overall service quality. There was no significant difference across urban and rural customers.
- BSNL did not meet the benchmarks on all most all the parameters. In fact, it had very low satisfaction with respect to maintainability.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days.

Type	% Customers
	BSNL
Urban	63
Rural	70
Overall	65
<i>Base</i>	179

- 65% of all customers reported that the fault was repaired within 3 days.
- A lower proportion of BSNL customers in urban areas reported that the fault was repaired within 3 days.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request.

Type	%Customers
	BSNL
Urban	100
Rural	50
Overall	67
<i>Base*</i>	6

*Denotes small sample and thus, statistically invalid data

3.1.4 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers
	BSNL
Urban	45
Rural	54
Overall	47
<i>Base</i>	55

- 47% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

3.2 Cellular Mobile Telephone Service

3.2.1 The following table shows the percentage of customers satisfied on QoS parameters.

Sub Parameters	Type	Bench marks	% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
% Satisfied with Provision of Service	Urban	≥90%	96	98	98	99	99	97	99	98
	Rural	≥90%	98	96	94	99	100	98	98	98
	Overall	≥90%	97	97	97	99	100	97	98	98
% Satisfied with Billing Performance Prepaid	Urban	≥95%	91	91	91	76	95	91	93	91
	Rural	≥95%	96	94	88	89	94	96	94	94
	Overall	≥95%	93	92	90	80	94	92	93	92
% Satisfied with Billing Performance Postpaid	Urban	≥95%	90	92	92	79	80	83	96	87
	Rural	≥95%	95	98	77	86	89	100	58	88
	Overall	≥95%	91	93	89	82	82	88	92	88
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	79	76	90	58	86	80	72	77
	Rural	≥90%	86	74	78	72	91	63	79	78
	Overall	≥90%	81	75	87	63	87	77	75	77
% Satisfied with Network Performance, Reliability and Availability	Urban	≥90%	98	84	94	84	90	94	93	91
	Rural	≥90%	96	78	91	77	92	96	94	89
	Overall	≥90%	97	82	94	81	90	94	93	90
% Satisfied with Maintainability	Urban	≥90%	98	82	93	83	86	92	93	90
	Rural	≥90%	98	77	91	78	88	95	93	88
	Overall	≥90%	98	80	92	81	87	92	93	89
% Supplementary and Value Added Services	Urban	≥90%	97	81	78	94	94	84	80	89
	Rural	≥90%	96	100	61	94	92	100	97	94
	Overall	≥90%	97	87	72	94	93	88	88	91
% Satisfied with Overall Service Quality	Urban	≥90%	95	88	96	72	92	94	92	90
	Rural	≥90%	94	91	88	85	95	95	99	93
	Overall	≥90%	95	89	95	77	92	94	94	91
Base			462	392	280	350	393	410	405	2692

- 91% of all cellular mobile customers were satisfied with overall service quality. Only BSNL & Reliance did not meet the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- None of the service provider met the benchmark set for prepaid billing performance and postpaid billing performance and help services including customer grievance redressal.
- All the service providers except BSNL & Reliance met the benchmark set for Network performance, reliability & availability.
- Airtel, TTSL, Vodafone & Aircel met the benchmark for maintainability.
- BSNL, TTSL, Vodafone & Aircel did not meet the benchmark set for value added services.

3.2.2 % customers who reported billing complaint resolution by call centre within 4 weeks.

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	41	33	81	13	58	62	45	47
Rural	39	29	44	58	69	20	41	49
Overall	41	32	72	30	61	58	44	47
<i>Base</i>	84	41	75	120	83	50	87	540

- Only 47% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was particularly low for Reliance & BSNL.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Benchmarks	% Customers
			BSNL
% Satisfied with Provision of Service	Urban	≥90%	98
	Rural	≥90%	98
	Overall	≥90%	98
% Satisfied with Billing Performance Prepaid	Urban	≥90%	-
	Rural	≥90%	-
	Overall	≥90%	-
% Satisfied with Billing Performance Postpaid	Urban	≥90%	87
	Rural	≥90%	88
	Overall	≥90%	87
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	85
	Rural	≥90%	74
	Overall	≥90%	81
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	85
	Rural	≥85%	74
	Overall	≥85%	81
% Satisfied with Maintainability	Urban	≥85%	35
	Rural	≥85%	25
	Overall	≥85%	32
% Supplementary and Value Added Services*	Urban	≥85%	100
	Rural	≥85%	100
	Overall	≥85%	100
% Satisfied with Overall Service Quality	Urban	≥85%	80
	Rural	≥85%	88
	Overall	≥85%	82
Base			356

*

- 82% of all broadband customers were satisfied with overall service quality.
- BSNL met the benchmarks with respect to provision of service and supplementary and value added services only.
- BSNL had a low percentage of customers who were satisfied with maintainability.

3.3.2 % of customers who reported getting a working connection with 7 days.

Type	% Customers
	BSNL
Urban	93
Rural	79
Overall	89
<i>Base</i>	<i>356</i>

- 89% of the customers got their working connection within 7 working days. However, this proportion was lower for BSNL rural customers.

3.3.3 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers
	BSNL
Urban	13
Rural	10
Overall	12
<i>Base</i>	<i>67</i>

- Only 12% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – J & K Circle

Customer Satisfaction Survey in the J & K circle was done among customers of one Basic Wire-line Service providers i.e. BSNL. Only BSNL provides wire-line service in J&K circle.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service

Sub Parameters	Type	BSNL
Time taken to provide working connection	Urban	78
	Rural	91
	Overall	81
Ease of understanding	Urban	93
	Rural	87
	Overall	91
Overall Provision of service	Urban	85
	Rural	89
	Overall	86
<i>Base</i>		<i>104</i>

- BSNL's satisfaction with provision of service was low because of the time taken to provide working connections.
- 81% of the customers were satisfied with the time taken to provide a working telephone. This score was pulled down by BSNL urban customers among whom only 78% were satisfied on this account.
- 91% of the urban customers were satisfied with the ease of understanding/ provision of all relevant information related to tariff plans & charges.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance.

Sub Parameters	Type	% Postpaid Customers
		BSNL
Timely delivery of bills	Urban	84
	Rural	94
	Overall	87
Quality, Accuracy & Completeness of the bills	Urban	90
	Rural	95
	Overall	91
Process of resolution of billing complaints	Urban	27
	Rural	57
	Overall	35
Clarity of the bills in terms of transparency & understandability	Urban	92
	Rural	93
	Overall	92
Overall Billing performance postpaid	Urban	86
	Rural	93
	Overall	88
<i>Base</i>		<i>406</i>

- A very low proportion of BSNL customers were satisfied on account of process of resolution of billing complaints. This dragged down their scores with respect to postpaid billing performance.
- However satisfaction was higher with respect to Clarity of the bills in terms of transparency & understandability and Quality, Accuracy & Completeness of the bills.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: BSNL did not report any prepaid wire-line customer.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

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

Sub Parameters	Type	% Customers
		BSNL
Ease of access of call centre/customer care or help-line	Urban	87
	Rural	97
	Overall	90
Ease of getting an option for “ talking to a customer care executive”	Urban	87
	Rural	94
	Overall	89
Response time taken to answer the call	Urban	80
	Rural	87
	Overall	82
Problem solving ability of customer care executive	Urban	73
	Rural	77
	Overall	74
Time taken by call centre/customer care /helpline to resolve complaint	Urban	67
	Rural	71
	Overall	68
Overall Help service including customer grievance redressal	Urban	79
	Rural	85
	Overall	81
<i>Base</i>		123

- BSNL customers were less satisfied with respect to time taken by call centre/customer care /helpline to resolve complaints and problem solving ability of customer care executive.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers
		BSNL
Availability of working telephone (dial tone)	Urban	94
	Rural	94
	Overall	94
Ability to make or receive calls easily	Urban	91
	Rural	94
	Overall	92
Voice Quality	Urban	91
	Rural	96
	Overall	92
Overall Network Performance, reliability & availability	Urban	92
	Rural	95
	Overall	93
<i>Base</i>		406

- A high percentage of BSNL customers were satisfied on account of all parameters of network performance.

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following table shows the percentage of customers satisfied with maintainability.

Sub Parameters	Type	% Customers
		BSNL
Fault repair service	Urban	67
	Rural	73
	Overall	69
<i>Base</i>		<i>178</i>

- A higher percentage of rural customers were satisfied with the fault repair service as compared to urban customers. However, the extent of satisfaction was low.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

4.1.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services.

Note: The sample of responses on value added services for wire-line customers was very low to draw any statistically valid inference.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality.

Sub Parameters	Type	% Customers
		BSNL
Overall quality of Telephone service	Urban	90
	Rural	91
	Overall	90
<i>Base</i>		<i>406</i>

- 90% of the customers were satisfied with the overall quality of telephone service.

4.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers

4.2.1 Awareness and experience of Call Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query

Type	% Customers
	BSNL
Urban	37
Rural	30
Overall	35
<i>Base</i>	<i>406</i>

- 35% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query.
- Awareness among rural customers was low as compared to urban customers.

Table 4.2.1.2 The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 6 months

Type	% Customers
	BSNL
Urban	40
Rural	35
Overall	39
<i>Base</i>	<i>141</i>

- Approximately 39% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher for urban customers as compared to rural customers.

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

Sub Parameters	Type	% Customers
		BSNL
Docket number received for most of the complaints	Urban	69
	Rural	62
	Overall	67
No docket number received for most of the complaints	Urban	31
	Rural	23
	Overall	29
It was received on request	Urban	0
	Rural	8
	Overall	2
No docket number received even on request	Urban	0
	Rural	8
	Overall	2
<i>Base</i>		55

- 67% of the customers who had complained said that they had received a docket number for most of their complaints. This was significantly higher for urban customers as compared to rural customers.
- 29% of all customers who had complained said that they did not receive docket number for most of their complaints. 2% of all customers who had complained said that they did not receive a docket number for their complaints even on request.

4.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Type	% Customers
	BSNL
Urban	38
Rural	64
Overall	45
<i>Base</i>	56

- 45% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- A lower proportion (38%) of urban customers were informed about the action taken on their complaint by call centre.

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

Type	% Customers
	BSNL
Urban	45
Rural	54
Overall	47
<i>Base</i>	55

- 47% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.

4.2.2 Awareness and experience of Nodal Officer

Table 4.2.2.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Type	% Customers
	BSNL
Urban	1
Rural	3
Overall	2
<i>Base</i>	<i>406</i>

- Only 2% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

Table 4.2.2.2 The percentage of customers who have made complaints to the Nodal Officer

Type	% Customers
	BSNL
Urban	25
Rural	--
Overall	13
<i>Base</i>	<i>8</i>

- Of those who were aware of the Nodal Officer's contact details, 13% claimed to have complained to the nodal officer.

Table 4.2.2.3 The percentage of customers who were able to contact to the Nodal Officer without difficulty.

