

QUALITY OF SERVICE ASSESSMENT

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

for

J&K SERVICE AREA

Assessment of:

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

June 2010

Report Prepared for: TRAI

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1.1 PREFACE

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

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

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

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

The main aim is to assess the quality of Basic service (wireline) and Cellular Mobile services as per the “**The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulation, 2009**”, notified by TRAI on 20th March 2009 and **Quality of Service of Broadband Service Regulation, 2006 (11 of 2006) dated 6th Oct 2006**.

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

The salient features of this regulation are listed below:

I. Each Telecom Operators would be required:

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

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

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

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

¹ www.trai.gov.in

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **North Zone** comprising eight states – Delhi, Punjab, Haryana, Rajasthan, UP (W), UP (E), Himachal Pradesh and Jammu & Kashmir by Telecom Regulatory Authority of India (TRAI) on 7th January 2008. The contract was further extended for one more year on 13th May 2009.

The present report covers the J&K Service Area for all the three services.

2. METHDOLOGY

2.1 QUESTIONNAIRE BUILDING PROCESS

VOICE with other successful bidders – IMRB for East and South Zone and Market Pulse for West Zone – submitted their draft questionnaires to TRAI in the month of January 2008. TRAI organised consultation with all the successful bidders and accordingly some minor changes were done in all three sets of questionnaires for the year 2009.

The Basic service (Wireline) and questionnaire (**see Annexure 1.1**) was based on 7 broad parameters and 32 questions related to consumer perception on quality of services and other 21 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007. The cellular mobile questionnaire contained 36 questions related to quality of service whereas 21 on implementation and effectiveness of redressal mechanism. In the case of Broadband, questionnaire was based on 7 broad parameters and 23 questions related to consumer perception on quality of service. Whereas, in the case of perception on Assessment of Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007, broadband questionnaire had same number of questions as in Basic service (Wireline) and Cellular Mobile.

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

2.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 95%
(iii)	Customers satisfied with network performance, reliability and availability	≥ 95%
(iv)	Customers satisfied with maintainability	≥ 95%
(v)	Customers satisfied with supplementary and value added services	≥ 90%
(vi)	Customers satisfied with help services including customer grievance redressal	≥ 90%
(vii)	Customers satisfied with overall service quality	≥ 90%

2.2.3 Broadband Service

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

2.2 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

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

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

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

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

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

Comparison with the Benchmarking

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of percentage of customers satisfied as described above.

The survey in the J&K service area, of all the three services, was done between March to May 2010. The present report deals with J&K service area only.

The survey in the Jammu and Kashmir (J&K) service area, of all the three services, was done between March to May 2010.

2.3.SAMPLING METHODOLOGY

2.3.1.Basic.Wireline

As per the tender document, survey agencies were supposed to cover a total sample of 384 BSNL subscribers. This is shown in the table below. At the time of survey there was no other basic (wireline) service provider in J&K service area.

Name of the Operators	Sample
BSNL (Bharat Sanchar Nigam Limited)	384

The above sample represents the total operator wise subscribers in J&K Service Area with 95% confidence level and 5% interval.

As per the tender document, survey agencies were supposed to cover a total sample of 5% of exchanges of each BSO in the circle, covering a sample of 384 subscribers. These 5% of exchanges should be evenly spread over 10% of SDCA with each BSO.

In J&K Service Area there are 371 total BSNL exchanges and 33 SDCAs. Therefore altogether 19 exchanges (5% of total exchanges) to be spread among 4 SDCAs (10% of total SDCAs) were selected for purpose of canvassing the questionnaire. The names of the 4 selected SDCAs are as follows:

- 1.Jammu, 2.Srinagar, 3.Udhampur, 4.Leh.

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

J&K Service Area: Name of SDCAs & Exchanges covered		
SDCAs	Exchanges (19)	SELCTED EXCHANGES
JAMMU	4	Gandhinagar, Gangyal, Transport Nagar, Shakti nagar
SRINAGAR	6	Dalgate, Indranagar, Nishat, Rajbagh, Sonamarg, Srinagar
UDHAMPUR	4	Battal, Balian, Garhi, Narota, Udhampur
LEH	5	Dumkhar, Leh, Nurla, Sakti, Temisgam

Sample distribution in to SDCAs : The provider wise sample was distributed among the SDCAs based on the proportionate population of the district, where these SDCAs fall. Therefore, the following table shows the BSNL SDCA/ district wise target sample distribution.

J&K Service Area: Basic (Wireline): Target Sample distribution in SDCAs/ districts covered.			
SDCAs/ Districts	Population	Population %	BSNL
Jammu	1571911	42.9%	165
Srinagar	738965	20.2%	130
Udhampur	1238503	33.8%	77
Leh	117637	3.2%	12
All Total	3667016	100.0%	384

Note: Population Source: Census of India 2001

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

J&K Service Area: Operator wise sample distribution with mode of interview				
Operators		Telephonic	In-Person	Total
BSNL	Count	94	290	384
	%age	24.5%	75.5%	100%

2.3.2 Cellular Mobile

As per the tender document, survey agencies were supposed to cover a total sample of 2304 subscribers, to be divided among the six operators. This is shown in the table below.

Operators	Sample
Airtel (Bharti Airtel Limited)	384
Vodafone	384
BSNL (Bharat Sanchar Nigam Limited)	384
Tata Teleservices	384
Aircel	384
Rel Comm (Reliance Communication)	384
Total	2304

The above sample represents the total operator wise subscribers in J&K service area with 95% confidential level and 5% interval.

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

In J&K there are altogether 20 districts. Therefore 2 districts areas – Srinagar and Jammu, were selected. Therefore, Operators wise sample was distributed in these 2 districts/ areas on the basis of their proportionate population. The following table shows the district/ area wise and provider wise target sample distribution.

J&K Service Area: Cellular Mobile :Actual sample distribution in to districts/area and Operators									
Districts/ area	Population	Population %	Total sample size	Bharti	Vodafon e	BSNL	Tata	Aircel	Rel Comm
Jammu	15,71,911	55.93%	1290	215	215	215	215	215	215
Srinagar	1238503	44.07%	1014	169	169	169	169	169	169
ALL Total	28,10,414	100.00%	2304	384	384	384	384	384	384

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

J&K Service Area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	96	288	384
	%age	25.0%	75.0%	100.0%
Vodafone	Count	95	289	384
	%age	24.7%	75.3%	100.0%
BSNL	Count	95	289	384
	%age	24.7%	75.3%	100.0%
Rel Comm	Count	91	293	384
	%age	23.7%	76.3%	100.0%
Aircel	Count	96	288	384
	%age	25.0%	75.0%	100.0%
Tata Teleservices	Count	95	289	384
	%age	24.7%	75.3%	100.0%
Total	Count	568	1736	2304
	%age	24.7%	75.3%	100.0%

2.3.2.3 Type wise sample distribution: The operator wise sample was further divided in to pre-paid and post paid segment. The table below shows the type wise sample achieved during the survey.

J&K Service Area: Operator wise sample distribution with mode of interview				
		Post paid	Pre paid	Total
Bharti	Count	15	369	384
	%age	3.9%	96.1%	100.0%
Vodafone	Count	18	366	384
	%age	4.7%	95.3%	100.0%
BSNL	Count	43	341	384
	%age	11.2%	88.8%	100.0%
Rel Comm	Count	54	330	384
	%age	14.1%	85.9%	100.0%
Aircel	Count	31	353	384
	%age	8.1%	91.9%	100.0%
Tata Teleservices	Count	14	370	384
	%age	3.6%	96.4%	100.0%
Total	Count	175	2129	2304
	%age	7.6%	92.4%	100.0%

2.3.3 Broadband

In the case of Broadband, survey agencies were required to obtain from Broadband Operators's Central ISP Node total number of subscribers in each circle and then work out the sample to be covered. At the time of survey there was only one operator, BSNL, providing broadband service in J&K service area.

The following table shows the Operators wise sample covered in J&K Service area.

Sample Distribution	
Operator	Sample
BSNL	384

The operator wise sample achieved represents the total operator wise subscribers in J&K Service Area with 95% confidence level and 5% confidence interval.

2.3.3.1 Area wise distribution: Altogether 3 district of J&K were selected for the broadband survey, where the providers had their PoPs. The following table shows the district/ area wise and provider wise sample which was covered during the survey.

District	BSNL
Jammu	131
Srinagar	220
Udhampur	33
Total	384

2.3.3.2 Mode of Interview: As per the tender document, **at least** 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications. VOICE, accordingly sent emails to the database of the operator wise subscribers received from few operators and also the VOICE internal data base. However, the number of responses to the email sent was very low. The following table shows the actual operators wise sample covered with the mode of interview.

J&K Service Area: Operator wise sample distribution with mode of interviews				
Operator		In-Person	Web/Online	Total
BSNL	Count	350	34	384
	%age	91.2%	8.8%	100.0%

- The table above shows that out of the total sample of 384, only 34 (8.8%) responses could be collected through web based online mechanism.
- **The possible reason, for such a low responses could be that the data base of email addresses were either non functional or not valid.**
- Therefore, VOICE decided to meet the rest of the sample through In-person interview. Accordingly 91.2% of the total sample was covered using In-person interview techniques.

3. Executive Summary

3.1 Customer Satisfaction Survey (Basic Services)

Subscribers' perception of Broadband service was assessed for "7" defined parameters through 32 questions and Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007 through 20 questions. As regard to the **J&K Service Area**, BSNL is the only operator in J&K and it could meet prescribed parameters' benchmark only on two parameters with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.1: Overall Customer Satisfaction Level (Benchmark >90%)

The customer perception of overall satisfaction level is poor in J&K Service Area as BSNL was not able to meet the benchmark of 90%.

- In terms of **customers satisfied**, the achievement level of BSNL was 87.5%.

3.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is good in J&K Service Area as BSNL was not able to meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 96.8%.

3.1.3: Billing (Benchmark >95%)

The assessment was done for only post-paid only as there are no pre paid subscribers. BSNL was able to meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of BSNL in the post-paid was 95.9%.

3.1.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in J&K Service Area as BSNL was not able to meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 90.6%.

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

The customer perception of the parameter help service/ customer care is critical in J&K Service Area as BSNL was not able to meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 72.2%.

3.1.6: Consumers Protection and Redressal of Grievances

- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 95.6% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by 3.6% and 1.6% of consumers respectively.
- Only 7.3% of BSNL consumers had made complaint in the last 12 months to the toll free/ call centre/ customer care number.
- Only 21.6% of BSNL subscribers confirmed that they received the docket number of most of their complaints.
- Around 79% of BSNL subscribers were satisfied (Very satisfied and Satisfied) with the resolution of complaints by call centre/ customer care..

3.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 36 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **J&K Service Area** performance of operators, performance of most of the operators were average to below average. The findings with respect to major parameters on quality of service are as follows:

3.2.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level is poor in J&K as **only 2 out of 6 operators – Bharti and Vodafone - met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 87.5% to 94.8 %.
- The **highest** percentage of **customers satisfied** were found with Vodafone at 94.8%, followed by Bharti (94%).
- The lowest percentages of customers satisfied were found by Rel Comm (87.5%) followed by Tata Teleservices (88.3%) and BSNL and Aircel (88.8%).

3.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is very in J&K service Area **as none of the 6 operators had met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.3% to 94.1%..
- The **highest** percentages of **customers satisfied** were found with Bharti (94.1%) followed by Rel Comm (92.3%), Vodafone (91.5%) and BSNL (90.2%).
- The lowest customer percentages of customers satisfied were found Tata Teleservices (88.3%).

3.2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services 3 operators met the benchmark of 95%**. In the case of **post paid, only 4 operators was able to meet the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 91.4% to 96.4%. Whereas in the case of **post-paid**, it ranged from 91.3% to 97.6%.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by BSNL (96.4%) followed by Vodafone (95.6%) and Bharti (95.1%). In the case of **post paid segment** the highest percentage of satisfied consumer was attained by Rel Comm (97.6%), followed by Vodafone (96.4%), BSNL (96.2%) and Bharti (95.6%).
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Tata Teleservices at 91.4%, followed by Rel Comm and Aircel (93.4% each). In the case of **post-paid segment** the **lowest percentage of consumers** was attained by Aircel (91.3%) and Tata Teleservices (93.5%).

3.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is very poor in J&K Service Area as out of 6 operators **none of them had met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.3% to 94.1%.
- The **highest percentage of customers satisfied** were found with Bharti at 94.1% followed by Rel Comm (92.3%) and Vodafone and Aircel (91.5% each) and BSNL (90.2%).
- The lowest percentages of customers satisfied were found with Tata Teleservices at 88.3%.

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

The customer perception of the parameter help service/ customer care is poor in J&K Service Area as **only 1 operator met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 82.4% to 90.5%.
- The **highest percentage of customers satisfied** were found with Vodafone at 90.3%.
- The lowest percentages of customers satisfied were found with Bharti and Aircel at 82.4% each followed by Rel Comm (84.3%) and BSNL and Tata Teleservices (89.3% each).

3.2.6: Consumers Protection and Redressal of Grievances

- Awareness level was found quite high in the case of call centre/ customer care help line numbers as this was reported by 95.5% of consumers surveyed.
- Awareness about the contact details of nodal officer was very low as this was reported by only 1.8% of the consumers surveyed – highest in the case of Bharti (2.9%) and lowest in Aircel (0.1%).
- Similarly, the awareness about contact detail of the Appellate Authority was found to be significantly low at 0.8%.
- Highest number of complaints to the call centre, within last 12 months, were made by Bharti (12.2%) whereas it was lowest in the case of Tata Teleservices (2.6%).
- Overall only 33.2% confirmed that they received the docket number for most of their complaints.
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of BSNL (95%) followed by Vodafone (94.3%). Whereas it was reported lowest in the case of Aircel at 83.1%.

3.1 Customer Satisfaction Survey (Basic Services)

Subscribers' perception of Broadband service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **J&K Service Area**, BSNL is the only operator in J&K and it could meet prescribed parameters' benchmark only four parameters with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.1: Overall Customer Satisfaction Level (Benchmark >90%)

The customer perception of overall satisfaction level is poor in J&K Service Area as BSNL was not able to meet the benchmark of 90%.

- In terms of **customers satisfied**, the achievement level of BSNL was 80%.

3.1.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is good in J&K Service Area as BSNL was not able to meet the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 93%.

3.1.3: Billing (Benchmark >90%)

The assessment was done for only post-paid only as there are no pre paid subscribers. BSNL was able to meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of BSNL in the post-paid was 96.8%.

3.1.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is not good in J&K Service Area as BSNL was slightly below the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 84.1%.

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

The customer perception of the parameter help service/ customer care is poor in J&K Service Area as BSNL was not able to meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 85.8%.

3.1.6: Consumers Protection and Redressal of Grievances

- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 96.9% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by 8.6% and 3.6% of consumers respectively which was found to be better than other service areas.
- Around one fourth (23.7%) of BSNL consumers had made complaint in the last 12 months to the toll free/ call centre/ customer care number.
- Only 35.2% of BSNL subscribers confirmed that they received the docket number of most of their complaints.
- Around 90% of BSNL subscribers were satisfied (Very satisfied and Satisfied) with the resolution of complaints by call centre/ customer care.