Type	% Customers
	BSNL
Urban	25
Rural	--
Overall	13
<i>Base</i>	8

Table 4.2.2.4 The percentage of customers who were intimated about the decision taken on their complaints by the Nodal Officer

- 2 customers who were able to contact to the Nodal Officer's were intimated about the decision taken on their complaints by the Nodal Officer

Table 4.2.2.5 % of customers satisfied with redressal of complaint by the Nodal Officer

- Both the customers who were satisfied with the redressal of complaint by the Nodal Officer

4.2.3 Awareness and experience of Appellate Authority

Table 4.2.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Type	% Customers
	BSNL
Urban	1
Rural	3
Overall	1
<i>Base</i>	406

- Only 1% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

4.2.3.2 Incidence of Appeal being filed in the prescribed form in the last 6 months

Note: None of the customer filed an appeal.

4.2.3.3 Percentage of Customers who filed an appeal with the Appellate & Received an Acknowledgement

Note: Not Applicable

4.2.3.4 Percentage of Customers who filed an appeal with the Appellate & for Whom a Decision was taken within 3 months

Note: Not Applicable

4.2.4 General Information

Table 4.2.4.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact details of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Type	% Customers
	BSNL
Urban	41
Rural	26
Overall	36
Base	406

- 36% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.4.2 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.

- None of the prepaid wire-line customers were interviewed.

4.2.4.3 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection.

- None of the prepaid wire-line customers were interviewed. Hence, this table is not relevant.

Table 4.2.4.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

- None of the prepaid wire-line customers were interviewed. Hence, this table is not relevant.

Table 4.2.4.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months.

Type	% Customer
	BSNL
Urban	1
Rural	3
Overall	2
<i>Base</i>	<i>406</i>

- Only 2% of the prepaid customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.4.6 The following table shows the percentage of customers who terminated a telephone connection of a particular service provider in the last 6 months.

- The earlier connections were also BSNL.

4.2.4.8 The following table shows the percentage of customers who are aware about getting rent rebate in case fault is not repaired within 3 days

Type	% Customers
	BSNL
Urban	3
Rural	2
Overall	3
<i>Base</i>	<i>406</i>

- Only 3% of the customers were aware about the rent rebate entitlement, in case fault was not repaired. within 3 days

4.2.5.1 The following table shows the percentage of customers who were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

Type	% Customers
	BSNL
Urban	4
Rural	23
Overall	10
<i>Base</i>	<i>406</i>

- 10% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS. Awareness was significantly higher among BSNL rural customers.

4.2.5.2 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

Type	% Customers
	BSNL
Urban	-
Rural	-
Overall	-
<i>Base</i>	<i>40</i>

- None of the basic wireline customer was registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.5.3 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering.

- As none of the basic wire-line customers was registered with the service provider for not receiving unwanted tele marketing calls/SMS, this table is not relevant.

4.2.5.4 The following table shows the percentage of customers who made a complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number.

- Not Applicable as none of the customers was registered with the service provider for not receiving unwanted tele marketing calls/SMS. This table is not relevant.

4.2.5.5 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor.

	Type	Customer Ranking
		BSNL
Mean Score	Urban	7.78
	Rural	7.32
	Overall	7.64
Base		406

- BSNL’s urban customers have given higher rating as compared to rural customers.

4.3 Cellular Mobile Telephone Service – J&K Circle

Customer Satisfaction Survey in the J & K circle was done among customers of 7 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, Reliance, TTSL, Idea, Vodafone and Aircel.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service.

Sub Parameters	Type	% Customers							Overall
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	
Process & time taken to activate connection	Urban	94	97	97	98	99	95	98	97
	Rural	97	92	95	98	100	97	97	97
	Overall	97	97	97	99	100	97	98	98
Ease of understanding	Urban	98	97	99	99	97	98	100	99
	Rural	99	99	93	100	100	99	99	99
	Overall	98	100	98	99	100	98	99	99
Overall Provision of service	Urban	96	98	98	99	99	99	99	98
	Rural	98	96	94	99	100	98	98	98
	Overall	97	97	97	99	100	97	98	98
<i>Base</i>		462	392	280	350	393	410	405	2692

- Most customers were satisfied with the process and time taken to activate the mobile connection as well as ease of understanding of plans conveyed. All the operators met the quality benchmark.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

		% Postpaid Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Timely delivery of bills	Urban	87	70	76	100	86	95	83	87
	Rural	91	80	71	100	100	33	84	91
	Overall	89	89	88	74	75	100	88	83
Clarity of the bills in terms of transparency and understandability	Urban	93	89	76	100	92	100	93	93
	Rural	73	90	100	100	100	67	92	73
	Overall	100	93	89	89	81	100	96	93
Accuracy & completeness of the bills	Urban	98	86	92	67	94	95	89	98
	Rural	82	90	100	100	96	67	91	82
	Overall	83	94	95	88	94	75	92	89
Process of resolution of billing Complaints	Urban	91	71	76	67	95	95	85	91
	Rural	64	84	86	100	96	67	86	64
	Overall	91	95	86	77	78	75	92	86
Overall Billing performance postpaid	Urban	92	79	80	83	92	96	87	92
	Rural	77	86	89	100	98	58	88	77
	Overall	87	70	76	100	86	95	83	87
<i>Base</i>		<i>120</i>	<i>118</i>	<i>56</i>	<i>180</i>	<i>32</i>	<i>8</i>	<i>24</i>	<i>538</i>

- Timely delivery of bills registered the lowest satisfaction level on an aggregate level.
- Highest % postpaid customers were satisfied on account of clarity of the bills in terms of transparency and understandability, accuracy & completeness.
- Process of resolution of billing complaints also registered a low satisfaction level, particularly among customers of Reliance, Idea and Vodafone.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	% Prepaid Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Accuracy of charges	Urban	91	95	91	71	93	88	94	90
	Rural	97	96	90	88	93	97	94	94
	Overall	93	95	91	77	93	91	94	91
Refund/Credit/Waiver of excess charges	Urban	35	29	--	17	56	44	41	35
	Rural	68	40	--	60	71	67	67	63
	Overall	49	33	--	29	63	51	54	46
Ease of recharging process & the transparency of recharge offer	Urban	98	90	92	100	99	98	97	97
	Rural	99	95	94	98	98	98	100	98
	Overall	99	92	92	99	99	98	98	97
Overall Billing performance prepaid	Urban	91	91	91	76	95	91	93	91
	Rural	96	94	88	89	94	96	94	94
	Overall	93	92	90	80	94	92	93	92
<i>Base</i>		342	274	224	170	361	402	381	2154

- Reliance had the lowest % of prepaid customers satisfied on account of accuracy of charges.
- Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

4.3.3.1 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal.

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Ease of access of call centre/customer care or help-line	Urban	82	72	86	65	89	90	79	80
	Rural	83	66	87	78	94	73	88	82
	Overall	82	70	86	70	91	87	83	81
Ease of getting an option for “ talking to a customer care executive”	Urban	81	70	90	61	87	83	78	78
	Rural	83	66	87	77	94	62	80	79
	Overall	82	69	89	67	89	79	79	79
Response time taken	Urban	76	83	93	59	88	77	68	77
	Rural	88	80	78	71	92	46	80	78
	Overall	80	82	90	63	89	71	73	77
Problem solving ability	Urban	80	78	91	54	85	79	68	76
	Rural	88	80	70	69	87	65	75	77
	Overall	82	78	86	60	86	77	71	76
Time taken to resolve complaint	Urban	75	76	90	49	80	72	68	72
	Rural	88	77	70	63	87	69	75	76
	Overall	79	76	85	54	82	71	71	73
Overall Help services including customer grievance redressal	Urban	79	76	90	58	86	80	72	77
	Rural	86	74	78	72	91	63	79	78
	Overall	81	75	87	63	87	77	75	77
<i>Base</i>		198	143	109	205	175	154	146	1130

- A low % of customers were satisfied on all aspects of Help Services, particularly time taken to resolve complaints.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Availability of signal of your service provider in your locality	Urban	98	84	94	81	89	94	93	91
	Rural	96	78	91	75	89	96	95	88
	Overall	97	82	94	79	89	94	94	90
Ability to make or receive calls easily	Urban	98	83	93	85	90	95	93	91
	Rural	97	77	93	81	90	95	95	89
	Overall	97	81	93	83	90	95	93	91
Voice quality	Urban	98	84	95	86	91	92	93	91
	Rural	95	79	90	75	96	96	94	89
	Overall	97	82	94	81	92	93	93	91
Overall Network performance, reliability & availability	Urban	98	84	94	84	90	94	93	91
	Rural	96	78	91	77	92	96	94	89
	Overall	97	82	94	81	90	94	93	90
Base		462	392	280	350	393	410	405	2692

- Airtel had the highest percentage of satisfied customers on account of all the sub parameters of Network performance, reliability & availability.
- A much lower % of BSNL and Reliance customers were satisfied with all aspects of Network Performance.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	Overall
Availability of network (signal)	Urban	98	83	92	83	87	92	93	90
	Rural	97	77	91	79	89	95	94	89
	Overall	98	81	92	82	87	93	94	90
Restoration of network (signal) problems	Urban	98	82	93	83	86	91	93	90
	Rural	98	76	91	78	87	95	93	88
	Overall	98	80	93	81	86	92	93	89
Overall Maintainability	Urban	98	82	93	83	86	92	93	90
	Rural	98	77	91	78	88	95	93	88
	Overall	98	80	92	81	87	92	93	89
<i>Base</i>		462	392	280	350	393	410	405	2692

- BSNL, Reliance and Idea registered much lower satisfaction scores on maintainability.
- Satisfaction of BSNL customers was lowest on all aspects.
- A higher proportion of Airtel customers were satisfied with availability of network (signal) and restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

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

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Quality of supplementary service	Urban	97	77	75	91	94	80	76	86
	Rural	93	100	44	94	89	100	97	92
	Overall	95	84	64	92	92	84	86	88
Process of activating VAS	Urban	98	85	81	96	94	88	84	91
	Rural	100	100	78	94	95	100	97	96
	Overall	99	89	80	95	94	91	90	93
Overall Supplementary and Value Added Services	Urban	97	81	78	94	94	84	80	89
	Rural	96	100	61	94	92	100	97	94
	Overall	97	87	72	94	93	88	88	91
<i>Base</i>		98	56	25	86	66	64	71	466

- Airtel, Reliance and Idea had the highest percentage of satisfied customers on quality of supplementary service.
- TTSL had the lowest satisfaction (80%) on the process of activating VAS.

4.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

4.4.1 Awareness and experience of Call Centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query.

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	56	58	77	73	70	53	51	62
Rural	51	58	71	75	59	37	61	58
Overall	54	58	76	74	67	48	55	61
<i>Base</i>	462	392	280	350	393	410	405	2692

- 61% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among Vodafone customers.

4.4.1.2 The following table shows the percentage of customers who had complained in last 6 months to the toll free Call Centre/ Customer Care/ Help-line telephone number.

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	31	18	31	48	29	29	46	33
Rural	38	18	60	44	39	13	29	34
Overall	33	18	35	46	32	25	39	33
Base	250	226	212	259	263	198	222	1630

- 33% of all cellular mobile customers, who were aware of the call centre number claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was even lower among BSNL customers.

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

		% Customers							
		Type	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel
Complaint was registered and Docket number received	Urban	47	56	90	40	67	44	52	56
	Rural	32	50	67	69	81	20	26	54
	Overall	42	54	84	51	71	42	44	56
Complaint was registered and Docket number not received	Urban	42	37	7	39	28	49	27	32
	Rural	43	36	17	16	19	60	70	33
	Overall	42	37	9	30	25	50	40	32
Complaint was registered and docket number provided on request	Urban	7	4	--	5	--	2	2	3
	Rural	21	14	--	2	--	20	4	7
	Overall	12	7	--	4	--	4	2	4
Complaint was registered and docket number not provided even on request	Urban	2	--	--	5	4	2	3	3
	Rural	--	--	6	7	--	--	--	3
	Overall	1	--	1	6	2	2	2	3
Refused to register the complaint	Urban	2	4	4	11	2	2	17	6
	Rural	4	--	11	7	--	--	--	4
	Overall	2	2	5	9	1	2	12	6
<i>Base</i>		83	41	75	120	83	50	87	539

- 94% of the customers reported complaint registration. Only in the case of Aircel & Reliance, a substantial % claimed that the complaint was not registered.
- 56% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 3% of those who had complained did not receive docket numbers even on request.

4.4.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	58	56	88	19	65	56	65	56
Rural	43	43	61	67	69	40	74	61
Overall	53	51	81	37	66	54	68	58
Base	83	41	75	120	83	50	87	539

- 58% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre. The proportion was higher among rural customers.

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

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	41	33	81	13	58	62	45	47
Rural	39	29	44	58	69	20	41	49
Overall	41	32	72	30	61	58	44	47
Base	84	41	75	120	83	50	87	540

- Only 47% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

4.4.2 Awareness and experience of Nodal Officer

4.4.2.1 The following table shows the percentage of customers who were aware about contact details of the nodal officer.

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	1	2	3	4	4	2	2	2
Rural	--	3	--	3	1	--	1	1
Overall	1	2	3	4	3	1	2	2
Base	462	392	280	350	393	410	405	2692

- Only 2% of the cellular mobile customers were aware of the contact details of the nodal officer.

4.4.2.2 The following table shows the % of aware customers who complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	50	80	71	100	70	60	75	75
Rural	--	25	--	75	100	--	100	64
Overall	50	56	71	92	73	60	83	73
Base	4	9	7	13	11	5	6	55

- 73% of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

4.4.2.3 Incidence of Customer Intimation Regarding Decision taken on Complaint

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	Overall
Urban	75	80	71	67	80	80	50	73
Rural	--	100	--	75	--	--	100	82
Overall	75	89	71	69	73	80	67	75
<i>Base</i>	4	9	7	13	11	5	6	55

4.4.2.4 Satisfaction with Nodal Officer

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	Overall
Urban	75	50	72	67	70	80	66	40
Rural	--	50	--	75	100	--	82	100
Overall	75	67	72	69	73	80	50	69
<i>Base</i>	4	9	7	13	11	5	6	55

- 69% of those who had complained to the Nodal Officer were satisfied with the action taken/ response.

4.4.3 Awareness and experiences with Appellate Authority

4.4.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	--	1	--	2	1	1	--	1
Rural	--	2	2	1	--	--	1	1
Overall	--	1	--	1	1	1	1	1
<i>Base</i>	462	392	280	350	393	410	405	2692

- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.

4.4.3.2 Incidence of Appeal being filed in the prescribed form in last 6 months

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	--	--	--	--	50	33	100	21
Rural	--	50	--	--	--	--	--	20
Overall	--	25	--	--	50	33	100	21
<i>Base</i>	--	4	1	5	4	3	2	19

- Only 21% of those who were aware, had filed an appeal with the Appellate Authority.

4.4.3.3 Received any acknowledgement

- Of the 4 customers who had filed an appeal, none had claimed to have received an acknowledgement.

4.4.3.4 Reported Decisions by the Appellate Authority

- Of the 4 customers who had filed an appeal, none of them reported a decision by the Appellate Authority.

4.4.4 General Information

4.4.4.1 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.

Type	Service Provider							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	95	90	68	93	95	95	98	91
Rural	97	92	45	91	97	95	97	93
Overall	96	91	65	92	95	95	97	92
<i>Base</i>	<i>342</i>	<i>274</i>	<i>224</i>	<i>170</i>	<i>361</i>	<i>402</i>	<i>381</i>	<i>2154</i>

- 92% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

4.4.4.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection.

Type	Service Provider							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	99	100	80	97	89	100	99	96
Rural	100	100	20	90	94	96	94	94
Overall	99	100	73	93	91	99	97	96
<i>Base</i>	<i>157</i>	<i>41</i>	<i>40</i>	<i>59</i>	<i>96</i>	<i>146</i>	<i>148</i>	<i>687</i>

4.4.4.3 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
No Reason given	Urban	--	--	43	100	71	--	--	53
	Rural	--	--	50	67	50	100	67	62
	Overall	--	--	46	75	67	100	50	57
Technical Problem	Urban	100	--	43	--	14	--	--	29
	Rural	--	--	50	33	--	--	33	31
	Overall	100	--	45	25	11	--	25	30
Others	Urban	--	--	14	--	14	--	100	18
	Rural	--	--	--	--	50	--	--	8
	Overall	--	--	9	--	22	--	25	13
<i>Base</i>		1	--	11	4	9	1	4	30

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

Type	Service Provider							Overall
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	
Urban	48	48	72	70	72	45	69	60
Rural	48	52	74	71	65	40	51	56
Overall	48	50	73	70	70	43	62	58
<i>Base</i>	<i>462</i>	<i>392</i>	<i>280</i>	<i>350</i>	<i>393</i>	<i>410</i>	<i>405</i>	<i>2692</i>

- Only 58% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among Vodafone, Airtel and BSNL customers.

4.5 Broadband Service – J&K circle

The survey of customer perception of Satisfaction was done in J&K circle among customers of BSNL as only BSNL provides Broadband service in J&K circle.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service.

Sub Parameters	Type	% Customers
		BSNL
Time taken to provide connection	Urban	98
	Rural	98
	Overall	98
<i>Base</i>		356

- 98% the customers were satisfied with provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	Postpaid Customers
		BSNL
Timely delivery of bills	Urban	84
	Rural	87
	Overall	85
Clarity of the bills in terms of transparency and understandability	Urban	91
	Rural	91
	Overall	91
Accuracy of the bills	Urban	91
	Rural	91
	Overall	91
Process of resolution of billing Complaints	Urban	24
	Rural	14
	Overall	22
Overall Billing performance postpaid	Urban	87
	Rural	88
	Overall	87
<i>Base</i>		356

- BSNL registered high satisfaction levels on account of clarity of bills in terms of transparency & understandability and accuracy of bills.
- However, BSNL had a low % of satisfied customers on account of resolution of billing complaints; only 22% were satisfied.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

BSNL does not provide prepaid broadband service in J&K. Hence this table is not relevant.

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services.

Sub Parameters	Type	% Prepaid Customers
		BSNL
Ease of access of call centre/ customer care or helpline	Urban	97
	Rural	75
	Overall	90
Ease of getting an option for “ talking to customer care executive”	Urban	98
	Rural	80
	Overall	92
Response time taken by customer executive to answer customer call	Urban	89
	Rural	78
	Overall	85
Problem solving ability of customer care executive(s)	Urban	71
	Rural	70
	Overall	71
Time taken by call centre/ customer care / help-line to resolve your complaint	Urban	69
	Rural	68
	Overall	69
Overall Help service	Urban	85
	Rural	74
	Overall	81
<i>Base</i>		127

- Satisfaction was low with respect to the time taken by call centre/ customer care / help-line to resolve complaint and the problem solving ability of the customer care executive.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers
		BSNL
Speed of broadband connection	Urban	78
	Rural	86
	Overall	80
Amount of time for which service is up and working	Urban	83
	Rural	89
	Overall	85
Overall Network performance, Reliability & availability	Urban	80
	Rural	87
	Overall	82
<i>Base</i>		356

- A lower % of BSNL customers were satisfied with the speed of the broadband connection.
- A higher percentage of rural customers were satisfied with respect to network performance, reliability & availability.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability

Sub Parameters	Type	%Customers
		BSNL
Time taken for restoration of broadband connection	Urban	35
	Rural	25
	Overall	32
<i>Base</i>		356

- Only 32% of the customers were satisfied with the time taken for restoration of broadband connection. Urban areas had a higher % of satisfied customers on this account.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services.

Sub Parameters	Type	% Customers
		BSNL
Process of activating VAS or process of unsubscribing	Urban	100
	Rural	100
	Overall	100
<i>Base*</i>		31

**Base is too small.*

- All the BSNL customers satisfied with process of activating VAS or process of unsubscribing.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following graph shows the % of customers satisfied with overall service.

Sub Parameters	Type	% Customers
		BSNL
Overall service quality	Urban	80
	Rural	88
	Overall	82
Base		356

- 82% of the customers were satisfied with the overall service quality. Rural areas had a higher percentage of satisfied customers on this parameter.

4.6 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service Subscribers

4.6.1 Awareness and experience of Call Centre

4.6.1.1 % of customers aware about the call centre number for making a complaint/ query.

Type	% Customers
	BSNL
Urban	56
Rural	33
Overall	48
<i>Base</i>	<i>356</i>

- 48% of broadband customers said that they were aware about the call centre number of their service provider for making a complaint/ query. Awareness was even lower among rural customers.

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

Type	% Customers
	BSNL
Urban	35
Rural	54
Overall	39
<i>Base</i>	<i>172</i>

- 39% of broadband customers who were of the call centre number claimed to have complained in the last 6 months. A higher percentage of rural customers complained as compared to urban customers.

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

Customers	Type of Users	% Customers
		BSNL
Docket number received for most of the complaints	Urban	83
	Rural	65
	Overall	78
No Docket number received for most of the complaints	Urban	13
	Rural	15
	Overall	13
It was received on request	Urban	4
	Rural	20
	Overall	9
No Docket number received even on request	Urban	-
	Rural	-
	Overall	-
<i>Base</i>		67

- 78% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 13% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.
- 9% of all broadband customers who had complained said that they received the docket number on request.

4.6.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by the call centre.

Type	% Customers
	BSNL
Urban	40
Rural	50
Overall	43
<i>Base</i>	67

- 43% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This percentage was higher among rural customers.

4.6.1.5 The following table shows the % of customers satisfied with complaint resolution.

Type	% Customers
	BSNL
Urban	36
Rural	40
Overall	37
<i>Base</i>	67

- Only 37% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.

4.6.1.7 % of customers who got their billing complaint resolved satisfactorily by call centre/ customer care within 4 weeks of lodging their complaints.

Type	% Customers
	BSNL
Urban	13
Rural	10
Overall	12
<i>Base</i>	67

- Only 12% of the billing complaints were satisfactorily resolved.

4.6.2 Awareness and experience of Nodal Officer

4.6.2.1 % of customers who were aware about the contact details of the nodal officer.

Type	% Customers
	BSNL
Urban	3
Rural	4
Overall	3
<i>Base</i>	356

- Only 3% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

4.6.2.2 The following table shows the percentage of customers who had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

Type	% Customers
	BSNL
Urban	57
Rural	25
Overall	46
<i>Base</i>	11

Note: The above sample is too small for any statistical inference

4.6.2.3 The following table shows the percentage of customers who were able to connect to the Nodal Officer without any difficulty.