4. Detail Report

PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), J&K Service Area

The following table shows the performance of Basic service operators in J&K Service Area on various parameters.

Basic Service - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing services		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
			Postpaid	Prepaid*					
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
J&K SERVICE AREA									
J&K SERVICE AREA	384								
BSNL	384	87.5%	95.9%	NA	72.2%	96.8%	90.6%	89.7%	88.5%

**The prepaid sample was too low to make any qualitative judgment*

The analysis reveals that in terms of meeting the benchmarks, the performance of BSNL not good as it was able to meet the benchmark only on two parameters – Post paid billing service and Network reliability. The performance on help service was too low.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, J&K Service Area

The following table shows the performance of cellular operators in J&K service area on various parameters.

Cellular Service - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintain-ability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
			Prepaid	Postpaid					
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
J&K SERVICE AREA									
J&K	2304								
Bharti	384	90.8%	95.1%	95.8%	82.4%	94.1%	92.2%	93.8%	94.0%
Vodafone	384	89.4%	95.6%	96.4%	90.5%	91.5%	94.1%	94.4%	94.8%
BSNL	384	72.7%	96.4%	96.2%	89.3%	90.2%	91.8%	87.5%	88.8%
Rel Comm	384	85.8%	93.4%	97.6%	84.3%	92.3%	89.2%	66.7%	87.5%
Aircel	384	92.8%	93.4%	91.3%	82.4%	91.5%	84.5%	77.8%	88.8%
Tata Teleservices	384	81.4%	91.4%	93.5%	89.3%	88.3%	92.6%	90.0%	88.3%

- The analysis shows that performance of all the operators were average to below average in J&K service area
- In terms of meeting the benchmark, the performances of Bharti and Vodafone were relatively better than others operators in J&K Service Area. They met benchmark criteria on 5 parameters.
- BSNL could meet the benchmark on only 2 parameters, whereas, **Rel Comm, Aircel and Tata Teleservices** met benchmarks on only 1 parameters each.
-

None of the operators were able to meet the benchmark on Network availability and maintainability. Secondly performance of most of the operators, except Vodafone, on help services was also below the benchmark.

PERFORMANCE COMPLIANCE CSS – Broadband Service, J&K Service Area

The following table shows the performance of Basic service operators in J&K Service Area on various parameters.

Broadband (J&K service area) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	customers satisfied With Provision of service	Customers satisfied with billing services		Customers satisfied with Help Services	Customers satisfied with Network Performance, Reliability and Availability	Customers satisfied with Maintain-ability	Customers satisfied with Supplementary services#	Customers satisfied with overall services
			Postpaid	Prepaid*					
Benchmark		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
J&K SERVICE AREA									
J&K	384								
BSNL	384	80.0%	96.8%	NA	85.8%	93.0%	84.1%	92.3%	89.8%

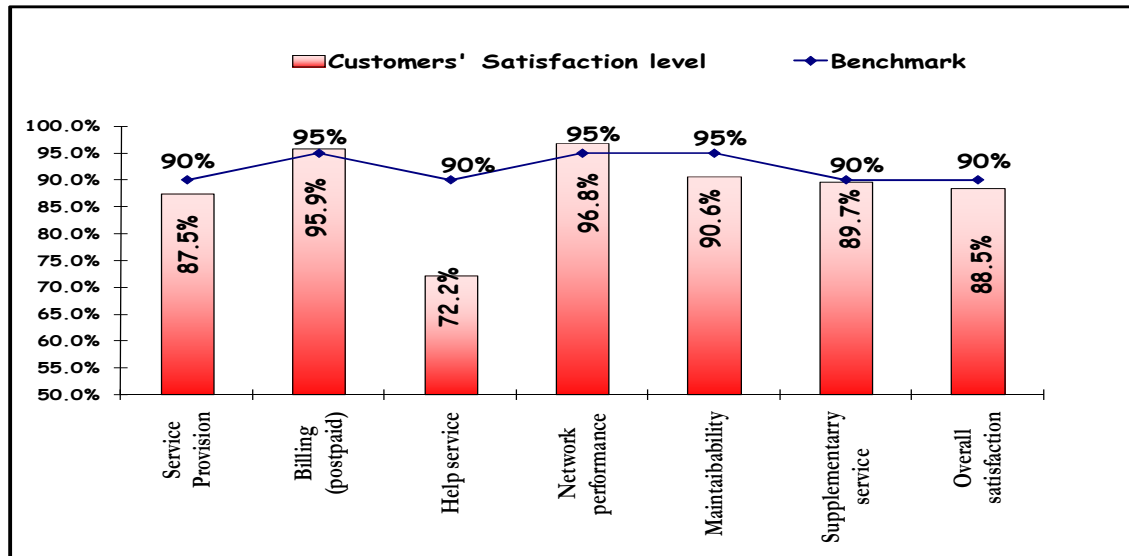
*No pre paid subscribers found in J&K

The analysis reveals that in terms of meeting the benchmarks, the performance of BSNL was average as it was able to meet the benchmark only on four parameters. BSNL could not meet the benchmark on provision of service, help service and maintainability.

4.2 GRAPHICAL PRESENTATION

4.2.1 BASIC WIRE LINE – J&K SERVICE AREA

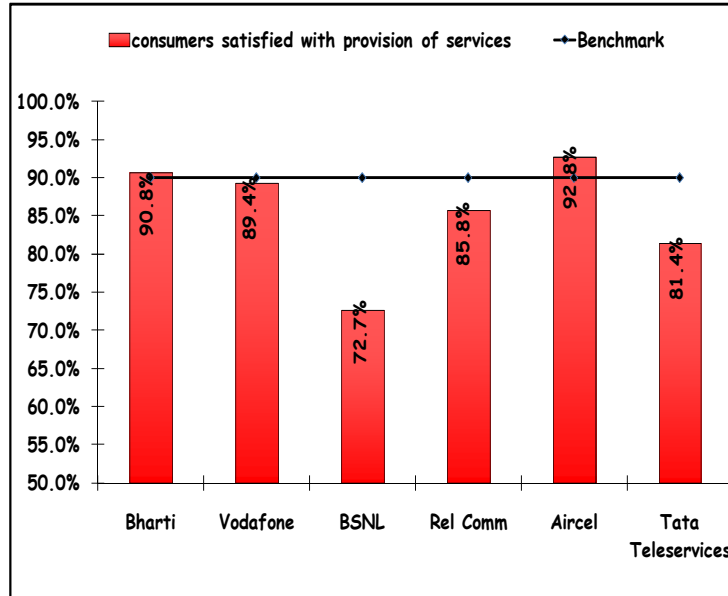
4.2.1.1 CUSTOMERS SATISFIED - ALL PARAMETERS: BSNL is the only operator providing basic services in the J&K. Its performance on all the parameters are shown below:



- The analysis shows that in terms of meeting the benchmarks, the performance of BSNL was not good as it was able to meet the benchmark only on two parameters – **Post paid billing service (95.9%)** and **Network reliability (96.8%)**.
- The performance on help service was too low at 72.2%

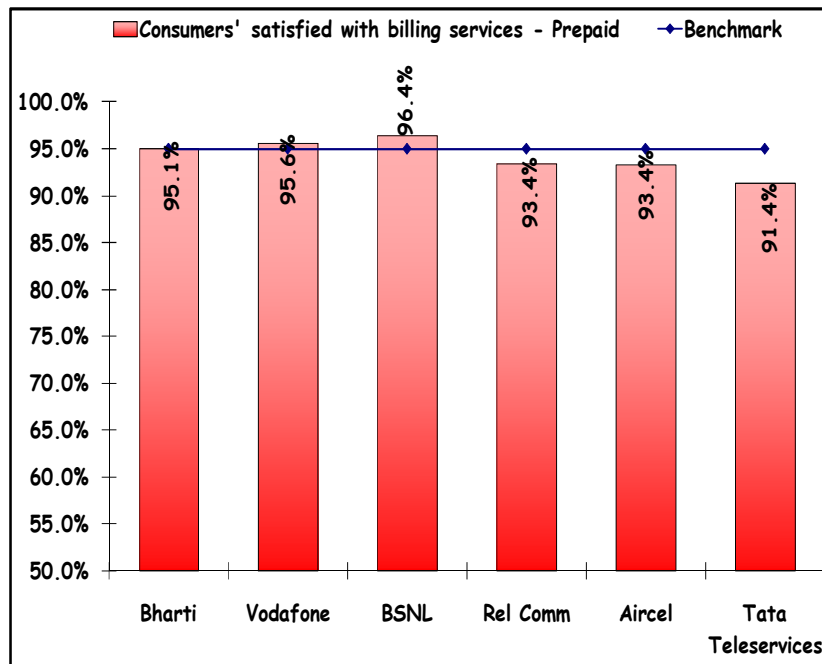
4.2.2 CELLULAR SERVICE – J&K SERVICE AREA

4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



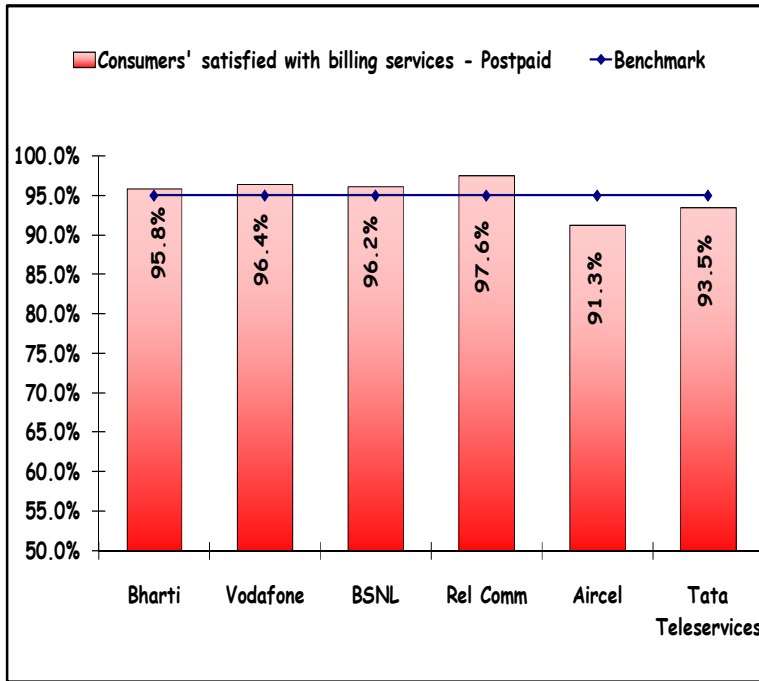
- Audit conducted for 6 operators providing services in J&K service area.
- Two operators – Bharti and Aircel – were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the six operators ranged from 72.7% to 92.8%.
- Highest percentage of customers satisfied were found with Aircel (92.8%) followed by Bharti (90.8%).
- The lowest percentage of satisfied customers was attained by BSNL at 72.7% followed by Tata Teleservices (81.4%), Rel Com. (85.4%) and Vodafone (89.4%)

4.2.2.2 CUSTOMERS SATISFIED WITH BILLING PERFORMANCE - PREPAID



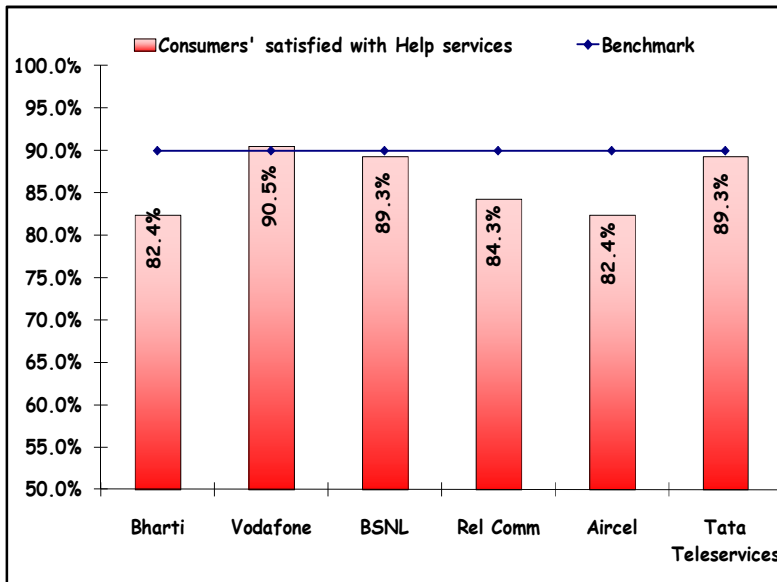
- Audit conducted for 6 operators providing services in J&K Service area.
- Three operators –Bharti, Vodafone and BSNL, were found to be meeting the benchmark of >95%.
- Percentages of satisfied consumer by all the six operators ranged from 91.4% to 96.4%.
- Highest percentages of customers satisfied were found with BSNL (96.4%) followed by Vodafone (95.6%) and Bharti (95.1%).
- The lowest percentage of satisfied customers was attained by Tata Teleservices at 91.4%, followed by Rel Comm and Aircel (93.4% each) – all below the benchmark.

4.2.2.3 CUSTOMERS SATISFIED WITH BILLING SERVICES - POSTPAID



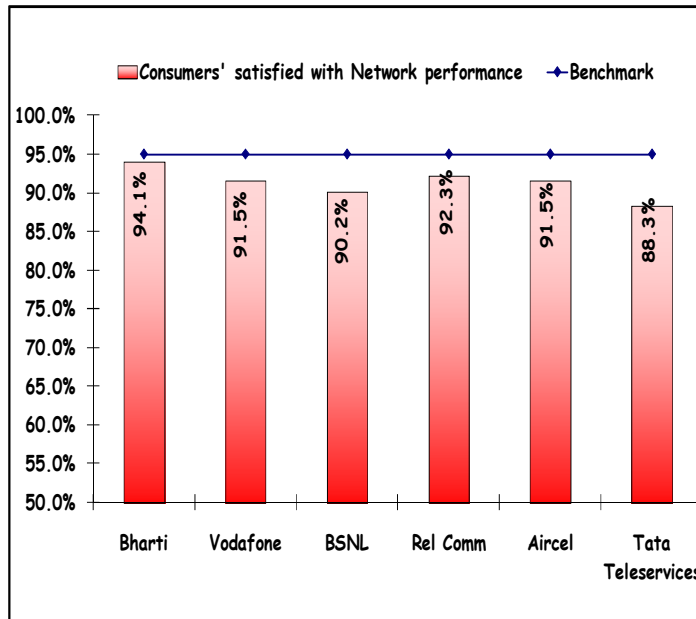
- Audit conducted for 6 operators providing services in J&K.
- Four operators met the benchmark of >95%.
- Percentage of satisfied customers by all the seven operators ranged from 91.3% to 97.6%.
- The highest percentage of satisfied customers was attained by Rel Comm (97.6%), followed by Vodafone (96.4%), BSNL (96.2%) and Bharti (95.6%).
- The lowest percentage of satisfied customers was attained by Aircel (91.3%) and Tata Teleservices (93.5%).