Type	% Customers
	BSNL
Urban	50
Rural	100
Overall	60
<i>Base</i>	5

Note: The above sample is too small for any statistical inference

4.6.2.4 The following table shows the percentage of customers who were intimidated by the Nodal Officer about the decision taken on their complaint.

Type	% Customers
	BSNL
Urban	75
Rural	100
Overall	80
<i>Base</i>	5

Note: The above sample is too small for any statistical inference

4.6.2.5 The following table shows the percentage of customers satisfied with the redressal of the complaint by the Nodal Officer.

Type	% Customers
	BSNL
Urban	75
Rural	--
Overall	60
<i>Base</i>	5

Note: The above sample is too small for any statistical inference

4.6.4 Awareness and experience of Appellate Authority

4.6.4.1 % of customers who were aware about Appellate Authority's contact details

Type	% Customers
	BSNL
Urban	3
Rural	4
Overall	3
<i>Base</i>	356

- Only 3% of the customers were aware of the Appellate Authority's contact details.

4.6.4.2 Incidence of Appeal being filed in the prescribed form in last 6 months

Type	% Customers
	BSNL
Urban	20
Rural	20
Overall	20
<i>Base</i>	10

Note: The above sample is too small for any statistical inference

4.6.4.3 Incidence of Acknowledgement Receipt

Type	% Customers
	BSNL
Urban	100
Rural	0
Overall	50
<i>Base</i>	2

Note: The above sample is too small for any statistical inference

4.6.4.4 Reported Incidence of Decision by the Appellate Authority

Type	% Customers
	BSNL
Urban	--
Rural	--
Overall	--
<i>Base</i>	1

4.6.5 General Information

4.6.5.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request.

Note: None of the prepaid customers was interviewed, so this table is not relevant.

4.6.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.

Note: None of the prepaid customers was interviewed, so this table is not relevant

4.6.5.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied.

Note: None of the prepaid customers was interviewed, so this table is not relevant

4.6.5.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Type	% Customers
	BSNL
Urban	61
Rural	38
Overall	54
<i>Base</i>	356

- 54% of the customers claimed to have got the Manual of Practice while taking the connection.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- 90% of the basic wire-line service customers in J&K circle were satisfied with their service providers with overall service quality.
- BSNL did not meet the benchmarks on most parameters. In fact, it had very low satisfaction with respect to maintainability.
- 65% of all customers reported that the fault was repaired within 3 days.
- 47% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

Grievance Redressal

- Approximately 39% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. 2% of all customers who had complained said that they did not receive a docket number for their complaints even on request.
- 47% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.
- 2% of BSNL customers said that they were aware about the contact details of the nodal officer and 1% of all BSNL were aware of the contact details of the Appellate Authority.

5.2 Cellular Mobile Service

- 91% of all cellular mobile customers were satisfied with overall service quality. Only BSNL & Reliance did not meet the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- None of the service provider met the benchmark set for prepaid billing performance and postpaid billing performance and help services including customer grievance redressal.
- All the service providers except BSNL & Reliance met the benchmark set for Network performance, reliability & availability. Airtel, TTSL, Vodafone & Aircel met the benchmark for maintainability.
- BSNL, TTSL, Vodafone & Aircel did not meet the benchmark set for value added services.

Grievance Redressal

- 61% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- 33% of all cellular mobile customers, who were aware of the call centre number claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number.
- 58% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- Only 47% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- Only 2% of the cellular mobile customers were aware of the contact details of the nodal officer. 73% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.

5.3 Broadband Service

- 82% of all broadband customers were satisfied with overall service quality.
- BSNL met the benchmarks with respect to provision of service and supplementary and value added services
- 89% of the customers got their working connection within 7 working days. However, this proportion was lower for BSNL rural customers.
- Only 12% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 90% of BSNL rural customers reported that their complaints were not resolved within 4 weeks.

Grievance Redressal Mechanism

- 48% of broadband customers said that they were aware about the call centre number of their service provider for making a complaint/ query.
- 39% of broadband customers who were of the call centre number claimed to have complained in the last 6 months. A higher percentage of rural customers complained as compared to urban customers.
- 78% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 43% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This percentage was higher among rural customers.
- 37% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline. The satisfaction was low among urban customers as compared to rural.
- Only 3% of the broadband customers said that they were aware of the contact details of the Nodal Officer. Only 3% of the customers were aware of the Appellate Authority.
- 54% of the customers claimed to have got the Manual of Practice while taking the connection.

6. RECOMMENDATIONS

6.1.1 Basic Wire-line

- BSNL needs to improve on all most all the parameters. A very large proportion of customers are dissatisfied with mainability.

6.1.2 Cellular Mobile

- All the service providers need to improve on prepaid billing performance and postpaid billing performance and help services including customer grievance redressal.
- BSNL Reliance & Idea need improve on maintainability and network performance, reliability & availability. Restoration of network problems needs to be hastened.
- Value added services need to be improved by BSNL, TTSL, Vodafone & Aircel.

6.1.3 Broadband

- BSNL need to improve on all most all the parameters except provision of service.
- A very large proportion of customers are dissatisfied the main ability. BSNL needs to improve on maintainability – quick restoration of broadband connection.

6.2 Grievance Redressal Mechanism

- Service Providers should make their customers aware about the contact details of their Customer care, Nodal officer and appellate Authority.
- The effectiveness of the Nodal Officer needs to be enhanced so that complaints are speedily addressed to the satisfaction of the customers.
- All the customers should be informed about the facility whereby they can get item-wise usage charges on request.
- Delivery of the manual practice should be strengthened.

Annexure 1: Detailed Tables (Basic Telephone Service - Customers Survey)

A. Service Provision

Q1(a). Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?

	Type		BSNL
Yes	Urban	Count	81
		%	29
	Rural	Count	23
		%	19
	Overall	Count	104
		%	26
No	Urban	Count	203
		%	71
	Rural	Count	99
		%	81
	Overall	Count	302
		%	74

Q (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?

	Type		BSNL
Yes	Urban	Count	31
		%	38
	Rural	Count	8
		%	35
	Overall	Count	39
		%	38
No	Urban	Count	50
		%	62
	Rural	Count	15
		%	65
	Overall	Count	65
		%	63

Q 5 (b) Please specify the reason(s) for your dissatisfaction with the quality, accuracy & completeness of the bills ?

	Type		BSNL
Charges not as per tariff plan	Urban	Count	2
		%	7
	Rural	Count	1
		%	17
	Overall	Count	3
		%	1
Charged for calls/services not made	Urban	Count	3
		%	--
	Rural	Count	--
		%	1
	Overall	Count	3
		%	10
Details like item wise charges are not provided	Urban	Count	--
		%	--
	Rural	Count	3
		%	4
	Overall	Count	13
		%	--
Calculation are not clear	Urban	Count	--
		%	4
	Rural	Count	7
		%	23
	Overall	Count	1
		%	17
Others	Urban	Count	8
		%	5
	Rural	Count	17
		%	2
	Overall	Count	33
		%	7

Qus.6 Have you made any billing related complaints in the last 6 months?

	Type		BSNL
Yes	Urban	Count	37
		%	13
	Rural	Count	14
		%	11
	Overall	Count	51
		%	13
No	Urban	Count	247
		%	87
	Rural	Count	108
		%	89
	Overall	Count	355
		%	87

Qus.9 Please specify the reason(s) for your dissatisfaction with the clarity of the bills sent by your service provider in terms of transparency and understandability?

	Type		BSNL
Difficult to read the bill	Urban	Count	--
		%	--
	Rural	Count	1
		%	11
	Overall	Count	1
		%	--
Calculations not clear	Urban	Count	7
		%	29
	Rural	Count	4
		%	44
	Overall	Count	11
		%	--
Item-wise charges not given	Urban	Count	11
		%	46
	Rural	Count	3
		%	33
	Overall	Count	11
		%	--
Others	Urban	Count	7
		%	29
	Rural	Count	3
		%	33
	Overall	Count	10
		%	--

Qus. 10(c) Have you made any complaint related to charging/ credit/waiver/validity/ adjustments in the last 6 months?

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus.11 In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?

	Type		BSNL
Yes	Urban	Count	92
		%	32
	Rural	Count	31
		%	25
	Overall	Count	123
		%	30
No	Urban	Count	192
		%	68
	Rural	Count	91
		%	75
	Overall	Count	283
		%	70

Qus 19. How many times has your telephone connection required repair in the last 6 months?

	Type		BSNL
Nil	Urban	Count	161
		%	57
	Rural	Count	66
		%	54
	Overall	Count	227
		%	56
Once	Urban	Count	53
		%	19
	Rural	Count	30
		%	25
	Overall	Count	83
		%	20
2-3 times	Urban	Count	47
		%	17
	Rural	Count	15
		%	12
	Overall	Count	62
		%	15
More than 3 times	Urban	Count	23
		%	8
	Rural	Count	11
		%	9
	Overall	Count	34
		%	8

Qus.22 Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	282
		%	100
	Rural	Count	121
		%	100
	Overall	Count	403
		%	100

Qus.25 . In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus.25a . How satisfied are you with the resolution of your complaint for deactivation of VAS?

	Type		BSNL
Very Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Very Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

		%	--
--	--	---	----

Qus.26b . Please tell me the reason for dissatisfaction with the overall quality of your telephone service.

	Type		BSNL
Billing service is not good	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Poor customer care	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Poor Network	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No complaint resolution	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No Reason Given	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus.27 . What kind of other services are you also taking from this service provider?

	Type		BSNL
Broadband	Urban	Count	102
		%	36
	Rural	Count	41
		%	34
	Overall	Count	143
		%	70
Mobile	Urban	Count	109
		%	38
	Rural	Count	39
		%	32
	Overall	Count	148
		%	70
Others	Urban	Count	6
		%	2
	Rural	Count	2
		%	2
	Overall	Count	8
		%	4
None	Urban	Count	88
		%	31
	Rural	Count	45
		%	37
	Overall	Count	133
		%	67

Qus.42. Please specify the reason for your dissatisfaction with the redressal of the complaint by the Nodal Officer

	Type		BSNL
Difficult to connect to the Nodal office	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Nodal officer not polite/courteous	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Time taken by Nodal Officer for redressal of complaint is too long	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Unable to understand the problem	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Annexure 2: Detailed Tables (Cellular Mobile Telephone Customers Survey)

A. Service Provision

A.1. (Q 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?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	129	107	116	129	159	98	141	879
		%	41	41	49	60	57	33	56	47
	Rural	Count	83	62	28	68	71	69	119	500
		%	58	46	67	50	63	63	79	60
	Overall	Count	212	169	144	197	230	167	260	1379
		%	46	43	51	56	59	41	64	51
No	Urban	Count	189	151	122	85	122	203	113	985
		%	59	59	51	40	43	67	44	53
	Rural	Count	61	72	14	68	41	40	32	328
		%	42	54	33	50	37	37	21	40
	Overall	Count	250	223	136	153	163	243	145	1313
		%	54	57	49	44	41	59	36	49

B.2. (Q 4b) Please specify the reason(s) for your dissatisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc.

Sub Parameters	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Charges not as per tariff plan subscribed	Urban	Count	1	--	2	--	1	3	5	12
		%	5	--	11	--	6	9	36	--
	Rural	Count	--	--	--	--	1	--	--	1
		%	--	--	--	--	14	--	--	--
	Overall	Count	1	--	2	--	2	3	5	13
%		5	--	10	--	8	8	29	--	
Tariff plan changed without information	Urban	Count	2	--	4	4	3	8	3	24
		%	10	--	22	12	17	23	21	--
	Rural	Count	--	--	2	4	1	--	1	8
		%	--	--	67	67	14	--	33	--
	Overall	Count	2	--	6	8	4	8	4	32
%		9	--	29	21	16	22	24	--	
Charged for value added services not requested	Urban	Count	4	4	--	11	6	5	1	31
		%	20	50	--	33	33	14	7	--
	Rural	Count	2	--	--	3	--	1	1	7
		%	100	--	--	50	--	50	33	--
	Overall	Count	6	4	--	14	6	6	2	38
%		27	44	--	36	24	16	12	--	
Charged for call/services not made	Urban	Count	1	--	2	7	1	8	2	21
		%	5	--	11	21	6	23	14	--
	Rural	Count	--	1	--	--	1	1	1	4
		%	--	100	--	--	14	50	33	--
	Overall	Count	1	1	2	7	2	9	3	25
%		5	11	10	18	8	24	18	--	
Others	Urban	Count	13	4	10	15	8	12	4	66
		%	65	50	56	45	44	34	29	--
	Rural	Count	--	--	1	1	4	--	--	6
		%	--	--	33	17	57	--	--	--
	Overall	Count	13	4	11	16	12	12	4	72
%		59	44	52	41	48	32	24	--	

B.2. (Q 5a) Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	29	7	2	36	18	27	29	148
		%	13	4	1	32	7	9	12	10
	Rural	Count	22	5	3	15	14	12	27	98
		%	18	5	10	27	13	11	18	14
	Overall	Count	51	12	5	51	32	39	56	246
		%	15	4	2	30	9	10	15	11
No	Urban	Count	188	156	191	78	238	268	204	1323
		%	87	96	99	68	93	91	88	90
	Rural	Count	103	106	28	41	91	95	121	585
		%	82	95	90	73	87	89	82	86
	Overall	Count	291	262	219	119	329	363	325	1908
		%	85	96	98	70	91	90	85	89

B.3. (Q 5d) Please specify the reason(s) for your dissatisfaction with the ease of recharging process and the transparency of recharge offer.

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Lack of complete information about the offer	Urban	Count	1	--	2	--	1	--	--	4
		%	25	--	13	--	33	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	1	--	2	--	1	--	--	4
		%	20	--	12	--	20	--	--	--
Charges/Services not as per the offer	Urban	Count	--	--	--	--	--	1	1	2
		%	--	--	--	--	--	20	17	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	1	1	2
		%	--	--	--	--	--	14	17	--
Delay in activation of recharge	Urban	Count	--	4	3	--	1	1	1	10
		%	--	25	20	--	33	20	17	--
	Rural	Count	--	1	--	1	--	2	--	4
		%	--	17	--	100	--	100	--	--
	Overall	Count	--	5	3	1	1	3	1	14
		%	--	23	18	100	20	43	17	--
Non availability of all denomination recharge coupons	Urban	Count	2	14	6	--	2	2	1	27
		%	50	88	40	--	67	40	17	--
	Rural	Count	1	6	2	1	1	--	--	11
		%	100	100	100	100	50	--	--	--
	Overall	Count	3	20	8	1	3	2	1	38
		%	60	91	47	100	60	29	17	--
Others	Urban	Count	3	16	13	--	2	4	6	44
		%	75	100	87	--	67	80	100	--
	Rural	Count	1	6	2	1	2	2	--	14
		%	100	100	100	100	100	100	--	--
	Overall	Count	4	22	15	1	4	6	6	58
		%	80	100	88	100	80	86	100	--

B.4. (Q 5e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	207	147	129	106	242	279	228	1338
		%	95	90	67	93	95	95	98	91
	Rural	Count	121	102	14	51	102	102	143	635
		%	97	92	45	91	97	95	97	93
	Overall	Count	328	249	143	157	344	381	371	1973
		%	96	91	64	92	95	95	97	92
No	Urban	Count	10	16	64	8	14	16	5	133
		%	5	10	33	7	5	5	2	9
	Rural	Count	4	9	17	5	3	5	5	48
		%	3	8	55	9	3	5	3	7
	Overall	Count	14	25	81	13	17	21	10	181
		%	4	9	36	8	5	5	3	8

C. Billing Process - Postpaid Customers

C.1. (Q 7b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability. (Multiple Code)

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Difficult to read the bill	Urban	Count	--	--	--	1	2	--	--	3
		%	--	--	--	9	33	--	--	--
	Rural	Count	--	--	--	--	--	--	1	1
		%	--	--	--	--	--	--	100	--
	Overall	Count	--	--	--	1	2	--	1	4
		%	--	--	--	5	33	--	100	--
Calculations not clear	Urban	Count	--	--	--	4	1	--	--	5
		%	--	--	--	36	17	--	--	--
	Rural	Count	--	--	2	3	--	--	--	5
		%	--	--	67	38	--	--	--	--
	Overall	Count	--	--	2	7	1	--	--	10
		%	--	--	33	37	17	--	--	--
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	--	5	2	6	3	--	--	16
		%	--	63	67	55	50	--	--	--
	Rural	Count	--	--	1	4	--	--	--	5
		%	--	--	33	50	--	--	--	--
	Overall	Count	--	5	3	10	3	--	--	21
		%	--	63	50	53	50	--	--	--
Others	Urban	Count	--	8	3	10	1	--	--	22
		%	--	100	100	91	17	--	--	--
	Rural	Count	--	--	3	8	--	--	--	11
		%	--	--	100	100	--	--	--	--
	Overall	Count	--	8	6	18	1	--	--	33
		%	--	100	100	95	17	--	--	--

C.1. (Q 8b) Please specify the reason(s) for your dissatisfaction with the accuracy & completeness of the bills

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Charges not as per tariff plan subscribed r	Urban	Count	2	--	1	2	1	1	--	7
		%	11	--	100	18	50	50	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	2	--	1	2	1	1	--	7
		%	10	--	33	11	50	50	--	--
Tariff Plan changed without information	Urban	Count	1	--	--	--	1	--	--	2
		%	5	--	--	--	50	--	--	--
	Rural	Count	--	1	--	--	--	--	--	1
		%	--	100	--	--	--	--	--	--
	Overall	Count	1	1	--	--	1	--	--	3
		%	5	25	--	--	50	--	--	--
Charged for value added services not subscribed	Urban	Count	--	1	--	3	1	1	1	7
		%	--	33	--	27	50	50	100	--
	Rural	Count	--	--	--	3	--	--	--	3
		%	--	--	--	38	--	--	--	--
	Overall	Count	--	1	--	6	1	1	1	10
		%	--	25	--	32	50	50	50	--
Charged for calls/services not made/used	Urban	Count	16	--	--	5	--	--	--	21
		%	84	--	--	45	--	--	--	--
	Rural	Count	1	--	2	4	--	--	1	8
		%	100	--	100	50	--	--	100	--
	Overall	Count	17	--	2	9	--	--	1	29
		%	85	--	67	47	--	--	50	--
Calculations are not clear	Urban	Count	--	1	--	3	--	--	--	4
		%	--	33	--	27	--	--	--	--
	Rural	Count	--	--	--	3	--	--	--	3
		%	--	--	--	38	--	--	--	--
	Overall	Count	--	1	--	6	--	--	--	7
		%	--	25	--	32	--	--	--	--

Q 9a) Have you made any billing related complaints in the last 6 months?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	19	7	6	34	8	2	1	77
		%	19	7	13	34	32	33	5	20
	Rural	Count	--	2	6	20	1	--	1	30
		%	--	9	55	25	14	--	33	21
	Overall	Count	19	9	12	54	9	2	2	107
		%	16	8	21	30	28	25	8	20
No	Urban	Count	82	88	39	66	17	4	20	316
		%	81	93	87	66	68	67	95	80
	Rural	Count	19	21	5	60	6	2	2	115
		%	100	91	45	75	86	100	67	79
	Overall	Count	101	109	44	126	23	6	22	431
		%	84	92	79	70	72	75	92	80

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	134	99	86	127	122	128	87	783
		%	42	38	36	59	43	43	34	42
	Rural	Count	64	44	23	78	53	26	59	347
		%	44	33	55	57	47	24	39	42
	Overall	Count	198	143	109	205	175	154	146	1130
		%	43	36	39	59	45	38	36	42
No	Urban	Count	184	159	152	87	159	173	167	1081
		%	58	62	64	41	57	57	66	58
	Rural	Count	80	90	19	58	59	83	92	481
		%	56	67	45	43	53	76	61	58
	Overall	Count	264	249	171	145	218	256	259	1562
		%	57	64	61	41	55	62	64	58

C.2. (Q 18) How often does your call drops during conversation?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Frequently	Urban	Count	62	48	53	57	111	27	78	436
		%	19	19	22	27	40	9	31	23
	Rural	Count	22	27	12	24	25	5	35	150
		%	15	20	29	18	22	5	23	18
	Overall	Count	84	75	65	81	136	32	113	586
%		18	19	23	23	35	8	28	22	
Frequently	Urban	Count	35	49	23	13	32	39	13	204
		%	11	19	10	6	11	13	5	11
	Rural	Count	21	29	9	31	15	8	9	122
		%	15	22	21	23	13	7	6	15
	Overall	Count	56	78	32	44	47	47	22	326
%		12	20	11	13	12	11	5	12	
Occasionally	Urban	Count	130	107	124	110	106	152	156	885
		%	41	41	52	51	38	50	61	47
	Rural	Count	78	60	17	65	39	86	103	448
		%	54	45	40	48	35	79	68	54
	Overall	Count	208	167	141	175	145	238	259	1333
%		45	43	50	50	37	58	64	50	
Never	Urban	Count	91	54	38	34	32	83	7	339
		%	29	21	16	16	11	28	3	18
	Rural	Count	23	18	4	16	33	10	4	108
		%	16	13	10	12	29	9	3	13
	Overall	Count	114	72	42	50	65	93	11	447
%		25	18	15	14	17	23	3	17	

C.2. (Q 20) How often do you face signal problems?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Frequently	Urban	Count	1	5	--	5	4	1	1	17
		%	--	2	--	2	1	--	--	1
	Rural	Count	--	1	--	3	1	--	2	7
		%	--	1	--	2	1	--	1	1
	Overall	Count	1	6	--	8	5	1	3	24
		%	--	2	--	2	1	--	1	1
Frequently	Urban	Count	4	41	11	20	16	21	12	125
		%	1	16	5	9	6	7	5	7
	Rural	Count	5	32	5	23	5	7	8	85
		%	3	24	12	17	4	6	5	10
	Overall	Count	9	73	16	43	21	28	20	210
		%	2	19	6	12	5	7	5	8
Occasionally	Urban	Count	180	138	154	119	143	193	158	1085
		%	57	53	65	56	51	64	62	58
	Rural	Count	103	75	22	78	54	86	104	522
		%	72	56	52	57	48	79	69	63
	Overall	Count	283	213	176	197	197	279	262	1607
		%	61	54	63	56	50	68	65	60
Never	Urban	Count	133	74	73	70	118	86	83	637
		%	42	29	31	33	42	29	33	34
	Rural	Count	36	26	15	32	52	16	37	214
		%	25	19	36	24	46	15	25	26
	Overall	Count	169	100	88	102	170	102	120	851
		%	37	26	31	29	43	25	30	32