4.2.2.4 CUSTOMERS SATISFIED WITH HELP SERVICES



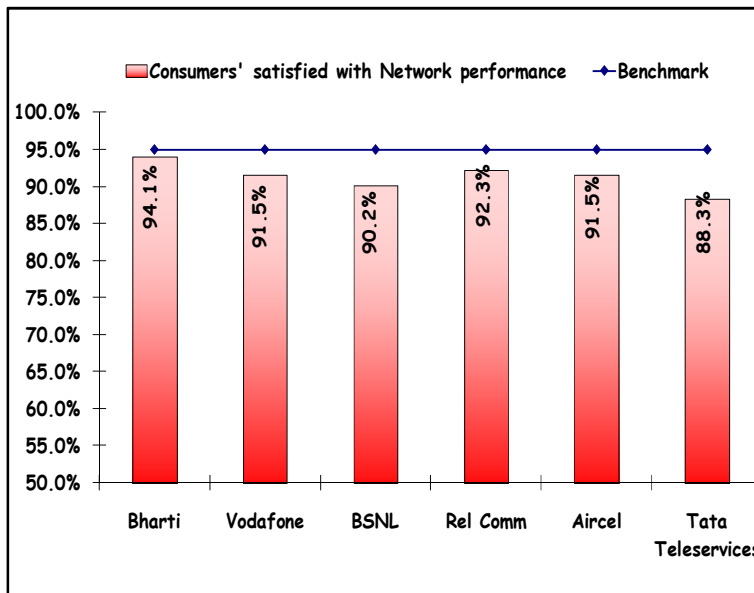
- Audit conducted for 6 operators providing services in J&K.
- Only Vodafone could meet the benchmark of >90%.
- Percentage of consumer satisfied by all the six operators ranged from 82.4% to 90.5%.
- Highest percentage of satisfied customers were found with Vodafone (90.3%).
- The lowest percentages of satisfied customers were found with Bharti and Aircel at 82.4% each followed by Rel Comm (84.3%) and BSNL and Tata Teleservices (89.3% each).

4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



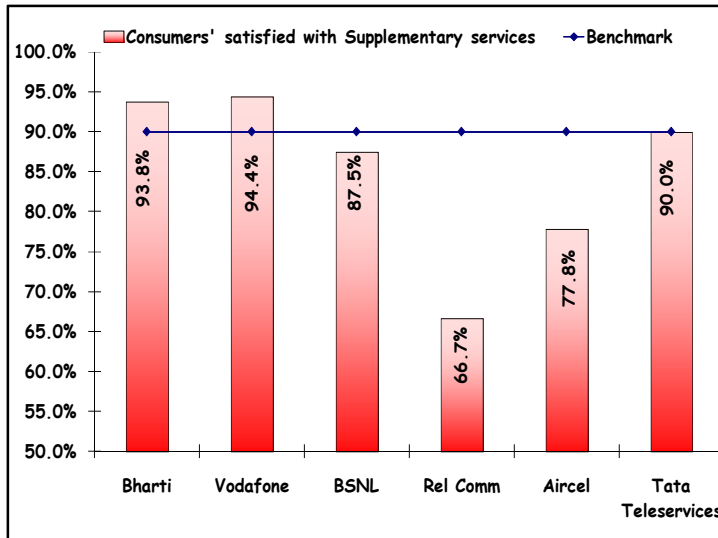
- Audit conducted for 6 operators providing services in J&K.
- None of the operator was found to be meeting the benchmark of >95%.
- Percentages of customers satisfied by all the seven operators ranged from 88.3% to 94.1%.
- Highest percentages of customers satisfied were found with Bharti (94.1%) followed by Rel Comm (92.3%), Vodafone (91.5%) and BSNL (90.2%).
- The lowest percentages of satisfied customers were attained by Tata Teleservices (88.3%).

4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



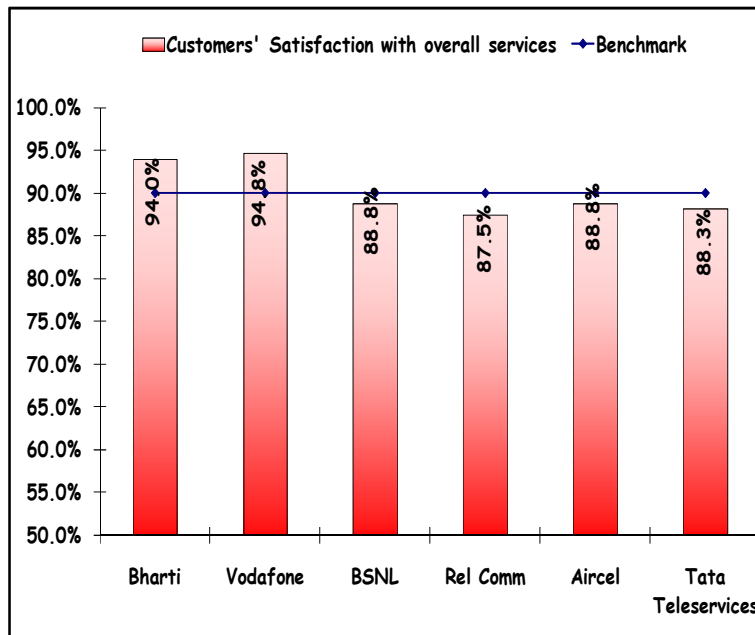
- Audit conducted for 6 operators providing services in J&K.
- None of the operators, were found to be meeting the benchmark of >95%.
- Percentage of satisfied customers by all the seven operators ranged from 88.3% to 94.1%.
- Highest percentage of customers satisfied were with Bharti (94.1%) followed by Rel Comm (92.3%) and Vodafone and Aircel (91.5% each) and BSNL (90.2%).
- The lowest percentages of satisfied customers were with Tata Teleservices at 88.3%.

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 6 operators providing services in J&K. **However the sample for BSNL, Rel Comm and Aircel on this parameter was too low to make any qualitative statement.**
- Bharti, Vodafone and Tata Teleservices had met the benchmark of >90%.
- Highest percentage of customers satisfied were found with Vodafone at (94.4%), followed by Bharti (93.8%) and Tata Teleservices (90%).

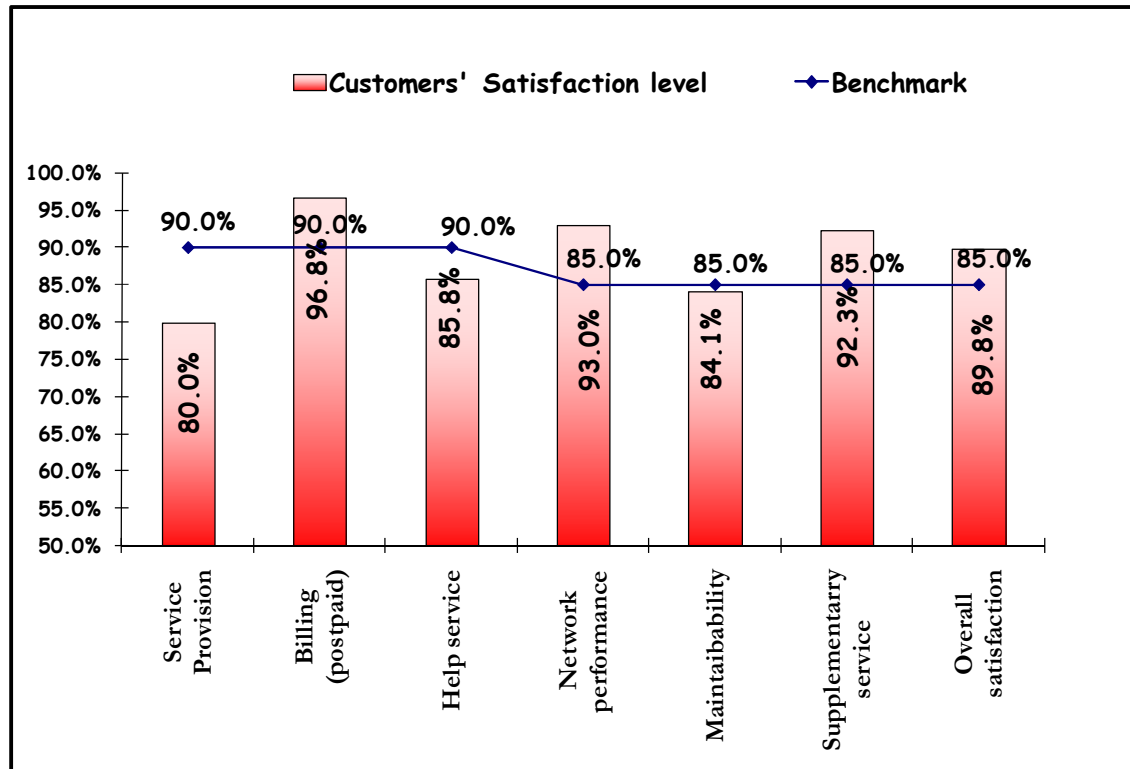
4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICE QUALITY



- Audit conducted for 6 operators providing services in J&K.
- Only two operators – Bharti and Vodafone - could meet the benchmark of >90%.
- Percentage of customers satisfied by all the seven operators ranged from 87.5% to 94.8 %.
- Highest level of satisfaction was found by the customers of Vodafone (94.8%), followed by Bharti (94%).
- The lowest percentage of satisfied customers was attained by Rel Comm (87.5%) followed by Tata Teleservices (88.3%) and BSNL and Aircel (88.8%). – all below the prescribed benchmark of 90%

4.2.3 BROADBAND–J&k SERVICE AREA

4.2.3.1 CUSTOMERS SATISFIED - ALL PARAMETERS: BSNL is the only operator providing broadband service in the J&K. Its performance on all the parameters are shown below



The analysis shows that in terms of meeting the benchmarks, the performance of BSNL was average as it was able to meet the benchmark only on four parameters. They are

1. *Post paid billing service*
2. *Network performance*
3. *Supplementary Services*
4. *Overall services*

BSNL could not meet the benchmark on

1. *Provision of service,*
2. *Help service and*
3. *Maintainability.*

***5. Assessment of Implementation and Effectiveness of
Telecom Consumer Protection and Redressal of Grievances
Regulation, 2007.***

5.1 BASIC SERVICE WIRELINE – J&K Service Area

BSNL is the only operator in the basic (wireline) service in Jammu and Kashmir (J&K) service area.

5.1.1: Awareness about Call centre telephone number: In the Basic services (wireline), altogether 384 consumers of BSNL were interviewed. Among them only 95.6% were aware about the call centre telephone numbers of their operators

Awareness about the cll centre/ customer care/ help line number				
Operator		Yes	No	Total
BSNL	Count	367	17	384
	%age	95.6%	4.4%	100.0%

5.1.2: Consumers' complaints about services: Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. Only, 28 (7.3%) of BSNL consumers surveyed confirmed that they had made complaints to the call centre.

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?				
Operator		Yes	No	Total
BSNL	Count	28	356	384
	% age	7.3%	92.7%	100.0%

5.1.3: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 28 respondents who had made a complaint, only 6 (21.4%) confirmed that they received docket number for most of the complaints. Other 12 (43%) indicated that they didn't receive any docket number for most of the complaints. The table also shows 6 (21.4%) respondents also reported that docket number was not given for their complaints even on request.

Receipt of docket number for the complaint registered						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
BSNL	Count	6	4	12	6	28
	%age	21.4%	14.3%	42.9%	21.4%	100.0%

5.1.4: Feed back from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 28 respondents, 16 (57.1%) had reported that they were informed by call center for the action taken on their complaints.

Feedback from call centre on the action taken on the complaint registered				
Operator		Yes	No	Total
BSNL	Count	12	16	28
	% age	42.9%	57.1%	100.0%

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

Satisfactionu with the system of resolving of your complaints by call centre/customer care/helpline?								
Operator		Very dissatisfied	Dissatisfied	Very Dissatisfied + dissatisfied	Satisfied	Very satisfied	Very satisfied + satisfied	Total
BSNL	Count	0	6	6	19	3	22	28

	% age	0.0%	21.4%	21.4%	67.9%	10.7%	78.6%	100.0%
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- Altogether 78.6% of satisfied consumers (very satisfied and satisfied) were found in the case of BSNL. 10.7% were very satisfied consumers.

5.1.6: Reasons for dissatisfaction with the resolution of complaints: Two third of the complainants were dissatisfied because they consider it “Difficult to connect to the call centre executive” Half of them pointed out that the time taken by the call centre for redressal was too long.

4.3.1.7. Please specify the reason(s) for your dissatisfaction							
Operator		Difficult to connect to the call center executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call center for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
BSNL	Count	4	2	2	3	1	6
	% age	66.7%	33.3%	33.3%	50.0%	16.7%	

5.1.7 Resolution of billing complaints: The following table shows that 14 complainants had billing related complaints. Out of these only 2 (14.3%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint.

Resolution of billing complaint within four weeks after lodging of the complaint				
Operator		Yes	No	Total
BSNL	Count	2	12	14
	% age	14.3%	85.7%	100.0%

5.1.8 Awareness about the contact details of nodal officers: Out of 384 customers of BSNL basic service targeted during the survey, 14 (3.6%) were aware about the contact details of their operator’s nodal officers.

Awareness of the contact detail of the Nodal Officer?				
Service provider		Yes	No	Total
BSNL	Count	14	370	384
	%age	3.6%	96.4%	100.0%

None of them had ever made a complaint of the nodal officer which was not resolved by the customer care executives.

Table 5.1.9: Awareness about the contact details of Appellate Authority: As regard to the awareness about the contact details of the Appellate Authority, 6 (1.6%) respondents had reported that they were aware about Appellate Authority but none of them were aware about the contact detail of the same.

5.1.10: Provision of Manual of Practice by the Service Provider: TRAI has suggested to all the service providers to provide manual of practice to the new customers. There were only 8 new customers (Subscribed in last 12 months), 7 (87.5%) indicated that they were provided the manual of practice containing the term and condition of service, grievances redressal mechanism while taking the connection.

Provision of Manual of practice while taking the connection?				
Operator		Yes	No	Total
BSNL	Count	7	1	8
	% age	87.50%	12.50%	100.00%

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

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

S.N.	Sub Parameter	BSNL
1	For new customers provisioning of "Manual of practice while taking the new connection	87.5%
2	Awareness of call center number for redressing grievances	95.6%
3	Penetration of customers made any complaint to the toll free number within last 12 months	7.3%
4	Call center informing about the action taken on complaint	42.9%
5	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	14.3%
6	Percentage satisfied with complaint resolution by call center	78.6%
7	Awareness of contact detail of nodal officer for redressing grievances	3.6%
8	Awareness of appellate authority for redressing grievances	1.6%

- ✓ Awareness level for about the call centre/ customer care was found to be high at 95.6%.
- ✓ Awareness about the Nodal Officer was found to be slightly high as compared to other service area at 3.6%.
- ✓ Awareness about the Appellate Authority was low at 1.6%.
- ✓ Only 7.3% had made complaint to the call centre/ customer care/ helpline no. in the last 12 months.
- ✓ Nearly 43% were informed by the call centre on the action taken on the complaint registered.

5.2 CELLULAR Mobile – J&K Service Area

5.2.1: Awareness about Call centre telephone number: Altogether 2304 mobile consumers of 6 operators in J&K were targeted and 2200 (95.5%) were aware about the call centre telephone number of their operator. The highest percentage of aware subscribers were found in the case of Rel Comm (99.5%) followed by BSNL and Tata Teleservices (97.7%) whereas it was lowest in the case of Aircel (89.3%).