(Q 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?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	58	39	16	54	47	51	38	303
		%	18	15	7	25	17	17	15	16
	Rural	Count	40	17	9	32	19	13	33	163
		%	28	13	21	24	17	12	22	20
	Overall	Count	98	56	25	86	66	64	71	466
		%	21	14	9	25	17	16	18	17
No	Urban	Count	260	219	222	160	234	250	216	1561
		%	82	85	93	75	83	83	85	84
	Rural	Count	104	117	33	104	93	96	118	665
		%	72	87	79	76	83	88	78	80
	Overall	Count	364	336	255	264	327	346	334	2226
		%	79	86	91	75	83	84	82	83

C.3. (Q 25b) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Not informed of charges	Urban	Count	1	2	2	--	2	3	2	12
		%	100	33	67	--	67	50	33	-
	Rural	Count	-	-	2	2	1	-	1	6
		%	-	-	100	100	100	-	100	-
	Overall	Count	1	2	4	2	3	3	3	18
		%	100	33	80	50	75	50	43	-
Activated without consent	Urban	Count	--	4	1	2	1	2	3	13
		%	--	67	33	100	33	33	50	-
	Rural	Count	--	-	--	2	--	--	--	2
		%	--	-	--	100	--	--	--	-
	Overall	Count	--	4	1	4	1	2	3	15
		%	--	67	20	100	25	33	43	-
Not informed about toll free number for unsubscribing	Urban	Count	--	1	--	--	--	2	1	4
		%	--	17	--	--	--	33	17	-
	Rural	Count	--	-	-	-	-	-	-	-
		%	--	-	-	-	-	-	-	--
	Overall	Count	--	1	--	--	--	2	1	4
		%	--	17	--	--	--	33	14	-

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	52	24	14	34	37	41	42	244
		%	16	9	6	16	13	14	17	13
	Rural	Count	17	7	7	21	6	11	28	97
		%	12	5	17	15	5	10	19	12
	Overall	Count	69	31	21	55	43	52	70	341
		%	15	8	8	16	11	13	17	13
No	Urban	Count	266	234	224	180	244	260	212	1620
		%	84	91	94	84	87	86	83	87
	Rural	Count	127	127	35	115	106	98	123	731
		%	88	95	83	85	95	90	81	88
	Overall	Count	393	361	259	295	350	358	335	2351
		%	85	92	93	84	89	87	83	87

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	32	18	12	26	27	26	36	177
		%	62	75	86	76	73	63	86	73
	Rural	Count	11	3	5	15	5	7	20	66
		%	65	43	71	71	83	64	71	68
	Overall	Count	43	21	17	41	32	33	56	243
		%	62	68	81	75	74	63	80	71
No	Urban	Count	20	6	2	8	10	15	6	67
		%	38	25	14	24	27	37	14	27
	Rural	Count	6	4	2	6	1	4	8	31
		%	35	57	29	29	17	36	29	32
	Overall	Count	26	10	4	14	11	19	14	98
		%	38	32	19	25	26	37	20	29

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
None	Urban	Count	12	5	7	6	13	13	8	64
		%	39	28	54	24	50	54	25	-
	Rural	Count	2	1	1	3	3	4	4	18
		%	22	33	20	20	75	57	20	-
	Overall	Count	14	6	8	9	16	17	12	82
		%	35	29	44	23	53	55	23	-
Delay in deactivation resulting in repeat complaints	Urban	Count	12	8	4	10	12	8	11	65
		%	39	44	31	40	46	33	34	-
	Rural	Count	4	2	3	5	1	1	8	24
		%	44	67	60	33	25	14	40	-
	Overall	Count	16	10	7	15	13	9	19	89
		%	40	48	39	38	43	29	37	-
Customer care refused to register the complaint	Urban	Count	3	4	1	7	1	4	9	29
		%	10	22	8	28	4	17	28	-
	Rural	Count	1	--	1	3	--	1	2	8
		%	11	--	20	20	--	14	10	-
	Overall	Count	4	4	2	10	1	5	11	37
		%	10	19	11	25	3	16	21	-
Not aware of whom to contact	Urban	Count	--	--	1	--	--	--	1	2
		%	--	--	8	--	--	--	3	-
	Rural	Count	1	--	--	--	--	--	1	2
		%	11	--	--	--	--	--	5	-
	Overall	Count	1	--	1	--	--	--	2	4
		%	11	--	11	--	--	--	10	-
Others	Urban	Count	7	2	--	2	2	2	4	19
		%	23	11	--	8	8	8	13	--
	Rural	Count	2	--	--	4	--	1	9	16
		%	22	--	--	27	--	14	45	--
	Overall	Count	9	2	--	6	2	3	13	35
		%	23	10	--	15	7	10	25	--

Q 28 b What difficulties have you faced while deactivating of such services and refund of charges levied?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	5	2	1	3	4	1	3	19
		%	16	11	8	12	15	4	8	11
	Rural	Count	--	1	--	1	1	1	2	6
		%	--	33	--	7	20	14	10	9
	Overall	Count	5	3	1	4	5	2	5	25
		%	12	14	6	10	16	6	9	10
Dissatisfied	Urban	Count	14	10	3	16	10	14	15	82
		%	44	56	25	62	37	54	42	46
	Rural	Count	7	2	4	8	1	2	10	34
		%	64	67	80	53	20	29	50	52
	Overall	Count	21	12	7	24	11	16	25	116
		%	49	57	41	59	34	48	45	48
Satisfied	Urban	Count	12	5	5	7	11	11	14	65
		%	38	28	42	27	41	42	39	37
	Rural	Count	3	--	1	5	3	4	8	24
		%	27	--	20	33	60	57	40	36
	Overall	Count	15	5	6	12	14	15	22	89
		%	35	24	35	29	44	45	39	37
Very Satisfied	Urban	Count	1	1	3	--	2	--	4	11
		%	3	6	25	--	7	--	11	6
	Rural	Count	1	--	--	1	--	--	--	2
		%	9	--	--	7	--	--	--	3
	Overall	Count	2	1	3	1	2	--	4	13
		%	5	5	18	2	6	--	7	5

(Q 29 b) Please specify the reason(s) for your dissatisfaction with the overall quality of your mobile service?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
No reason given	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Automatic balance Deduction	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Unauthorized activation of VAS	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Poor customer Care	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--

Q 30 What kind of other services are you also taking from this service provider?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Broadband	Urban	Count	14	6	8	11	11	5	6	61
		%	4	2	3	5	4	2	2	--
	Rural	Count	3	2	2	6	1	1	6	21
		%	2	1	5	4	1	1	4	--
	Overall	Count	17	8	10	17	12	6	12	82
		%	4	2	4	5	3	1	3	--
Wireline	Urban	Count	7	26	4	4	11	8	4	64
		%	2	10	2	2	4	3	2	--
	Rural	Count	4	6	3	1	3	1	6	24
		%	3	4	7	1	3	1	4	--
	Overall	Count	11	32	7	5	14	9	10	88
		%	2	8	3	1	4	2	2	--
Others	Urban	Count	23	24	58	37	50	59	57	308
		%	7	9	24	17	18	20	22	--
	Rural	Count	12	7	8	39	20	9	4	99
		%	8	5	19	29	18	8	3	--
	Overall	Count	35	31	66	76	70	68	61	407
		%	8	8	24	22	18	17	15	--
None	Urban	Count	275	206	168	163	209	229	187	1437
		%	86	80	71	76	74	76	74	--
	Rural	Count	125	120	29	90	89	98	135	686
		%	87	90	69	66	79	90	89	--
	Overall	Count	400	326	197	253	298	327	322	2123
		%	87	83	70	72	76	80	80	--

Q 42b Were you able to connect to the Nodal officer without any difficulty?

Sub Parameters	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	4	4	2	5	10	5	4	34
		%	100	80	29	56	100	100	100	77
	Rural	Count	--	4	--	3	1	--	2	10
		%	--	100	--	75	100	--	100	91
	Overall	Count	4	8	2	8	11	5	6	44
		%	100	89	29	62	100	100	100	80
No	Urban	Count	--	1	5	4	--	--	--	10
		%	--	20	71	44	--	--	--	23
	Rural	Count	--	--	--	1	--	--	--	1
		%	--	--	--	25	--	--	--	9
	Overall	Count	--	1	5	5	--	--	--	11
		%	--	11	71	38	--	--	--	20

Q31 he following table shows the percentage of customers who aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS.

		% customers								
		Type	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	35	31	33	60	47	34	36	276
		%	11	12	14	28	17	11	14	15
	Rural	Count	6	8	5	28	16	3	9	75
		%	4	6	12	21	14	3	6	9
	Overall	Count	41	39	38	88	63	37	45	351
		%	9	10	14	25	16	9	11	13
No	Urban	Count	283	227	205	154	234	267	218	1588
		%	89	88	86	72	83	89	86	85
	Rural	Count	138	126	37	108	96	106	142	753
		%	96	94	88	79	86	97	94	91
	Overall	Count	421	353	242	262	330	373	360	2341
		%	91	90	86	75	84	91	89	87

Q32 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	8	3	4	19	8	4	8	54
		%	23	10	12	32	17	12	22	20
	Rural	Count	1	1	2	13	1	--	3	21
		%	17	13	40	46	6	--	33	28
	Overall	Count	9	4	6	32	9	4	11	75
		%	22	10	16	36	14	11	24	21
No	Urban	Count	27	28	29	41	39	30	28	222
		%	77	90	88	68	83	88	78	80
	Rural	Count	5	7	3	15	15	3	6	54
		%	83	88	60	54	94	100	67	72
	Overall	Count	32	35	32	56	54	33	34	276
		%	78	90	84	64	86	89	76	79

Q33A The following table shows the percentage of customers who significant reduction in number of unwanted tele marketing calls/SMS received even after registering

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
No change	Urban	Count	1	--	1	1	--	1	3	7
		%	13	--	25	5	--	25	38	13
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	1	--	1	1	--	1	3	7
%		11	--	17	3	--	25	27	9	
Slight decrease	Urban	Count	1	--	--	--	--	--	--	1
		%	13	--	--	--	--	--	--	2
	Rural	Count	--	--	--	1	--	--	--	1
		%	--	--	--	8	--	--	--	5
	Overall	Count	1	--	--	1	--	--	--	2
%		11	--	--	3	--	--	--	3	
Considerable decrease	Urban	Count	--	--	1	1	--	1	--	3
		%	--	--	25	5	--	25	--	6
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	1	1	--	1	--	3
%		--	--	17	3	--	25	--	4	
Stopped receiving	Urban	Count	6	3	2	17	8	2	5	43
		%	75	100	50	89	100	50	63	80
	Rural	Count	1	1	2	12	1	--	3	20
		%	100	100	100	92	100	--	100	95
	Overall	Count	7	4	4	29	9	2	8	63
%		78	100	67	91	100	50	73	84	

Q33b The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number.

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	--	--	2	--	--	--	2	4
		%	--	--	100	--	--	--	67	36
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	2	--	--	--	2	4
		%	--	--	100	--	--	--	67	33
No	Urban	Count	2	--	--	2	--	2	1	7
		%	100	--	--	100	--	100	33	64
	Rural	Count	--	--	--	1	--	--	--	1
		%	--	--	--	100	--	--	--	100
	Overall	Count	2	--	--	3	--	2	1	8
		%	100	--	--	100	--	100	33	67

Q33c The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number and...

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	--	--	2	--	--	--	1	3
		%	--	--	100	--	--	--	50	75
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	2	--	--	--	1	3
		%	--	--	100	--	--	--	50	75
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	--	--	--	--	--	--	1	1
		%	--	--	--	--	--	--	50	25
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	1	1
		%	--	--	--	--	--	--	50	25

Q34a The following table shows the percentage of customers who aware of facility by which you can change your service provider without changing your mobile number

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	95	82	57	113	96	87	52	582
		%	30	32	24	53	34	29	20	31
	Rural	Count	35	19	10	49	33	19	31	196
		%	24	14	24	36	29	17	21	24
	Overall	Count	130	101	67	162	129	106	83	778
		%	28	26	24	46	33	26	20	29
No	Urban	Count	223	176	181	101	185	214	202	1282
		%	70	68	76	47	66	71	80	69
	Rural	Count	109	115	32	87	79	90	120	632
		%	76	86	76	64	71	83	79	76
	Overall	Count	332	291	213	188	264	304	322	1914
		%	72	74	76	54	67	74	80	71

Q34b The following table shows the percentage of customers who Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	5	--	1	4	1	--	2	13
		%	5	--	2	4	1	--	4	2
	Rural	Count	1	--	--	2	1	--	1	5
		%	3	--	--	4	3	--	3	3
	Overall	Count	6	--	1	6	2	--	3	18
		%	5	--	1	4	2	--	4	2
No	Urban	Count	90	82	56	109	95	87	50	569
		%	95	100	98	96	99	100	96	98
	Rural	Count	34	19	10	47	32	19	30	191
		%	97	100	100	96	97	100	97	97
	Overall	Count	124	101	66	156	127	106	80	760
		%	95	100	99	96	98	100	96	98

Q34d The following table shows the percentage of customers If they have utilized the service of MNP, you satisfied with its entire process

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Dissatisfied	Urban	Count	1	--	--	1	--	--	--	2
		%	20	--	--	25	--	--	--	15
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	1	--	--	1	--	--	--	2
		%	17	--	--	17	--	--	--	11
Satisfied	Urban	Count	3	--	1	3	1	--	2	10
		%	60	--	100	75	100	--	100	77
	Rural	Count	1	--	--	1	--	--	1	3
		%	100	--	--	50	--	--	100	60
	Overall	Count	4	--	1	4	1	--	3	13
		%	67	--	100	67	50	--	100	72
Very satisfied	Urban	Count	1	--	--	--	--	--	--	1
		%	20	--	--	--	--	--	--	8
	Rural	Count	--	--	--	1	1	--	--	2
		%	--	--	--	50	100	--	--	40
	Overall	Count	1	--	--	1	1	--	--	3
		%	17	--	--	17	50	--	--	17

34 (C) When did you get 'Unique Porting Code' from your existing service provider

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Within 5 minutes	Urban	Count	2	--	--	3	--	--	2	7
		%	40	--	--	75	--	--	100	54
	Rural	Count	1	--	--	2	1	--	1	5
		%	100	--	--	100	100	--	100	100
	Overall	Count	3	--	--	5	1	--	3	12
%		50	--	--	83	50	--	100	67	
After 5 to 10 minutes	Urban	Count	2	--	--	--	--	--	--	2
		%	40	--	--	--	--	--	--	15
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	2	--	--	--	--	--	--	2
%		33	--	--	--	--	--	--	11	
After 10 minutes	Urban	Count	1	--	1	1	1	--	--	4
		%	20	--	100	25	100	--	--	31
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	1	--	1	1	1	--	--	4
%		17	--	100	17	50	--	--	22	
Never	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
%		--	--	--	--	--	--	--	--	

Q35 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider

	Type		Customer Ranking							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Average score	Urban	Count	318	258	238	214	281	301	254	1864
		Mean	7.8	7.9	8.0	6.7	8.0	7.7	7.6	7.7
	Rural	Count	144	134	42	136	112	109	151	828
		Mean	7.2	7.6	7.6	7.1	8.1	7.5	7.3	7.4
	Overall	Count	462	392	280	350	393	410	405	2692
		Mean	7.6	7.8	8.0	6.9	8.1	7.7	7.5	7.6

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

A.1. (Q 1a) When did you last apply for a broadband connection?

	Type		BSNL
More than 7 to 15 days ago	Urban	Count	16
		%	7
	Rural	Count	6
		%	5
	Overall	Count	22
		%	6
More than 15 day to 30 days ago	Urban	Count	4
		%	2
	Rural	Count	1
		%	1
	Overall	Count	5
		%	1
More than 30 days ago	Urban	Count	222
		%	92
	Rural	Count	107
		%	94
	Overall	Count	329
		%	92

Qus.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?

	Type		BSNL
Within 24 hrs	Urban	Count	9
		%	4
	Rural	Count	2
		%	2
	Overall	Count	11
		%	3
2-3 days	Urban	Count	8
		%	3
	Rural	Count	6
		%	5
	Overall	Count	14
		%	4
4-7 days	Urban	Count	16
		%	7
	Rural	Count	9
		%	8
	Overall	Count	25
		%	7
More than 7 days	Urban	Count	23
		%	10
	Rural	Count	16
		%	14
	Overall	Count	39
		%	11
Not applicable	Urban	Count	186
		%	77
	Rural	Count	81
		%	71
	Overall	Count	267
		%	75

Qus.5(b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability

	Type		BSNL
Difficult to read the bill	Urban	Count	1
		%	5
	Rural	Count	--
		%	--
	Overall	Count	1
		%	3
Difficult to understand the language	Urban	Count	--
		%	--
	Rural	Count	1
		%	10
	Overall	Count	1
		%	3
Calculation-on not clear	Urban	Count	3
		%	14
	Rural	Count	--
		%	--
	Overall	Count	3
		%	9
Item-wise charges not given	Urban	Count	10
		%	48
	Rural	Count	2
		%	20
	Overall	Count	12
		%	38
others	Urban	Count	8
		%	38
	Rural	Count	7
		%	70
	Overall	Count	15
		%	47

Qus.6(b) Please specify the reason(s) for your dissatisfaction with the accuracy/completeness of the bills?

	Type		BSNL
Charges not as per tariff plan subscribed	Urban	Count	4
		%	18
	Rural	Count	2
		%	20
	Overall	Count	6
		%	18
Tariff plan changed without information	Urban	Count	1
		%	5
	Rural	Count	--
		%	--
	Overall	Count	1
		%	3
Charged for value added services not requested	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Charged for calls not made	Urban	Count	6
		%	27
	Rural	Count	3
		%	30
	Overall	Count	9
		%	27
others	Urban	Count	2
		%	9
	Rural	Count	--
		%	--
	Overall	Count	2
		%	6

Qus.7 Have you made any billing related complaints in last 6 months?

	Type		BSNL
Yes	Urban	Count	25
		%	10
	Rural	Count	7
		%	6
	Overall	Count	32
		%	9
No	Urban	Count	217
		%	90
	Rural	Count	107
		%	94
	Overall	Count	324
		%	91

Qus 9(c) Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

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

	Type		BSNL
Yes	Urban	Count	87
		%	36
	Rural	Count	40
		%	35
	Overall	Count	127
		%	36
No	Urban	Count	155
		%	64
	Rural	Count	74
		%	65
	Overall	Count	229
		%	64

Qus.17 . How often do you face a problem with your Broadband connection?

	Type		BSNL
Very frequently	Urban	Count	39
		%	16
	Rural	Count	4
		%	4
	Overall	Count	43
		%	12
Frequently	Urban	Count	85
		%	35
	Rural	Count	31
		%	27
	Overall	Count	116
		%	33
Occasionally	Urban	Count	85
		%	35
	Rural	Count	50
		%	44
	Overall	Count	135
		%	38
Never	Urban	Count	33
		%	14
	Rural	Count	29
		%	25
	Overall	Count	62
		%	17

Qus.18 What was the broadband connection problem faced by you in last 6 months related to, please specify?

	Type		BSNL
Problem was related to my computer Hardware/software	Urban	Count	2
		%	2
	Rural	Count	1
		%	1
	Overall	Count	3
		%	1
Problem was related to broad band and modem provided by the service operator	Urban	Count	126
		%	98
	Rural	Count	85
		%	99
	Overall	Count	211
		%	99

Qus20(a) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.

	Type		BSNL
Yes	Urban	Count	23
		%	10
	Rural	Count	8
		%	7
	Overall	Count	31
		%	9
No	Urban	Count	219
		%	90
	Rural	Count	106
		%	93
	Overall	Count	325
		%	91

Qus.20(c) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing.

	Type		BSNL
Not informed of charges	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Activated without consent	Rural	Count	--
		%	--
	Urban	Count	--
		%	--
	Overall	Count	--
		%	--
Not informed about toll free no. for unsubscribing	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus 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)

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	242
		%	100
	Rural	Count	114
		%	100
	Overall	Count	356
		%	100

Qus 21(b) Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	1
		%	100
	Rural	Count	--
		%	--
	Overall	Count	1
		%	100

Qus21(c) What difficulties you have faced while deactivating of such services and refund of charges levied?

	Type		BSNL
None	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Delay in deactivation	Rural	Count	--
		%	--
	Urban	Count	--
		%	--
	Overall	Count	--
		%	--
Customer care refused to register	Rural	Count	--
		%	--
	Urban	Count	--
		%	--
	Overall	Count	--
		%	--
Not aware of whom to be contacted	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus22 (b) How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?

	Type		BSNL
Very Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Very Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus23 (b) Please specify the reason(s) for your dissatisfaction

	Type		BSNL
No Reason Given	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
bad customer care	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
bill is not clear	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Connectivity is low	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Speed is very slow	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus.24 How many persons in your house are using this Broadband connection?

	Type		BSNL
Average score	Urban	Count	242
		Mean	1.76
	Rural	Count	114
		Mean	2.33
	Overall	Count	356
		Mean	1.94

Qus.24(a) What kind of other telecom services are you also taking from your service provider?