Awareness about call centre telephone number of telecom service provider for making complaints/ query?				
Service provider		Yes	No	Total
Bharti	Count	370	14	384
	%age	96.4%	3.6%	100.0%
Vodafone	Count	355	29	384
	%age	92.4%	7.6%	100.0%
BSNL	Count	375	9	384
	%age	97.7%	2.3%	100.0%
Rel Comm	Count	382	2	384
	%age	99.5%	0.5%	100.0%
Aircel	Count	343	41	384
	%age	89.3%	10.7%	100.0%
Tata Teleservices	Count	375	9	384
	%age	97.7%	2.3%	100.0%
Total	Count	2200	104	2304
	%age	95.5%	4.5%	100.0%

5.2.2: Consumers' complaints about services: Altogether only 208 (9%) consumers had made complaints to the call centre/ help line number of their operators in the last 12 months. This was found highest in the case of Aircel (18.5%) whereas lowest numbers of complaints were registered in the case of Tata Teles Services (2.6%)

Complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?				
Service provider		Yes	No	Total
Bharti	Count	47	337	384
	%age	12.2%	87.8%	100.0%
Vodafone	Count	35	349	384
	%age	9.1%	90.9%	100.0%
BSNL	Count	20	364	384
	%age	5.2%	94.8%	100.0%
Rel Comm	Count	25	359	384
	%age	6.5%	93.5%	100.0%
Aircel	Count	71	313	384
	%age	18.5%	81.5%	100.0%
Tata Teleservices	Count	10	374	384
	%age	2.6%	97.4%	100.0%
Total	Count	208	2096	2304
	%age	9.0%	91.0%	100.0%

5.2.3: Receipt of docket number against complaints: Only one third (33.2%) of the complainants indicated that they had received docket numbers most of their complaints. Over 44% had indicated that they did not receive docket numbers for most of the complaints they had made.

Receipt of docket number from customer care centre/ call centre on the complaints registered						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	2	2	31	12	47
	%age	4.3%	4.3%	66.0%	25.5%	100.0%
Vodafone	Count	0	0	14	21	35
	%age	0.0%	0.0%	40.0%	60.0%	100.0%
BSNL	Count	0	8	4	8	20
	%age	0.0%	40.0%	20.0%	40.0%	100.0%
Rel Comm	Count	2	6	11	6	25
	%age	8.0%	24.0%	44.0%	24.0%	100.0%
Aircel	Count	4	23	29	15	71
	%age	5.6%	32.4%	40.8%	21.1%	100.0%
Tata Teleservices	Count	0	0	3	7	10
	%age	0.0%	0.0%	30.0%	70.0%	100.0%
Total	Count	8	39	92	69	208

	%age	3.8%	18.8%	44.2%	33.2%	100.0%
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5.2.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. This was confirmed by 178 (85.6%) complainants. The highest from Bharti (95.7%) whereas lowest in the case of Aircel (80.3%).

Call centre information on action taken on complaint made				
Service provider		Yes	No	Total
Bharti	Count	45	2	47
	%age	95.7%	4.3%	100.0%
Vodafone	Count	33	2	35
	%age	94.3%	5.7%	100.0%
BSNL	Count	19	1	20
	%age	95.0%	5.0%	100.0%
Rel Comm	Count	16	9	25
	%age	64.0%	36.0%	100.0%
Aircel	Count	57	14	71
	%age	80.3%	19.7%	100.0%
Tata Teleservices	Count	8	2	10
	%age	80.0%	20.0%	100.0%
Total	Count	178	30	208
	%age	85.6%	14.4%	100.0%

5.2.5: Satisfaction with the resolution of complaints: Maximum percentages of satisfied consumers (very satisfied and satisfied) were reported in the case of BSNL (95%) followed by Vodafone (94.3%).Whereas the lowest were in the case of Aircel (83.1%).

41. How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline; Service provider wise								
Service provider		Very Dissatisfied	Dissatisfied	Very Dissatisfied + Dissatisfied	Satisfied	Very Satisfied	Very satisfied + satisfied	Total
Bharti	Count	0	4	4	27	16	43	47
	%age	0.0%	8.5%	8.5%	57.4%	34.0%	91.4%	100.0%
Vodafone	Count	0	2	2	19	14	33	35
	%age	0.0%	5.7%	5.7%	54.3%	40.0%	94.3%	100.0%
BSNL	Count	0	1	1	17	2	19	20
	%age	0.0%	5.0%	5.0%	85.0%	10.0%	95.0%	100.0%
Rel Comm	Count	0	6	6	10	9	19	25
	%age	0.0%	24.0%	24.0%	40.0%	36.0%	76.0%	100.0%
Aircel	Count	0	12	12	45	14	59	71
	%age	0.0%	16.9%	16.9%	63.4%	19.7%	83.1%	100.0%
Tata Teleservices	Count	0	1	1	5	4	9	10
	%age	0.0%	10.0%	10.0%	50.0%	40.0%	90.0%	100.0%
Total	Count	0	26	26	123	59	182	208
	%age	0.0%	12.5%	12.5%	59.1%	28.4%	87.5%	100.0%

5.2.6: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied were asked to specify the reasons for their dissatisfaction.

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	3	2	3	1	2	4
	%age	75.0%	50.0%	75.0%	25.0%	50.0%	
Vodafone	Count	2	2	1	1	1	2
	%age	100.0%	100.0%	50.0%	50.0%	50.0%	
BSNL	Count	1	1	0	0	1	1
	%age	100.0%	100.0%	0.0%	0.0%	100.0%	
Rel Comm	Count	4	4	3	3	2	6
	%age	66.7%	66.7%	50.0%	50.0%	33.3%	
Aircel	Count	6	2	3	5	2	12
	%age	50.0%	16.7%	25.0%	41.7%	16.7%	
Tata Teleservices	Count	1	1	1	0	0	1
	%age	100.0%	100.0%	100.0%	0.0%	0.0%	
Total	Count	17	12	11	10	8	26
	%age	65.4%	46.2%	42.3%	38.5%	30.8%	

Note: sum may not add because of multiple response

Out of 26 dissatisfied complainants over 65% cited the reasons that it was “difficult to connect to the call centre executive”. The other major reason cited was “Customer care executive not polite/courteous” (46.2%) and Customer care executive not equipped with adequate information (42.3%).

5.2.7 Resolution of billing complaints: The following table shows that only 69 complainants had billing related problems and 52 (75.4%) of them reported that their problem was resolved satisfactorily within four weeks of lodging the complaint.

Resolution of Billing Complaint by customer care within four weeks				
Service provider		Yes	No	Total applicable
Bharti	Count	8	2	10
	%age	80.0%	20.0%	100.0%
Vodafone	Count	14	2	16
	%age	87.5%	12.5%	100.0%
BSNL	Count	6	1	7
	%age	85.7%	14.3%	100.0%
Rel Comm	Count	2	2	4
	%age	50.0%	50.0%	100.0%
Aircel	Count	19	8	27
	%age	70.4%	29.6%	100.0%
Tata Teleservices	Count	3	2	5
	%age	60.0%	40.0%	100.0%
Total	Count	52	17	69
	%age	75.4%	24.6%	100.0%

5.2.8 Awareness about the contact details of nodal officers: The analysis shows that in J&K only 1.8% were aware about the contact details of the nodal officers. This was found to highest in the case of Bharti (2.9%) closely followed by BSNL (2.6%). In the case of Aircel, only 1 customer was aware about the contact detail of the operator’s nodal officer.

Awareness about the contact details of nodal officers				
Service provider		Yes	No	Total
Bharti	Count	11	373	384
	%age	2.9%	97.1%	100.0%
Vodafone	Count	6	378	384
	%age	1.6%	98.4%	100.0%
BSNL	Count	10	374	384
	%age	2.6%	97.4%	100.0%
Rel Comm	Count	5	379	384
	%age	1.3%	98.7%	100.0%
Aircel	Count	1	383	384
	%age	0.3%	99.7%	100.0%
Tata Teleservices	Count	8	376	384
	%age	2.1%	97.9%	100.0%
Total	Count	41	2263	2304
	%age	1.8%	98.2%	100.0%

5.2.9 Complaints to Nodal officer: None of the customers have ever complained to the nodal officers. Therefore redressal from the Nodal officers could not be ascertained.

5.2.10 Awareness about the contact details of Appellate Authority: Awareness about the Appellate authority was found to be abysmally low - only 0.8% (18 out of 2304).

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	3	381	384
	%age	0.8%	99.2%	100.0%
Vodafone	Count	2	382	384
	%age	0.5%	99.5%	100.0%
BSNL	Count	6	378	384
	%age	1.6%	98.4%	100.0%
Rel Comm	Count	2	382	384
	%age	0.5%	99.5%	100.0%
Aircel	Count	1	383	384
	%age	0.3%	99.7%	100.0%
Tata Teleservices	Count	4	380	384
	%age	1.0%	99.0%	100.0%

Total	Count	18	2286	2304
	%age	0.8%	99.2%	100.0%

5.2.11 Redressal from Appellate authority: Out these 18 respondents, who were aware about the contact details of Appellate authority, none of the subscribers had filed the appeal to the Appellate authority in the prescribed form in the last 12 months. Therefore redressal from the Appellate Authority could not be ascertained.

5.2.12 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 2129 prepaid customers of 6 providers targeted, 562 (26.4%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of BSNL (42.5%), whereas, it was reported lowest from Bharti (14.1%).

Pre paid customers' awareness about item-wise usage charge details, on request.

Service provider		Yes	No	Total
Bharti	Count	52	317	369
	%age	14.1%	85.9%	100.0%
Vodafone	Count	118	248	366
	%age	32.2%	67.8%	100.0%
BSNL	Count	145	196	341
	%age	42.5%	57.5%	100.0%
Rel Comm	Count	71	259	330
	%age	21.5%	78.5%	100.0%
Aircel	Count	54	299	353
	%age	15.3%	84.7%	100.0%
Tata Teleservices	Count	122	248	370
	%age	33.0%	67.0%	100.0%
Total	Count	562	1567	2129
	%age	26.4%	73.6%	100.0%

5.2.13 Denial of itemized usage charges detail: Only 24 aware subscribers reported that they were denied of their request of the item wise usage charges. This was reported highest in the case of Rel Comm (16, 22.5%).

Denial of request for itemized usage charge details for pre-paid connection

Service provider		Yes	No	Total
Bharti	Count	4	48	52
	%age	7.7%	92.3%	100.0%
Vodafone	Count	0	118	118
	%age	0.0%	100.0%	100.0%
BSNL	Count	4	141	145
	%age	2.8%	97.2%	100.0%
Rel Comm	Count	16	55	71
	%age	22.5%	77.5%	100.0%
Aircel	Count	0	54	54
	%age	0.0%	100.0%	100.0%
Tata Teleservices	Count	0	122	122
	%age	0.0%	100.0%	100.0%
Total	Count	24	538	562
	%age	4.3%	95.7%	100.0%

5.2.14: Reason for Denial: In most of the cases (20.3%) no reason for the denial of item wise usage was charges given.

What were the reason(s) for denying your request

Service provider		No reason given	Technical Problem	Total
Bharti	Count	4	0	4
	%age	77.8%	22.2%	100.0%
BSNL	Count	3	1	4
	%age	85.7%	14.3%	100.0%
Rel Comm	Count	13	3	16
	%age	100.0%	0.0%	100.0%
Total	Count	20	4	24
	%age	83.3%	16.7%	100.0%

5.2.16 Provision of Manual of Practice by the Operators: There were 597 respondents who were new subscribers - less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 253 (42.4%) subscribers reported that they did not received any manual of practice. This was found to be highest in the case of Bharti (52.4%) and lowest in the case of Rel Comm (29.8%).

Receipt of manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc.				
Service provider		Yes	No	Total
Bharti	Count	39	43	82
	%age	47.6%	52.4%	100.0%
Vodafone	Count	72	50	122
	%age	59.0%	41.0%	100.0%
BSNL	Count	12	17	29
	%age	41.4%	58.6%	100.0%
Rel Comm	Count	92	39	131
	%age	70.2%	29.8%	100.0%
Aircel	Count	75	69	144
	%age	52.1%	47.9%	100.0%
Tata Teleservices	Count	54	35	89
	%age	60.7%	39.3%	100.0%
Total	Count	344	253	597
	%age	57.6%	42.4%	100.0%

5.2.17: OVERALL SCORE - CELLULAR (MOBILE)

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

S.N.	Sub Parameter	Bharti	Voda- fone	BSNL	Rel Comm.	Aircel	Tata
1	For pre-paid customers awareness about item-wise usage charge details on request	14.1%	32.2%	42.5%	21.5%	15.3%	33.0%
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	7.7%	0.0%	2.8%	22.5%	0.0%	0.0%
3	For new customers provisioning of "Manual of practice while taking the new connection	47.6%	59.0%	41.4%	70.2%	52.1%	60.7%
4	Awareness of call center number for redressing grievances	96.4%	92.4%	97.7%	99.5%	89.3%	97.7%
5	Penetration of customers made any complaint to the toll free number within last 12 months	12.2%	9.1%	5.2%	6.5%	18.5%	2.6%
6	Call center informing about the action taken on complaint	95.7%	94.3%	95.0%	64.0%	80.3%	80.0%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	80.0%	87.5%	85.7%	50.0%	70.4%	60.0%
8	Percentage satisfied with complaint resolution by call center	91.4%	94.3%	95.0%	76.0%	83.1%	90.0%
9	Awareness of contact detail of nodal officer for redressing grievances	2.9%	1.6%	2.6%	1.3%	0.3%	2.1%
10	Awareness of appellate authority for redressing grievances	0.8%	0.5%	1.6%	0.5%	0.3%	1.0%

- ✓ Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 89.3% (Aircel) to 99.5% (Rel Comm).
- ✓ Awareness about the Nodal Officer was found to be too low and ranged from 0.3% (Aircel) to 2.9% (Bharti).
- ✓ The awareness was also found to be abysmally low in the case of Appellate Authority, which ranged from 0.3% (Aircel) to 1.6% (BSNL).
- ✓ Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of Bharti (12.2%) whereas it was lowest in the case of Tata Teleservices (2.6%).
- ✓ Awareness about item wise usage charges in the case of pre paid services was found to be in the range of 14.1% (Bharti) to 42.5% (BSNL)

5.3 BROADBAND SERVICE – J&K Service Area

BSNL is the only operator in the broadband service in Jammu and Kashmir (J&K) service area.

5.1.1: Awareness about Call centre telephone number: In the broadband service, altogether 384 consumers of BSNL were interviewed. Among them 372 (96.9%) were aware about the call centre telephone numbers of their operators

Awareness about the call centre/ customer care/ help line number				
Operator		Yes	No	Total
BSNL	Count	372	12	384
	%age	96.9%	3.1%	100.0%

5.1.2: Consumers' complaints about services: Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. Around 24% of BSNL consumers surveyed confirmed that they had made complaints to the call centre.

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?				
Operator		Yes	No	Total
BSNL	Count	91	293	384
	% age	23.7%	76.3%	100.0%

5.1.3: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 91 respondents who had made a complaint, only 21 (23.1%) confirmed that they received docket number for most of the complaints. Other 53 (58.2%) indicated that they didn't receive any docket number for most of the complaints. The table also shows 14 (15.4%) respondents also reported that docket number was received for their complaints only on request.

Receipt of docket number for the complaint registered						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
BSNL	Count	3	14	53	21	91
	%age	3.3%	15.4%	58.2%	23.1%	100.0%

5.1.4: Feed back from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 91 respondents, only 32 (35.2%) had reported that they were informed by call center for the action taken on their complaints.

Feedback from call centre on the action taken on the complaint registered				
Operator		Yes	No	Total
BSNL	Count	32	59	91
	% age	35.2%	64.8%	100.0%

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

Satisfaction with the system of resolving of your complaints by call centre/customer care/helpline?								
Operator		Very dissatisfied	Dissatisfied	Very Dissatisfied + dissatisfied	Satisfied	Very satisfied	Very satisfied + satisfied	Total
BSNL	Count	1	8	9	66	16	82	91

	% age	1.1%	8.8%	9.9%	72.5%	17.6%	90.1%	100.0%
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- Altogether 82 (90.1%) were **satisfied (very satisfied and satisfied)** with the resolution of their complaints by the call centre/ customer care.. 17.6% were very satisfied consumers.

5.1.6: Reasons for dissatisfaction with the resolution of complaints: Two third of the complainants were dissatisfied because they consider it **“Difficult to connect to the call centre executive”** Over half of them pointed out that the **time taken by the call centre** for redressal was too long. Thirdly, over two out of five also pointed that **Customer care executive was unable to understand the problem**

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

Operator		Difficult to connect to the call center executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call center for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
BSNL	Count	6	0	2	5	4	9
	% age	66.7%	0.0%	22.2%	55.6%	44.4%	

5.1.7 Resolution of billing complaints: The following table shows that 59 complainants had billing related problems. Out of these only 36 (61%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. Therefore two out of five felt that their billing problem was not resolved to their satisfaction.

Resolution of billing complaint within four weeks after lodging of the complaint

Operator		Yes	No	Total
BSNL	Count	36	23	59
	% age	61.0%	39.0%	100.0%

5.1.8 Awareness about the contact details of nodal officers: Out of 384 customers of BSNL broadband service targeted during the survey, surprisingly 33 (8.6%) were aware about the contact details of nodal officer in J&K, which was comparatively better than other service areas.

Awareness of the contact detail of the Nodal Officer?

Service provider		Yes	No	Total
BSNL	Count	33	384	384
	%age	8.6%	100.0%	100.0%

However, none of them had ever approached to the nodal officer with the problem which was not resolved by the customer care executives.

Table 5.1.9: Awareness about the contact details of Appellate Authority: As regard to the awareness about the contact details of the Appellate Authority, 13 (3.4%) respondents had reported that they were aware about contact details of the Appellate Authority but none of them had ever filed any appeal regarding any problem.

5.1.10: Provision of Manual of Practice by the Service Provider: TRAI has suggested to all the service providers to provide manual of practice to the new customers. There were 55 new customers (Subscribed in last 12 months); 48 (87.3%) confirmed that they were provided the manual of practice containing the term and condition of service, grievances redressal mechanism while taking the connection.

Provision of Manual of practice while taking the connection?

Operator		Yes	No	Total
BSNL	Count	48	7	55
	% age	87.3%	12.7%	100.00%

5.1.11 Overall Score – Telecom Consumer Protection and Redressal of Grievances BROADBAND SERVICES-WIRELINE

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

S.N.	Sub Parameter	BSNL
1	For new customers provisioning of "Manual of practice while taking the new connection	87.3%
2	Awareness of call center number for redressing grievances	96.9%
3	Penetration of customers made any complaint to the toll free number within last 12 months	23.7%
4	Call center informing about the action taken on complaint	35.2%
5	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	61.0%
6	Percentage satisfied with complaint resolution by call center	90.1%
7	Awareness of contact detail of nodal officer for redressing grievances	8.6%
8	Awareness of appellate authority for redressing grievances	3.4%

- ✓ Awareness level of BSNL broadband subscribers about the call centre/ customer care was found at 90.1%.
- ✓ Awareness about the Nodal Officer was found to be slightly high as compared to other service area at 8.6%.
- ✓ Similar trend was found in the case of awareness about the Appellate Authority (3.4%).
- ✓ 23.7% had made complaint to the call centre/ customer care/ helpline no. in the last 12 months.
- ✓ Nearly 35% were informed by the call centre on the action taken on the complaint registered.

6. Conclusion & Recommendations

6. Conclusion and Recommendations

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

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

Therefore, the present report deals with the subject matter as listed above of the three services – Basic service (Wireline), Cellular Mobile and Broadband – in J&K Service Area.

Altogether 7 parameters were considered to assess the customer perception of services. The customers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = satisfied, 2 = dissatisfied and 1 = very dissatisfied. To measure the percentage of customers satisfied on various QoS parameters a simple addition method was applied by taking in to account the sum of consumer who were either “Very satisfied” or “Satisfied” on particular parameter. Therefore, the proportion of sum total of “Very Satisfied” and “Satisfied” customers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

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

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

6.1 Key Takeout

6.1.1 Basic Service (Wireline):

- 1) In J&K BSNL was the operators providing basic service. The performance of BSNL in J&K was found to be below normal as it could meet the benchmark only on 2 parameters. Its **performance on provision of service, help service, maintainability, supplementary services and overall services** was found to be below the prescribed benchmarks.

6.1.2 Cellular Service

1. Overall the performance of cellular service in J&K was not very good.
2. The performance of Bharti and Vodafone were relatively better than others operators in J&K Service Area. They met benchmark criteria on 5 parameters. However, their performance on Network and maintainability was below the prescribed benchmark. Bharti was also not able to meet the benchmark on help services whereas Vodafone’s performance on provision of service was also found to be low.
3. Performance of BSNL was also poor as it could meet the benchmark only on 2 parameters.
4. The performance of all the other three operators were found to be very poor as they could meet the benchmark on one parameters.

5. None of the operators could meet the benchmark on network and maintainability which is a cause of concern
6. The performance of most of the operators on help service, except Vodafone, was below the prescribed benchmark.
7. With regard to the implementation and effectiveness of grievance redressal, most of the customers are aware of only call centre. However awareness about Nodal Officer was found low. Similar trend was observed in the case of Appellate authority.

6.1.3 Broadband

1. In the case of broadband, BSNL was found to be the only operator in J&K. Its performance was better as it was able to meet the prescribed benchmark almost on all the parameters except provision of services and help services.
2. **With regard to the implementation and effectiveness of grievance redressal mechanism**, most of the consumers were aware about the call centre facility. Awareness in the case of Nodal officers and Appellate Authority was also found to be slightly better than other service areas. Nearly 9 out of 10 subscribers were satisfied with the resolution of their complaint through the first stage of redressal mechanism .

6.2 Recommendations

6.2.1 Basic Service (Wireline):

- 1) Since BSNL is the only operator, therefore, it is bound that performance will be low in the absence of competition. Therefore, regulator should make it mandatory for other operators who have been issued licenses, to start their services.
- 2) BSNL, in the meantime should improve its services on all the parameters in order to have a good trust of the consumers it is serving.

6.2.2 Cellular Mobile

- 1) BSNL, Rel Comm, Aircel and Tata Teleservices should take drastic steps to improve their services on almost all the parameters..
- 2) Aircel and Tata Teleservices should also introduce a transparent mechanism in the case of billing services. Customers are still bothered on the charges they are paying especially for the Value Added Services.
- 3) Customer Care service is the major issues which have been indicated by most of the customers. All operators in J&K need to improve their infrastructure so that consumer can easily access the help services.
- 4) All operators should improve their network performance by improving their infrastructure facility as the number of subscribers of these operators are increasing every day. Regulator should evolve a mechanism to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored.
- 5) All operators need to improve maintainability. A more focused approach should be adopted so that they could serve better to their customers. This requires investment on skilled man power in order to avoid the repeat complaints on the same issue.

6.2.2.3 Broadband

- 1) BSNL should focus more on maintainability of the services it are providing. It should invest in skilled manpower and evolve some mechanism of detecting fault properly rather than finding

fault with the customers operating system. In fact the modem provided by the operators should have certain minimum standard and regulator should fix certain norms regarding labeling and brands.

ANNEXURE A – All TABLES

ANNEXURE A – All TABLES

BASIC (WIRELINE) SERVICES

Section A-Service Provision

1. When did you last apply for a phone connection?						
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total	
BSNL	Count	6	2	376	384	
	%age	1.6%	0.5%	97.9%	100.0%	

2. How much time was taken to get the telephone connection installed and activated after you applied for it; Service Provider Wise						
Service Provider		More than 15days	8-15 days	3-7 days	Less than 3 Days	Total
BSNL	Count	0	0	6	2	8
	%age	0.0%	0.0%	75.0%	25.0%	100.0%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	1	7	0	8
	%age	0.0%	12.5%	87.5%	0.0%	100.0%

4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
BSNL	Count	5	4	6	23	38
	%age	13.2%	10.5%	15.8%	60.5%	100.0%

Section-B-Billing Related(only for postpaid customers)

How satisfied are you with the timely delivery of bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	11	23	230	117	381
	%age	2.9%	6.0%	60.4%	30.7%	100.0%

How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	6	362	13	381
	%age	0.0%	1.6%	95.0%	3.4%	100.0%

Please specify the reason(s) for your dissatisfaction.					
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added service not requested	Total
BSNL	Count	3	2	4	6
	%age	50.0%	33.3%	66.7%	100.0%

Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
BSNL	Count	28	353	381
	%age	7.3%	92.7%	100.0%

How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	6	22	0	28
	%age	0.0%	21.4%	78.6%	0.0%	100.0%

How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	2	373	6	381
	%age	0.0%	0.5%	97.9%	1.6%	100.0%

Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service Provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local ,std,	Total
BSNL	Count	1	2	1	1	2
	%age	50.0%	100.0%	50.0%	50.0%	100.0%

Prepaid:

How satisfied are you with the accuracy of charges i.e. amount deducted on every usage ?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	0	3	0	3
	%age	0.0%	0.0%	100.0%	0.0%	100.0%

Section-C-Help Service/ Customer Care

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

Service Provider	Yes	No	Total	
BSNL	Count	106	278	384
	%age	27.6%	72.4%	100.0%

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

Service provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total	
BSNL	Count	0	32	70	4	106
	%age	0.0%	30.2%	66.0%	3.8%	100.0%

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

Service provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total	
BSNL	Count	0	30	70	6	106
	%age	0.0%	28.3%	66.0%	5.7%	100.0%

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

Service provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total	
BSNL	Count	0	28	76	2	106
	%age	0.0%	26.4%	71.7%	1.9%	100.0%

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

Service provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total	
BSNL	Count	0	28	72	6	106
	%age	0.0%	26.4%	67.9%	5.7%	100.0%

Section D-Network Performance, Reliability & Availability

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

Service provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total	
BSNL	Count	0	15	272	97	384
	%age	0.0%	3.9%	70.8%	25.3%	100.0%

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

Service provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total	
BSNL	Count	0	8	366	10	384
	%age	0.0%	2.1%	95.3%	2.6%	100.0%

How satisfied are you with the voice quality?

Service provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total	
BSNL	Count	2	12	362	8	384
	%age	0.5%	3.1%	94.3%	2.1%	100.0%

Section E-Maintainability

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

Service Provider	Yes	No	Total	
BSNL	Count	32	352	384
	%age	8.3%	91.7%	100.0%

How many time your telephone became faulty in the last one month?						
Service Provider		More than 3 times	2-3 Times	One Time	Nil	Total
BSNL	Count	0	4	14	14	32
	%age	0.0%	12.5%	43.8%	43.8%	100.0%

How long did it take generally for repairing the fault after lodging complaint ?						
Service Provider		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
BSNL	Count	0	0	22	10	32
	%age	0.0%	0.0%	68.8%	31.3%	100.0%

How satisfied are you with the fault repair service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	3	16	13	32
	%age	0.0%	9.4%	50.0%	40.6%	100.0%

Section F-Supplementary Services

Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
BSNL	Count	29	355	384
	%age	7.6%	92.4%	100.0%
Total	Count	29	355	384
	%age	7.6%	92.4%	100.0%

How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	3	18	8	29
	%age	0.0%	10.3%	62.1%	27.6%	100.0%
Total	Count	0	3	18	8	29
	%age	0.0%	10.3%	62.1%	27.6%	100.0%

Section G-Overall Satisfaction

How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	12	32	337	3	384
	%age	3.1%	8.3%	87.8%	0.8%	100.0%

Please specify the reasons for dissatisfaction

Service Provider		Billing problem	Maintainability	Helpline service/customer care	Network performance, reliability	Supplementary services	Total
Bharti	Count	9	5	7	8	3	44
	%age	20.5%	11.4%	15.9%	18.2%	6.8%	

Section H-General Information

Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?				
Service Provider		Yes	No	Total
BSNL	Count	5	3	8
	Row %	62.5%	37.5%	100.0%

Have you terminated your phone connection in last 12 months?				
Service Provider		Yes	No	Total
BSNL	Count	0	384	384
	%age	0.0%	100.0%	100.0%

Have you registered your telephone number for do not call(DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?						
Service Provider		Do not mind receiving such calls/SMS		Yes	No	Total
BSNL	Count	12		6	366	384
	%age	3.1%		1.6%	95.3%	100.0%

Do you still receive unsolicited calls/SMS and whether there is any change in the frequency of such calls/SMS?						
Service Provider		Continued receiving	Slight Decrease	Considerable Decrease	Stop receiving	Total
BSNL	Count	1	2	3	0	6
	%age	16.7%	33.3%	50.0%	0.0%	100.0%

Cellular Services

A. Service Provision

1. When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	45	37	302	384
	%age	11.7%	9.6%	78.6%	100.0%
Vodafone	Count	88	34	262	384
	%age	22.9%	8.9%	68.2%	100.0%
BSNL	Count	24	5	355	384
	%age	6.3%	1.3%	92.4%	100.0%
Rel Comm	Count	87	44	253	384
	%age	22.7%	11.5%	65.9%	100.0%
Aircel	Count	98	46	240	384
	%age	25.5%	12.0%	62.5%	100.0%
Tata Teleservices	Count	64	25	295	384
	%age	16.7%	6.5%	76.8%	100.0%
Total	Count	406	191	1707	2304
	%age	17.6%	8.3%	74.1%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it; Service Provider Wise						
Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	0	0	53	29	82
	%age	0.0%	0.0%	64.6%	35.4%	100.0%
Vodafone	Count	2	13	93	14	122
	%age	1.6%	10.7%	76.2%	11.5%	100.0%
BSNL	Count	2	9	9	9	29
	%age	6.9%	31.0%	31.0%	31.0%	100.0%
Rel Comm	Count	2	15	91	23	131
	%age	1.5%	11.5%	69.5%	17.6%	100.0%
Aircel	Count	0	4	75	65	144
	%age	0.0%	2.8%	52.1%	45.1%	100.0%
Tata Teleservices	Count	2	18	52	17	89
	%age	2.2%	20.2%	58.4%	19.1%	100.0%
Total	Count	8	59	373	157	597
	%age	1.3%	9.9%	62.5%	26.3%	100.0%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	8	72	0	82
	%age	2.4%	9.8%	87.8%	0.0%	100.0%
Vodafone	Count	2	6	102	12	122
	%age	1.6%	4.9%	83.6%	9.8%	100.0%
BSNL	Count	3	4	16	6	29
	%age	10.3%	13.8%	55.2%	20.7%	100.0%
Rel Comm	Count	4	8	102	17	131
	%age	3.1%	6.1%	77.9%	13.0%	100.0%
Aircel	Count	3	10	120	11	144
	%age	2.1%	6.9%	83.3%	7.6%	100.0%
TATA Teleservices	Count	0	10	66	13	89
	%age	0.0%	11.2%	74.2%	14.6%	100.0%
Total	Count	14	46	478	59	597
	%age	2.3%	7.7%	80.1%	9.9%	100.0%