	Type		BSNL
Mobile	Urban	Count	96
		%	41
	Rural	Count	35
		%	31
	Overall	Count	131
		%	34
Wireline	Urban	Count	129
		%	55
	Rural	Count	61
		%	54
	Overall	Count	190
		%	49
Others	Urban	Count	23
		%	10
	Rural	Count	5
		%	4
	Overall	Count	28
		%	7
None	Urban	Count	3
		%	1
	Rural	Count	35
		%	31
	Overall	Count	38
		%	10

Qus 25 Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

	Type		BSNL
Yes	Urban	Count	69
		%	29
	Rural	Count	34
		%	30
	Overall	Count	103
		%	29
No	Urban	Count	173
		%	71
	Rural	Count	80
		%	70
	Overall	Count	253
		%	71

Qus.32 Please specify the reason(s) for your dissatisfaction with the system of resolving of complaints by call centre/customer care/ helpline

	Type		BSNL
Difficult to connect to the call centre	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Customer care executive not polite	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Customer care not equipped with adequate information	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Time taken by call centre for redresser of complaint is too long	Urban	Count	25
		%	83
	Rural	Count	9
		%	75
	Overall	Count	34
		%	81
Customer care ex. Was unable to understand the problem	Urban	Count	2
		%	7
	Rural	Count	1
		%	8
	Overall	Count	3
		%	7
Others	Urban	Count	4
		%	13
	Rural	Count	2
		%	17
	Overall	Count	6
		%	14

Qus.36(b) Please specify the reason(s) for your dissatisfaction with the redressal of the complaint by the Nodal Officer

	Type		BSNL
Difficult to connect to the nodal officer	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Nodal officer not polite	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
officer not equipped with adequate information	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Time taken by Nodal officer for redresser of complaint is too	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Nodal officer was unable to understand the problem	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No reason given	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

SURVEY A: Basic Service (WireLine)

Serial No.		
-------------------	--	--

Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1. Which landline service provider are you using currently? READ OUT & TICK

[1] Airtel [2] BSNL [3] Reliance [4] Tata Indicom [5] MTS/ Sistema Shyam [6] HFCL [7] MTNL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2. Name: _____ **S1.3. RECORD Gender:** Male Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's: _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____ **S1.5. Age (in years):** Less than 25 25-34 35-44 More than 45

STD Code	Telephone Number

S1.6 Please tell us your Occupation: Service Business/self employed
 Student Housewife Retired

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] J & K [6] Delhi [7] Uttar Pradesh(East) [8] Uttar Pradesh(West)

S1.11. RECORD District _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: Telephonic In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a) . Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes ADMINISTER Q.NOS. 1 - 3 [2] No SKIP TO SECTION B
1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
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?	[1] Yes [2] No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

B. BILLING RELATED (Only for Postpaid Customers) (For Pre-Paid customers go to Q 10)

4. How satisfied are you with the time taken to deliver your bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Details like item-wise charges are not provided [6] Calculations are not clear [7] Others (please specify) _____
6. Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No → (If No, go to Q 8)
7. How satisfied are you with the process of resolution of billing complaints?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

<p>8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q 9(a)) 9. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____</p>

For Prepaid Customers only

<p>10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____</p>
<p>10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes (If Yes, go to Q 10(d)) <input type="checkbox"/> 2 No</p>
<p>10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 10(f) only if 1 OR 2 is coded)</p>

<p>10(f) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

<p>11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 16)</p>
<p>12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>13. How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>14. How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

<p>19. How many times has your telephone connection required repair in the last 6 months?</p>	<p><input type="checkbox"/> 1 Nil <input type="checkbox"/> 2 One time</p> <p><input type="checkbox"/> 3 2-3 times <input type="checkbox"/> 4 More than 3 times</p>
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20. How long did it take generally for repairing the fault after lodging a complaint?	<input type="checkbox"/> 1 day	<input type="checkbox"/> 2-3 days
	<input type="checkbox"/> 4 - 7 days	<input type="checkbox"/> more than 7 days
21. How satisfied are you with the fault repair service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied

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?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	—————▶ (If No, go to Q 26(a))
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> Not informed of charges <input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify		
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	—————▶ (If No, go to Q 26(a))
(Ask only If Yes in Q25)			
25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
	(Ask Q 26(b) only if 1 OR 2 is coded)	

<p>(Ask this question only if 1 OR 2 is coded in Q25(a))</p> <p>26(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>_____</p> <p>2. _____</p> <p>_____</p> <p>3. _____</p> <p>_____</p>
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H. GENERAL INFORMATION

<p>27. What kind of other services are you also taking from this service provider?</p>	<p><input type="checkbox"/> Broadband <input type="checkbox"/> Mobile</p> <p><input type="checkbox"/> Others <input type="checkbox"/> None</p>
<p>28(a) Have you terminated a telephone connection that you had in the last 6 month?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>28(b) If Yes, Please name your service provider?</p>	<p><input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom</p> <p><input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL</p> <p><input type="checkbox"/> Shyam/MTS <input type="checkbox"/> MTNL</p>
<p>29. How many days were taken for termination of your telephone connection?</p>	<p><input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days</p> <p><input type="checkbox"/> 4-7 days <input type="checkbox"/> more than 7 days</p>
<p>30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(b))</p> <p><input type="checkbox"/> No</p>
<p>(Ask only if Yes in Q 32(a))</p> <p>32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p>	<p><input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease</p> <p><input type="checkbox"/> Slight decrease <input type="checkbox"/> No change</p> <p>(Ask Q 32(b) only if 3 OR 2 OR 1 is coded)</p>
<p>(Ask only if 3 OR 2 OR 1 coded in Q 32 (b))</p> <p>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?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(c))</p> <p><input type="checkbox"/> No</p>

<p>(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 40)</p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)</p>	<p><input type="checkbox"/> 1 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 It was received on request</p> <p><input type="checkbox"/> 4 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
<p>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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 43)</p>

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?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 43)
39(b). Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> Yes <input type="checkbox"/> No
40. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
41. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied (Ask Q 42 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q41) 42. Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> Difficult to connect to the Nodal Officer <input type="checkbox"/> Nodal Officer not polite/courteous <input type="checkbox"/> Nodal Officer not equipped with adequate information <input type="checkbox"/> Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> Nodal Officer was unable to understand the problem <input type="checkbox"/> Others (please specify) _____
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?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 47)
44. Have you filed any appeal in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 47)
45. Did you receive any acknowledgement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently

(Q47 to Q49 are for Prepaid Customers only)	
47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 50)
49. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) _____
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?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1 Which mobile phone or fixed wireless phone (FWP) service provider are you using currently? **READ OUT & TICK**

- [1] Airtel [2] BSNL [3] Reliance Communications [4] Tata Indicom
 [5] Reliance Telecom [6] Idea [7] Vodafone [8] Dishnet [9] S Tel
 [10] Sistema Shyam [11] Spice Comm [12] MTNL [13] Aircel [13] Unitech

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2Name: _____ **S1.3 RECORD Gender:** Male Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's : _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Please tell us your Mobile/ fixed wireless No. STD Code: _____ Telephone Number: _____

S1.5. Age (in years): 1 Less than 25 2 25-34 3 35-44 4 More than 45

S1.6 Please tell us your Occupation: 1 Service 2 Business/self employed
 3 Student 4 Housewife 5 Retired

S1.7. RECORD Usage Type: 1 Residential 2 Commercial

S1.8. RECORD Area: 1 Rural 2 Urban

S1.9. User Type: 1 Postpaid 2 Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] J & K [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.11. RECORD District: _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If Yes go to 5(b))
5(b).ASK IF YES IN Q.5a. 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?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify) _____
5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____

8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify) _____
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

20. How often do you face signal problems?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
21. How satisfied are you with the availability of signal in your area?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
22. How satisfied are you with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 24)	
24. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____
28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

30. What kind of other telecom services are you using?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
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31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(a)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q 32) 33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change (Ask Q 33(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(c)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q33 (b)) 33.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint
34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q35)
34(b). Have you utilized SMS based mechanism for getting unique porting code?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 miuntes <input type="checkbox"/> 2 After 5 to 10 miuntes <input type="checkbox"/> 3 After 10 miuntes <input type="checkbox"/> 4 Never
34 (d) If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	
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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 41)
38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and Docket number received <input type="checkbox"/> 2 Complaint was registered and Docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
39. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable
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 detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
42(b). Were you able to connect to the Nodal officer without any difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

<p>44. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 45 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q44) 45. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____</p>
<p>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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>47. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>48. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q50 to Q52 are for prepaid customers only)</p>	
<p>50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 53)</p>
<p>52. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>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</p>	

appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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SURVEY C: BROADBAND SERVICE

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of TRAI – Telecom Regulatory Authority of India a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1 Which broadband service provider are you using currently? **READ OUT & TICK**

- [1] BSNL [2] Tata Comm/VSNL [3] Airtel [4] Reliance [5] Sify
[6] Hathway [7] Shyam Telelink [8] You Telecom [9] Spectranet [10] HFCL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2 Name: _____ **S1.3 RECORD Gender:** 1 Male 2 Female

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not some one else's : _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____ **Age S1.5. Age (in years):** 1 Less than 25 2 25-60 3 More than 60

STD Code	Telephone Number

S1.6. RECORD Usage Type: 1 Residential 2 Commercial **S1.7.**

RECORD Area: 1 Rural 2 Urban
S1.8. User Type: 1 Postpaid 2 Prepaid
S1.9 E-mail

S1.10 User Type: 1 Prepaid 2 Postpaid

S1.11. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] J & K [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.12. RECORD District: _____

S1.13. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.15 RECORD Name of POP: _____

S1.16 RECORD Mode of interview: 1 Telephonic 2 In-person 3 E-mail 4 Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for a broadband connection?	<input type="checkbox"/> 1 less than half month <input type="checkbox"/> 2 half month-1 month <input type="checkbox"/> 3 more than 1
1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 7 working days <input type="checkbox"/> 2 More than 7 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 1 Within 24 hrs. <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4-7 days <input type="checkbox"/> 4 More than 7 days <input type="checkbox"/> 5 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)_____
6(a). How satisfied are you with the accuracy/completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a))	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed

6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICE

10. In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 15)
11(a). How satisfied are you with the ease of access of customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 3 Frequently	<input type="checkbox"/> 2 Occasionally <input type="checkbox"/> 4 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last 6 months related to, please specify?	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 23(a))	
20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges	

	<input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify
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)	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(b). ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> None <input type="checkbox"/> Delay in deactivation resulting in repeat complaints <input type="checkbox"/> Customer care refused to register the complaint <input type="checkbox"/> Not aware of whom to be contacted <input type="checkbox"/> Others please specify _____
22.How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q22(a)) 23(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24. How many persons in your house are using this Broadband connection?	-----
24(a). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> Mobile <input type="checkbox"/> Wireline <input type="checkbox"/> Others

	<input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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

27. Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 31)
28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34(a))
29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
30. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 32 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q 28) 32. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to

	<p>understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
33. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
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 detail of the Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q37)</p>
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?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 37)</p>
34(c). Were you able to connect to the nodal officer without any difficulty?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> <p>(Ask Q 36(b) only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q36(a))</p> <p>36(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
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?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 41)</p>
38. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> 1 Yes</p>

	<input type="checkbox"/> 2 No → (if no go to Q 41)
39. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q41 to Q43 are for prepaid customers only)	
41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 44)
43. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify) _____
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

THANKS

Name of the interviewer: _____

Date: _____

Name of the scrutinizer: _____

Date: _____

Back-check done by: _____

Date of back-check: _____

Name of field officer: _____