4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	7	10	3	20
	%age	0.0%	35.0%	50.0%	15.0%	100.0%
Vodafone	Count	2	3	14	0	19
	%age	10.5%	15.8%	73.7%	0.0%	100.0%
BSNL	Count	0	0	7	1	8
	%age	0.0%	0.0%	87.5%	12.5%	100.0%
Rel Comm	Count	5	6	9	0	20
	%age	25.0%	30.0%	45.0%	0.0%	100.0%
Aircel	Count	2	3	11	0	16
	%age	12.5%	18.8%	68.8%	0.0%	100.0%
TATA Teleservices	Count	2	4	10	0	16
	%age	12.5%	25.0%	62.5%	0.0%	100.0%
Total	Count	11	23	61	4	99
	%age	11.1%	23.2%	61.6%	4.0%	100.0%

B. Billing related - Prepaid Customers

Q.5(a) How satisfied are you with the accuracy of charges, i.e. amount deducted on every usage?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	14	355	0	369
	%age	0.0%	3.8%	96.2%	0.0%	100.0%
Vodafone	Count	0	12	354	0	366
	%age	0.0%	3.3%	96.7%	0.0%	100.0%
BSNL	Count	0	11	325	5	341
	%age	0.0%	3.2%	95.3%	1.5%	100.0%
Rel Comm	Count	0	20	310	0	330
	%age	0.0%	6.1%	93.9%	0.0%	100.0%
Aircel	Count	0	15	336	2	353
	%age	0.0%	4.2%	95.2%	0.6%	100.0%
Tata Teleservices	Count	1	22	339	8	370
	%age	0.3%	5.9%	91.6%	2.2%	100.0%
Total	Count	1	94	2019	15	2129
	%age	0.0%	4.4%	94.8%	0.7%	100.0%

Q.5(b) Please specify the reason(s) for your dissatisfaction.						
Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	13	11	14	12	14
	%age	92.9%	78.6%	100.0%	85.7%	100.0%
Vodafone	Count	12	5	9	3	12
	%age	100.0%	41.7%	75.0%	25.0%	100.0%
BSNL	Count	9	11	7	11	11
	%age	81.8%	100.0%	63.6%	100.0%	100.0%
Rel Comm	Count	20	19	5	9	20
	%age	100.0%	95.0%	25.0%	45.0%	100.0%
Aircel	Count	11	2	9	7	15
	%age	73.3%	13.3%	60.0%	46.7%	100.0%
Tata Teleservices	Count	22	18	23	14	23
	%age	95.7%	78.3%	100.0%	60.9%	100.0%
Total	Count	87	66	67	56	95
	%age	91.6%	69.5%	70.5%	58.9%	100.0%

Q.5(c) Have you made any complaint related to charging / credit/waiver/validity/adjustment an last 12 months.				
Service provider		Yes	No	Total
Bharti	Count	38	331	369
	%age	10.3%	89.7%	100.00%
Vodafone	Count	43	323	366
	%age	11.7%	88.3%	100.00%
BSNL	Count	23	318	341
	%age	6.7%	93.3%	100.00%
Rel Comm	Count	34	296	330
	%age	10.3%	89.7%	100.00%
Aircel	Count	69	284	353
	%age	19.5%	80.5%	100.00%
Tata Teleservices	Count	25	345	370
	%age	6.8%	93.2%	100.00%
Total	Count	232	1897	2129
	%age	10.9%	89.1%	100.00%

Q.5(d) How satisfied are you with the process of resolution of complaints relating to charging?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	32	0	38
	%age	0.0%	15.8%	84.2%	0.0%	100.0%
Vodafone	Count	0	6	30	7	43
	%age	0.0%	14.0%	69.8%	16.3%	100.0%
BSNL	Count	0	2	21	0	23
	%age	0.0%	8.7%	91.3%	0.0%	100.0%
Rel Comm	Count	0	4	17	13	34
	%age	0.0%	11.8%	50.0%	38.2%	100.0%
Aircel	Count	0	13	56	0	69
	%age	0.0%	18.8%	81.2%	0.0%	100.0%
Tata Teleservices	Count	0	11	14	0	25
	%age	0.0%	44.0%	56.0%	0.0%	100.0%
Total	Count	0	42	170	20	232

	%age	0.0%	18.1%	73.3%	8.6%	100.0%
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BILLING RELATED -Postpaid

6. How satisfied are you with the timely delivery of bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	10	4	15
	%age	0.0%	6.7%	66.7%	26.7%	100.0%
Vodafone	Count	0	0	17	1	18
	%age	0.0%	0.0%	94.4%	5.6%	100.0%
BSNL	Count	0	2	34	7	43
	%age	0.0%	4.7%	79.1%	16.3%	100.0%
Rel Comm	Count	0	2	52	0	54
	%age	0.0%	3.7%	96.3%	0.0%	100.0%
Aircel	Count	2	2	21	6	31
	%age	6.5%	6.5%	67.7%	19.4%	100.0%
Tata Teleservices	Count	0	1	12	1	14
	%age	0.0%	7.1%	85.7%	7.1%	100.0%
Total	Count	2	8	146	19	175
	%age	1.1%	4.6%	83.4%	10.9%	100.0%

7 (a) How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	12	2	15
	%age	0.0%	6.7%	80.0%	13.3%	100.0%
Vodafone	Count	0	2	16	0	18
	%age	0.0%	11.1%	88.9%	0.0%	100.0%
BSNL	Count	0	1	2	0	2
	%age	0.00%	50.00%	100.00%	0.00%	100.0%
Rel Comm	Count	0	0	54	0	54
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Aircel	Count	0	1	24	6	31
	%age	0.0%	3.2%	77.4%	19.4%	100.0%
Tata Teleservices	Count	0	1	13	0	14
	%age	0.0%	7.1%	92.9%	0.0%	100.0%
Total	Count	0	6	161	8	175
	%age	0.0%	3.4%	92.0%	4.6%	100.0%

7 (b) Please specify the reason(s)						
Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	0	1	0	0	1
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
Vodafone	Count	0	1	1	1	2
	%age	0.0%	50.0%	50.0%	50.0%	100.0%
BSNL	Count	1	0	0	0	1
	%age	100.0%	0.0%	0.0%	0.0%	100.0%
Rel Comm	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	100.0%
Aircel	Count	1	1	0	1	1
	%age	100.0%	100.0%	0.0%	100.0%	100.0%
Tata Teleservices	Count	0	1	0	1	1
	%age	0.0%	100.0%	0.0%	100.0%	100.0%
Total	Count	2	4	1	3	6
	%age	33.3%	66.7%	16.7%	50.0%	100.0%

8. Have you made any billing related complaints in last 12 months?				
Service provider		Yes	No	Total
Bharti	Count	3	12	15
	%age	20.0%	80.0%	100.0%
Vodafone	Count	2	16	18
	%age	11.1%	88.9%	100.0%
BSNL	Count	3	40	43
	%age	7.0%	93.0%	100.0%
Rel Comm	Count	2	52	54
	%age	3.7%	96.3%	100.0%
Aircel	Count	11	20	31
	%age	35.5%	64.5%	100.0%
Tata Teleservices	Count	4	10	14
	%age	28.6%	71.4%	100.0%

Total	Count	25	150	175
	%age	14.3%	85.7%	100.0%

9. How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	3	0	3
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Vodafone	Count	0	0	2	0	2
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
BSNL	Count	0	1	2	0	3
	%age	0.0%	33.3%	66.7%	0.0%	100.0%
Rel Comm	Count	0	2	0	0	2
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
Aircel	Count	0	3	7	1	11
	%age	0.0%	27.3%	63.6%	9.1%	100.0%
Tata Teleservices	Count	0	0	4	0	4
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	0	6	18	1	25
	%age	0.0%	24.0%	72.0%	4.0%	100.0%

10 (a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	13	2	15
	%age	0.0%	0.0%	86.7%	13.3%	100.0%
Vodafone	Count	0	0	18	0	18
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
BSNL	Count	0	1	41	1	43
	%age	0.0%	2.3%	95.3%	2.3%	100.0%
Rel Comm	Count	0	0	54	0	54
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Aircel	Count	0	1	29	1	31
	%age	0.0%	3.2%	93.5%	3.2%	100.0%
Tata Teleservices	Count	0	1	12	1	14
	%age	0.0%	7.1%	85.7%	7.1%	100.0%
Total	Count	0	3	167	5	175
	%age	0.0%	1.7%	95.4%	2.9%	100.0%

10 (b) Please specify the reason(s) for your dissatisfaction?						
Service provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD,ISD calls and charges thereon not given	Total
Bharti	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	100.0%
Vodafone	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	100.0%
BSNL	Count	1	0	1	1	3
	%age	100.0%	0.0%	100.0%	100.0%	100.0%
Rel Comm	Count	0	0	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	100.0%
Aircel	Count	0	1	1	1	3
	%age	0.0%	100.0%	100.0%	100.0%	100.0%
Tata Teleservices	Count	0	1	1	1	3
	%age	0.0%	100.0%	100.0%	100.0%	100.0%
Total	Count	1	2	3	3	9
	%age	33.3%	66.7%	100.0%	100.0%	100.0%

Section D

11. Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?

Service provider		YES	NO	Total
Bharti	Count	64	320	384
	%age	16.7%	83.3%	100.0%
Vodafone	Count	116	268	384
	%age	30.2%	69.8%	100.0%
BSNL	Count	70	314	384
	%age	18.2%	81.8%	100.0%
Rel Comm	Count	81	303	384
	%age	21.1%	78.9%	100.0%
Aircel	Count	98	286	384
	%age	25.5%	74.5%	100.0%
Tata Teleservices	Count	75	309	384

	%age	19.5%	80.5%	100.0%
Total	Count	504	1800	2304
	%age	21.9%	78.1%	100.0%

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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	19	34	9	64
	%age	3.1%	29.7%	53.1%	14.1%	100.0%
Vodafone	Count	2	21	79	14	116
	%age	1.7%	18.1%	68.1%	12.1%	100.0%
BSNL	Count	0	14	46	10	70
	%age	0.0%	20.0%	65.7%	14.3%	100.0%
Rel Comm	Count	0	24	45	12	81
	%age	0.0%	29.6%	55.6%	14.8%	100.0%
Aircel	Count	0	20	62	16	98
	%age	0.0%	20.4%	63.3%	16.3%	100.0%
Tata Teleservices	Count	0	18	48	9	75
	%age	0.0%	24.0%	64.0%	12.0%	100.0%
Total	Count	4	116	314	70	504
	%age	0.8%	23.0%	62.3%	13.9%	100.0%

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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	8	44	12	64
	%age	0.0%	12.5%	68.8%	18.8%	100.0%
Vodafone	Count	0	10	90	16	116
	%age	0.0%	8.6%	77.6%	13.8%	100.0%
BSNL	Count	0	8	58	4	70
	%age	0.0%	11.4%	82.9%	5.7%	100.0%
Rel Comm	Count	0	9	57	15	81
	%age	0.0%	11.1%	70.4%	18.5%	100.0%
Aircel	Count	0	15	64	19	98
	%age	0.0%	15.3%	65.3%	19.4%	100.0%
Tata Teleservices	Count	0	4	58	13	75
	%age	0.0%	5.3%	77.3%	17.3%	100.0%
Total	Count	0	54	371	79	504
	%age	0.0%	10.7%	73.6%	15.7%	100.0%

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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	7	44	13	64
	%age	0.0%	10.9%	68.8%	20.3%	100.0%
Vodafone	Count	0	2	102	12	116
	%age	0.0%	1.7%	87.9%	10.3%	100.0%
BSNL	Count	0	3	64	3	70
	%age	0.0%	4.3%	91.4%	4.3%	100.0%
Rel Comm	Count	0	9	55	17	81
	%age	0.0%	11.1%	67.9%	21.0%	100.0%
Aircel	Count	0	18	69	11	98
	%age	0.0%	18.4%	70.4%	11.2%	100.0%
Tata Teleservices	Count	0	6	64	5	75
	%age	0.0%	8.0%	85.3%	6.7%	100.0%
Total	Count	0	45	398	61	504
	%age	0.0%	8.9%	79.0%	12.1%	100.0%

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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	7	39	16	64
	%age	3.1%	10.9%	60.9%	25.0%	100.0%
Vodafone	Count	3	6	99	8	116
	%age	2.6%	5.2%	85.3%	6.9%	100.0%
BSNL	Count	0	5	59	6	70
	%age	0.0%	7.1%	84.3%	8.6%	100.0%
Rel Comm	Count	0	9	57	15	81
	%age	0.0%	11.1%	70.4%	18.5%	100.0%
Aircel	Count	2	14	65	17	98
	%age	2.0%	14.3%	66.3%	17.3%	100.0%
Tata Teleservices	Count	0	4	64	7	75
	%age	0.0%	5.3%	85.3%	9.3%	100.0%
Total	Count	7	45	383	69	504
	%age	1.4%	8.9%	76.0%	13.7%	100.0%

E. Network Performance, Reliability and Availability

How satisfied are you with the availability of signal of your service provider in your locality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	10	33	328	13	384
	%age	2.6%	8.6%	85.4%	3.4%	100.0%
Vodafone	Count	35	49	300	0	384
	%age	9.1%	12.8%	78.1%	0.0%	100.0%
BSNL	Count	47	57	280	0	384
	%age	12.2%	14.8%	72.9%	0.0%	100.0%
Rel Comm	Count	20	59	295	10	384
	%age	5.2%	15.4%	76.8%	2.6%	100.0%
Aircel	Count	34	25	323	2	384
	%age	8.9%	6.5%	84.1%	0.5%	100.0%
Tata Teleservices	Count	45	91	247	1	384
	%age	11.7%	23.7%	64.3%	0.3%	100.0%
Total	Count	191	314	1773	26	2304
	%age	8.3%	13.6%	77.0%	1.1%	100.0%

How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	21	363	0	384
	%age	0.0%	5.5%	94.5%	0.0%	100.0%
Vodafone	Count	2	21	361	0	384
	%age	0.5%	5.5%	94.0%	0.0%	100.0%
BSNL	Count	14	23	347	0	384
	%age	3.6%	6.0%	90.4%	0.0%	100.0%
Rel Comm	Count	4	16	354	10	384
	%age	1.0%	4.2%	92.2%	2.6%	100.0%
Aircel	Count	6	37	341	0	384
	%age	1.6%	9.6%	88.8%	0.0%	100.0%
Tata Teleservices	Count	18	10	356	0	384
	%age	4.7%	2.6%	92.7%	0.0%	100.0%
Total	Count	44	128	2122	10	2304
	%age	1.9%	5.6%	92.1%	0.4%	100.0%

Q.18 How often does your call drops during conversation?						
Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	0	0	371	13	384
	%age	0.0%	0.0%	96.6%	3.4%	100.0%
Vodafone	Count	0	1	373	10	384
	%age	0.0%	0.3%	97.1%	2.6%	100.0%
BSNL	Count	0	1	372	11	384
	%age	0.0%	0.3%	96.9%	2.9%	100.0%
Rel Comm	Count	0	4	349	31	384
	%age	0.0%	1.0%	90.9%	8.1%	100.0%
Aircel	Count	0	7	338	39	384
	%age	0.0%	1.8%	88.0%	10.2%	100.0%
Tata Teleservices	Count	0	4	370	10	384
	%age	0.0%	1.0%	96.4%	2.6%	100.0%
Total	Count	0	17	2173	114	2304
	%age	0.0%	0.7%	94.3%	4.9%	100.0%

How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	27	357	0	384
	%age	0.0%	7.0%	93.0%	0.0%	100.0%
Vodafone	Count	0	22	362	0	384
	%age	0.0%	5.7%	94.3%	0.0%	100.0%
BSNL	Count	1	8	375	0	384
	%age	0.3%	2.1%	97.7%	0.0%	100.0%
Rel Comm	Count	0	16	368	0	384
	%age	0.0%	4.2%	95.8%	0.0%	100.0%
Aircel	Count	0	21	363	0	384
	%age	0.0%	5.5%	94.5%	0.0%	100.0%
Tata Teleservices	Count	0	12	372	0	384
	%age	0.0%	3.1%	96.9%	0.0%	100.0%
Total	Count	1	106	2197	0	2304
	%age	0.0%	4.6%	95.4%	0.0%	100.0%

F. Maintainability

Q.20 How often your mobile handsets faces problem of signal?						
Service provider		Never	Occasionally	Frequently	Very Frequently	Total
Bharti	Count	0	0	374	10	384
	%age	0.0%	0.0%	97.4%	2.6%	100.0%
Vodafone	Count	0	1	370	13	384
	%age	0.0%	0.3%	96.4%	3.4%	100.0%
BSNL	Count	1	3	374	6	384
	%age	0.3%	0.8%	97.4%	1.6%	100.0%
Rel Comm	Count	0	4	358	22	384
	%age	0.0%	1.0%	93.2%	5.7%	100.0%
Aircel	Count	0	3	370	11	384
	%age	0.0%	0.8%	96.4%	2.9%	100.0%
Tata Teleservices	Count	0	0	372	12	384
	%age	0.0%	0.0%	96.9%	3.1%	100.0%
Total	Count	1	11	2218	74	2304
	%age	0.0%	0.5%	96.3%	3.2%	100.0%

Q.21 How satisfied are you with the availability of network signal?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	15	367	0	384
	%age	0.5%	3.9%	95.6%	0.0%	100.0%
Vodafone	Count	0	11	373	0	384
	%age	0.0%	2.9%	97.1%	0.0%	100.0%
BSNL	Count	1	11	372	0	384
	%age	0.3%	2.9%	96.9%	0.0%	100.0%
Rel Comm	Count	4	28	350	2	384
	%age	1.0%	7.3%	91.1%	0.5%	100.0%
Aircel	Count	10	63	309	2	384
	%age	2.6%	16.4%	80.5%	0.5%	100.0%
Tata Teleservices	Count	2	16	366	0	384
	%age	0.5%	4.2%	95.3%	0.0%	100.0%
Total	Count	19	144	2137	4	2304
	%age	0.8%	6.3%	92.8%	0.2%	100.0%

Q. 22 Are you satisfied with the restoration of network (signal) problems?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	43	341	0	384
	%age	0.0%	11.2%	88.8%	0.0%	100.0%
Vodafone	Count	0	34	350	0	384
	%age	0.0%	8.9%	91.1%	0.0%	100.0%
BSNL	Count	0	51	333	0	384
	%age	0.0%	13.3%	86.7%	0.0%	100.0%
Rel Comm	Count	2	49	333	0	384
	%age	0.5%	12.8%	86.7%	0.0%	100.0%
Aircel	Count	0	46	338	0	384
	%age	0.0%	12.0%	88.0%	0.0%	100.0%
Tata Teleservices	Count	0	39	345	0	384
	%age	0.0%	10.2%	89.8%	0.0%	100.0%
Total	Count	2	262	2040	0	2304
	%age	0.1%	11.4%	88.5%	0.0%	100.0%

G. Supplementary services/ Value Added services

23. Do you use value added services like roaming, ringtone, GPRS, e-mail, voice mail or any other such services?				
Service provider		Yes	No	Total
Bharti	Count	16	368	384
	%age	4.2%	95.8%	100.0%
Vodafone	Count	18	366	384
	%age	4.7%	95.3%	100.0%
BSNL	Count	8	376	384
	%age	2.1%	97.9%	100.0%
Rel Comm	Count	3	381	384
	%age	0.8%	99.2%	100.0%
Aircel	Count	9	375	384
	%age	2.3%	97.7%	100.0%
Tata Teleservices	Count	20	364	384
	%age	5.2%	94.8%	100.0%
Total	Count	74	2230	2304

		%age	3.2%	96.8%	100.0%
24. Did the service provider have your explicit consent before providing the chargeable value added service such as ringtone, emails/ GPRS, voice mail etc.					
Service provider		Yes	No	Total	
Bharti	Count	11	5	16	
	%age	68.8%	31.3%	100.0%	
Vodafone	Count	16	2	18	
	%age	88.9%	11.1%	100.0%	
BSNL	Count	5	3	8	
	%age	62.5%	37.5%	100.0%	
Rel Comm	Count	0	3	3	
	%age	0.0%	100.0%	100.0%	
Aircel	Count	2	7	9	
	%age	22.2%	77.8%	100.0%	
Tata Teleservices	Count	7	13	20	
	%age	35.0%	65.0%	100.0%	
Total	Count	41	33	74	
	%age	55.4%	44.6%	100.0%	

25. How satisfied are you with the quality of supplementary/ value added services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	15	0	16
	%age	0.0%	6.3%	93.8%	0.0%	100.0%
Vodafone	Count	0	1	17	0	18
	%age	0.0%	5.6%	94.4%	0.0%	100.0%
BSNL	Count	0	1	7	0	8
	%age	0.0%	12.5%	87.5%	0.0%	100.0%
Rel Comm	Count	0	1	2	0	3
	%age	0.0%	33.3%	66.7%	0.0%	100.0%
Aircel	Count	0	2	1	6	9
	%age	0.0%	22.2%	11.1%	66.7%	100.0%
Tata Teleservices	Count	0	2	15	3	20
	%age	0.0%	10.0%	75.0%	15.0%	100.0%
Total	Count	0	8	57	9	74
	%age	0.0%	10.8%	77.0%	12.2%	100.0%

26. Have you been informed the telephone numbers / toll free codes for unsubscribing the value added service(VAS), after activation of VAS or before renewal / recharging of VAS?				
Service provider		Yes	No	Total
Bharti	Count	3	13	16
	%age	18.8%	81.3%	100.0%
Vodafone	Count	2	16	18
	%age	11.1%	88.9%	100.0%
BSNL	Count	5	3	8
	%age	62.5%	37.5%	100.0%
Rel Comm	Count	1	2	3
	%age	33.3%	66.7%	100.0%
Aircel	Count	3	6	9
	%age	33.3%	66.7%	100.0%
Tata Teleservices	Count	6	14	20
	%age	30.0%	70.0%	100.0%
Total	Count	20	54	74
	%age	27.0%	73.0%	100.0%

27. Have you been informed of the charges of value added services before its activation and immediately after its activation?						
Service provider		Yes before and after activation	Yes only after activation	Yes only before activation	No in both Cases	Total
Bharti	Count	0	6	10	0	16
	%age	0.0%	37.5%	62.5%	0.0%	100.0%
Vodafone	Count	1	5	10	2	18
	%age	5.6%	27.8%	55.6%	11.1%	100.0%
BSNL	Count	7	1	0	0	8
	%age	87.5%	12.5%	0.0%	0.0%	100.0%
Rel Comm	Count	1	2	0	0	3
	%age	33.3%	66.7%	0.0%	0.0%	100.0%
Aircel	Count	0	3	0	6	9
	%age	0.0%	33.3%	0.0%	66.7%	100.0%
Tata Teleservices	Count	2	5	7	6	20
	%age	10.0%	25.0%	35.0%	30.0%	100.0%
Total	Count	11	22	27	14	74

	%age	14.9%	29.7%	36.5%	18.9%	100.0%
28. Have you been informed of the charges for value added service(VAS) in advance of its renewal/ recharging						
Service provider		Yes	No	Total		
Bharti	Count	8	8	16		
	%age	50.0%	50.0%	100.0%		
Vodafone	Count	12	6	18		
	%age	66.7%	33.3%	100.0%		
BSNL	Count	6	2	8		
	%age	75.0%	25.0%	100.0%		
Rel Comm	Count	3	0	3		
	%age	100.0%	0.0%	100.0%		
Aircel	Count	5	4	9		
	%age	55.6%	44.4%	100.0%		
Tata Teleservices	Count	7	13	20		
	%age	35.0%	65.0%	100.0%		
Total	Count	41	33	74		
	%age	55.4%	44.6%	100.0%		

G.OVERALL CUSTOMER SATISFACTION

29 (a)How satisfied are you with the overall quality of your mobile service; Service provider wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	19	330	31	384
	%age	1.0%	4.9%	85.9%	8.1%	100.0%
Vodafone	Count	4	16	345	19	384
	%age	1.0%	4.2%	89.8%	4.9%	100.0%
BSNL	Count	8	35	329	12	384
	%age	2.1%	9.1%	85.7%	3.1%	100.0%
Rel Comm	Count	18	30	313	23	384
	%age	4.7%	7.8%	81.5%	6.0%	100.0%
Aircel	Count	12	31	309	32	384
	%age	3.1%	8.1%	80.5%	8.3%	100.0%
Tata Teleservices	Count	11	34	326	13	384
	%age	2.9%	8.9%	84.9%	3.4%	100.0%
Total	Count	57	165	1952	130	2304
	%age	2.5%	7.2%	84.7%	5.6%	100.0%

Q29B-Please specify the reason(s) for your dissatisfaction.

OPERATOR		Billing problem	Network problem.	Problem with helpline/customer care	TOTAL
Bharti	Count	9	17	11	23
	%age	39.1%	73.9%	47.8%	
Vodafone	Count	5	11	7	20
	%age	25.0%	55.0%	35.0%	
BSNL	Count	14	19	19	43
	%age	32.6%	44.2%	44.2%	
Rel Comm	Count	16	12	12	48
	%age	33.3%	25.0%	25.0%	
Aircel	Count	9	15	11	43
	%age	20.9%	34.9%	25.6%	
Tata Teleservices	Count	12	17	13	45
	%age	26.7%	37.8%	28.9%	
Total	Count	55	81	63	222
	%age	24.8%	36.5%	28.4%	

General Information

30. Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?				
Service provider		Yes	No	Total
Bharti	Count	33	49	82
	%age	40.2%	59.8%	100.0%
Vodafone	Count	46	76	122
	%age	37.7%	62.3%	100.0%
BSNL	Count	17	12	29
	%age	58.6%	41.4%	100.0%
Rel Comm	Count	68	63	131
	%age	51.9%	48.1%	100.0%
Aircel	Count	43	101	144
	%age	29.9%	70.1%	100.0%
Tata Teleservices	Count	16	73	89
	%age	18.0%	82.0%	100.0%
Total	Count	223	374	597
	%age	37.4%	62.6%	100.0%

31. How many days were taken by previous service provider for termination of your mobile phone connection?						
Previous service providers		More than 7 days	4-7 days	2-3 days	1 day	Total
Bharti	Count	0	5	0	2	7
	%age	0.0%	71.4%	0.0%	28.6%	100.0%
Vodafone	Count	0	0	1	3	4
	%age	0.0%	0.0%	25.0%	75.0%	100.0%
BSNL	Count	4	9	0	1	14
	%age	28.6%	64.3%	0.0%	7.1%	100.0%
Rel Comm	Count	0	8	1	4	13
	%age	0.0%	61.5%	7.7%	30.8%	100.0%
Aircel	Count	0	1	0	0	1
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
Tata Teleservices	Count	9	8	7	0	24
	%age	37.5%	33.3%	29.2%	0.0%	100.0%
Total	Count	13	31	9	10	63
	%age	20.6%	49.2%	14.3%	15.9%	100.0%

32. Are you aware that the processing fee applicable for exclusive talk time top-up shall not exceed Rs.2 per Top-up as per existing TRAI orders?				
Previous service providers		Yes	No	Total
Bharti	Count	184	200	384
	%age	47.9%	52.1%	100.0%
Vodafone	Count	198	186	384
	%age	51.6%	48.4%	100.0%
BSNL	Count	213	171	384
	%age	55.5%	44.5%	100.0%
Rel Comm	Count	131	253	384
	%age	34.1%	65.9%	100.0%
Aircel	Count	150	234	384
	%age	39.1%	60.9%	100.0%
Tata Teleservices	Count	279	105	384
	%age	72.7%	27.3%	100.0%
Total	Count	1155	1149	2304
	%age	50.1%	49.9%	100.0%

33. Are you aware that in cellular mobile, the rental for National roaming service has been abolished by TRAI and not applicable currently?

Service provider		Yes	No	Total
Bharti	Count	64	320	384
	%age	16.7%	83.3%	100.0%
Vodafone	Count	132	252	384
	%age	34.4%	65.6%	100.0%
BSNL	Count	99	285	384
	%age	25.8%	74.2%	100.0%
Rel Comm	Count	52	332	384
	%age	13.5%	86.5%	100.0%
Aircel	Count	38	346	384
	%age	9.9%	90.1%	100.0%
Tata Teleservices	Count	111	273	384
	%age	28.9%	71.1%	100.0%
Total	Count	496	1808	2304
	%age	21.5%	78.5%	100.0%

34. Did your service provider adjust your security deposit in the bill raised after you requested for termination.				
Previous service providers		Yes	No	Total
Bharti	Count	7	0	7
	%age	100.0%	0.0%	100.0%
Vodafone	Count	2	2	4
	%age	50.0%	50.0%	100.0%
BSNL	Count	10	4	14
	%age	71.4%	28.6%	100.0%
Rel Comm	Count	11	2	13
	%age	84.6%	15.4%	100.0%
Aircel	Count	1	0	1
	%age	100.0%	0.0%	100.0%
Tata Teleservices	Count	17	7	24
	%age	70.8%	29.2%	100.0%
Total	Count	48	15	63
	%age	76.2%	23.8%	100.0%

Q35. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.					
service providers		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	44	4	336	384
	%age	11.5%	1.0%	87.5%	100.0%
Vodafone	Count	26	4	354	384
	%age	6.8%	1.0%	92.2%	100.0%
BSNL	Count	68	4	312	384
	%age	17.7%	1.0%	81.3%	100.0%
Rel Comm	Count	58	7	319	384
	%age	15.1%	1.8%	83.1%	100.0%
Aircel	Count	33	3	348	384
	%age	8.6%	0.8%	90.6%	100.0%
Tata Teleservices	Count	68	14	302	384
	%age	17.7%	3.6%	78.6%	100.0%
Total	Count	297	36	1971	2304
	%age	12.9%	1.6%	85.5%	100.0%

36a. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?						
Service provider		Continued receiving	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	1	0	2	1	4
	%age	25.0%	0.0%	50.0%	25.0%	100%
Vodafone	Count	0	0	2	2	4
	%age	0.0%	0.0%	50.0%	50.0%	100%
BSNL	Count	1	2	0	1	4
	%age	25.0%	50.0%	0.0%	25.0%	100%
Rel Comm	Count	0	2	0	5	7
	%age	0.0%	28.6%	0.0%	71.4%	100%
Aircel	Count	0	3	0	10	14
	%age	0.00%	21.43%	0.00%	71.43%	100.00%
Tata Teleservices	Count	3	5	0	6	14
	%age	21.4%	35.7%	0.0%	42.9%	100%
Total	Count	5	12	4	25	36
	%age	13.9%	33.3%	11.1%	69.4%	100%

36b. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for NDNC registry?				
Service provider		Yes	No	Total
Bharti	Count	0	3	3
	%age	0.0%	100.0%	100.0%
Vodafone	Count	0	2	2
	%age	0.0%	100.0%	100.0%
BSNL	Count	0	3	3
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	0	2	2
	%age	0.0%	100.0%	100.0%
Aircel	Count	0	3	3
	%age	0.0%	100.0%	100.0%
Tata Teleservices	Count	0	8	8
	%age	0.0%	100.0%	100.0%
Total	Count	0	21	21
	%age	0.0%	100.0%	100.0%

	%age	0.0%	100.0%	100.0%
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Broadband Service

Section A-Service Provision

1. When did you last apply for a broadband connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
BSNL	Count	34	21	329	384
	%age	8.9%	5.5%	85.7%	100.0%

2. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Provider		More than 15days	Within 15 working days	Total
BSNL	Count	6	49	55
	%age	10.9%	89.1%	100.0%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	9	41	3	55
	%age	3.6%	16.4%	74.5%	5.5%	100.0%

In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
BSNL	Count	5	16	34	89	144
	%age	3.5%	11.1%	23.6%	61.8%	100.0%

Section-B-Billing Related(only for postpaid customers)

How satisfied are you with the timely delivery of bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	17	272	93	384
	%age	0.5%	4.4%	70.8%	24.2%	100.0%

How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	8	344	32	384
	%age	0.0%	2.1%	89.6%	8.3%	100.0%

Please specify the reason(s) for your dissatisfaction.					
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added service not requested	Total
BSNL	Count	3	3	6	8
	%age	37.5%	37.5%	75.0%	

Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
BSNL	Count	51	333	384
	%age	13.3%	86.7%	100.0%

How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	6	39	6	51
	%age	0.0%	11.8%	76.5%	11.8%	100.0%

How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	6	361	17	384
	%age	0.0%	1.6%	94.0%	4.4%	100.0%

Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service Provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local ,std,	Total
BSNL	Count	2	2	2	5	6
	%age	33.3%	33.3%	33.3%	83.3%	

Section-C-Help Service /Customer Care

Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?				
Service Provider		Yes	No	Total
BSNL	Count	90	294	384
	%age	23.4%	76.6%	100.0%

How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	1	14	72	3	90
	%age	1.1%	15.6%	80.0%	3.3%	100.0%

How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	13	67	7	90
	%age	3.3%	14.4%	74.4%	7.8%	100.0%

How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	5	81	4	90
	%age	0.0%	5.6%	90.0%	4.4%	100.0%

How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	1	14	64	11	106
	%age	0.9%	13.2%	60.4%	10.4%	100.0%

Section D-Network Performance,Reliability & Availability

How satisfied are you with the speed of Broadband connection?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	4	36	256	88	384
	%age	1.0%	9.4%	66.7%	22.9%	100.0%

How satisfied are you with the amount of time for which service is up and working?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	12	349	21	384
	%age	0.5%	3.1%	90.9%	5.5%	100.0%

Section E-Maintainability

How often do you face a problem with your Broadband connection?						
Service Provider		Very Frequently	Frequently	Occasionally	Never	Total
BSNL	Count	6	33	131	214	384
	%age	1.6%	8.6%	34.1%	55.7%	100.0%

What was the broadband connection problem faced by you in last twelve months related to, please specify				
Service Provider		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider	Total
BSNL	Count	34	5	39
	%age	87.2%	12.8%	100.0%

How satisfied are you with the time taken for restoration of Broadband connection?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	24	134	9	170
	%age	1.8%	14.1%	78.8%	5.3%	100.0%

Section F-Supplementary Services

Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.				
Service Provider		Yes	No	Total
BSNL	Count	13	371	384
	%age	3.4%	96.6%	100.0%

How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	1	11	1	13
	%age	0.0%	7.7%	84.6%	7.7%	100.0%

Section G-Overall Satisfaction

How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	7	32	331	14	384
	%age	1.8%	8.3%	86.2%	3.6%	100.0%

Please specify the reason(s) for your dissatisfaction							
Service Provider	Billing problem	Maintainability	Helpline service/customer care	Network performance, reliability	Supplementary services	Total	
Bharti	Count	9	12	7	8	3	39
	%age	23.1%	30.8%	17.9%	20.5%	7.7%	100.0%

Section H-General Information

Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
Service Provider		Yes	No	Total
BSNL	Count	67	317	384
	Row %	17.4%	82.6%	100.0%

Annexure B Questionnaires

SURVEY OF BASIC SERVICE (WIRELINER) YEAR 2009-2010

Name: _____	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Tel: _____	Age (in years): <input type="checkbox"/> less than 25 <input type="checkbox"/> 25-60 <input type="checkbox"/> more than 60
Operator: <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rel Com	Usage Type : <input type="checkbox"/> Residential <input type="checkbox"/> Commercial
<input type="checkbox"/> TATA <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL <input type="checkbox"/> Shyam	Area: <input type="checkbox"/> Rural <input type="checkbox"/> Urban
State: _____ District _____	User Type: <input type="checkbox"/> Postpaid <input type="checkbox"/> Prepaid
Address: _____	Mode of Interview: <input type="checkbox"/> Telephonic <input type="checkbox"/> In-person
Name of SDCA (only for surveyor): _____	Signature of Subscriber _____
Name of Exchange (only for surveyor) _____	Date : _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION	
1. When did you last apply for a phone connection?	<input type="checkbox"/> Less than 6 months <input type="checkbox"/> 6-12 months <input type="checkbox"/> More than 12 months —(If >12 month, go to Q 4)
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> Less than 3 days <input type="checkbox"/> 3-7 days <input type="checkbox"/> 8-15 days <input type="checkbox"/> More than 15 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> Within 24 hrs. <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> More than 7 days <input type="checkbox"/> Not Applicable

B. BILLING RELATED (only for pos-tpaid customers) (for pre-paid customer go to Question 10)

5. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
6a. How satisfied are you with the accuracy of the bills?	<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 Q6(a)) 6(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> Charges not as per tariff plan subscribed <input type="checkbox"/> Tariff plan changed without information <input type="checkbox"/> Charged for value added services not subscribed <input type="checkbox"/> Charged for calls/services not made/used <input type="checkbox"/> Others (please specify) _____
7. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> Yes No <input type="checkbox"/> —————> (If no, go to Q 9 (a))
8. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
9(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 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 Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> Difficult to read the bill <input type="checkbox"/> Difficult to understand the language <input type="checkbox"/> Calculations not clear <input type="checkbox"/> Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> Others (please specify) _____

For Prepaid Customers only

10. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

25(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
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(Ask this question only if 1 OR 2 is coded in Q25(a))	1. _____
25(b) Please specify the reason(s) for your dissatisfaction	2. _____
	3. _____

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1)							
26. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 Yes	<input type="checkbox"/> 1 No					
27. Have you terminated a - Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	(If no, go to Q 31)				
28. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel	<input type="checkbox"/> 4 BSNL	<input type="checkbox"/> 5 Rel Com	<input type="checkbox"/> 7 TATA	<input type="checkbox"/> 8 MTNL	<input type="checkbox"/> 11 HFCL	<input type="checkbox"/> 12 Shyam
29. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day	<input type="checkbox"/> 3 2-3 days	<input type="checkbox"/> 2 4 - 7 days	<input type="checkbox"/> 1 more than 7 days			

30. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q31) 32a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
(Ask only if 3 or 2 or 1 coded in Q32 (a)) 32.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Yes, complaint was registered by the service provider <input type="checkbox"/> 2 Service Provider refused to register the complaint <input type="checkbox"/> 3 The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify)

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

33. 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
34. Have you made any complaint within last 12 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 40)
35. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?	<input type="checkbox"/> 4 Docket number received for most the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request
36. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q.37) 38. 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 understand the problem <input type="checkbox"/> 6 Others (please specify)
39. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
40. In case the complaint has not been resolved by the call centre, you can contact 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 45)
41. 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 45)
42. Did the Nodal Officer intimate you about the decision taken on your	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

complaint?	
43. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q43) 44. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
45. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with 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"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (if no go to Q 49)
46. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (if no go to Q 49)
46. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (if no go to Q 49)
47. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
48. 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
(Q49 to Q51 are for prepaid customers only)	
49. 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 (if no go to Q 52)
50. 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 52)
51. 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)
If coded 1 and 2 in Q.1. 52. 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"/> 1 Yes <input type="checkbox"/> 2 No

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by : _____ Date of back check: _____
Name of field officer: _____

SURVEY OF MOBILE TELEPHONE SERVICE: YEAR 2009-2010

Name: _____ Tel: _____	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female Age (in years): <input type="checkbox"/> less than 25 <input type="checkbox"/> 25-60 <input type="checkbox"/> more than 60
Operator: <input type="checkbox"/> Airtel <input type="checkbox"/> Vodafone <input type="checkbox"/> Idea <input type="checkbox"/> BSNL <input type="checkbox"/> Rel Comm <input type="checkbox"/> Aircel <input type="checkbox"/> TATA <input type="checkbox"/> MTNL <input type="checkbox"/> Spice <input type="checkbox"/> BPL <input type="checkbox"/> HFCL <input type="checkbox"/> Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others (Specify).....	Occupation: <input type="checkbox"/> Service <input type="checkbox"/> Business/self employed <input type="checkbox"/> Student <input type="checkbox"/> 4 Housewife <input type="checkbox"/> 5 Retired Type: <input type="checkbox"/> GSM <input type="checkbox"/> CDMA
Area: <input type="checkbox"/> Rural <input type="checkbox"/> Urban	User Type: <input type="checkbox"/> Postpaid <input type="checkbox"/> Prepaid
State: _____ District _____	Mode of Interview: <input type="checkbox"/> Telephonic <input type="checkbox"/> In-person
Address: _____	Signature of Subscriber _____ Date : _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION	
1. When did you last apply for mobile phone connection?	<input type="checkbox"/> 1 less than 6 month <input type="checkbox"/> 2 6-12 month <input type="checkbox"/> 3 more than 12 month (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> 4 One day <input type="checkbox"/> 3 2-3 day <input type="checkbox"/> 2 4-7 day <input type="checkbox"/> 1 More than 7 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4. 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"/> 4 Within 24 hrs. <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4-7 days <input type="checkbox"/> 1 More than 7 day <input type="checkbox"/> 0 Not Applicable

B. BILLING RELATED – PREPAID CUSTOMER	
5(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 this question only if 1 OR 2 is coded in Q5(a)) 5(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 requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)
5(c) Have you made any complaint related to charging /credit /waiver /validity/adjustment in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
5 (d) How satisfied are you with the process of resolution of complaints relating to charging?	<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 – POSTPAID CUSTOMER	
6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b). Please specify the reason(s) for your dissatisfaction. (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) _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 10(a))
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

10(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q10(a))		
10(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)	

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————▶ (If no, go to Q 16)
12. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
17. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 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"/> 4 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 your mobile handset faces problem of signal?	<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 network (signal)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
22. Are you satisfied with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very dissatisfied

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————▶ (If no, go to Q 29(a))
24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	
25. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
26. Have you been informed the telephone numbers / toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal / recharging of VAS ?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	
27. Have you been informed of the charges of value added services before its activation and immediately after its activation?	<input type="checkbox"/> 1 Yes before and after activation <input type="checkbox"/> 2 Yes only after activation <input type="checkbox"/> 3 Yes only before activation <input type="checkbox"/> 4 No in both cases	
28. Have you been informed of the charges for value added services in advance of its renewal / recharging?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	

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
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	<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

Ask this question only if 1 OR 2 is coded in Q1)	
30. 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
31. If at any time you had terminated your mobile connection, how many days, it took for the termination?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 > 7 days
32. Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
33. Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and not applicable currently?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q35) 36a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
(Ask only if 3 or 2 or 1 coded in Q36 (a)) 36.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Yes, complaint was registered by the service provider <input type="checkbox"/> 2 Service Provider refused to register the complaint <input type="checkbox"/> 3 The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify)

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

37. 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
38. Have you made any complaint within last 12 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 44)
39. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?	<input type="checkbox"/> 4 Docket number received for most the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request
40. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

(Ask this question only if 1 OR 2 is coded in Q.41) 42. 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 understand the problem <input type="checkbox"/> 6 Others (please specify)
43. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable

44. In case the complaint has not been resolved by the call centre, you can contact 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 49)
45. 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 49)
46. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
47. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q47) 48. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
49. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with 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"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 53)
50. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 53)
51. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
52. 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
(Q 53 to Q 54 are for prepaid customers only) 53. 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 (if no go to Q 56)
54. 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 56)
55. 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)
If coded 1 and 2 in Q.1. 56. 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"/> 1 Yes <input type="checkbox"/> 2 No

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by : _____ Date of back check: _____
Name of field officer: _____

SURVEY OF BROADBAND SERVICE YEAR 2009-2010

Name: _____ Tel: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female Age (in years): <input type="checkbox"/> less than 25 <input type="checkbox"/> 25-60 <input type="checkbox"/> more than 60
Email <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Operator: <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL <input type="checkbox"/> VSNL <input type="checkbox"/> Sify <input type="checkbox"/> Asianet <input type="checkbox"/> Ortel <input type="checkbox"/> You Telecom <input type="checkbox"/> Hathway <input type="checkbox"/> Others _____	
Usage Type : <input type="checkbox"/> Residential <input type="checkbox"/> Commercial Area: <input type="checkbox"/> Rural <input type="checkbox"/> Urban	
State: _____ District _____ Address: _____ Name of SDCA (only for surveyor): _____ Name of Exchange (only for surveyor) _____	
User Type: <input type="checkbox"/> Postpaid <input type="checkbox"/> Prepaid Mode of Interview: <input type="checkbox"/> Telephonic <input type="checkbox"/> In-person <input type="checkbox"/> e-mail <input type="checkbox"/> Web/online Signature of Subscriber _____ Date : _____	

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for broadband connection?	<input type="checkbox"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> more than 12 month (If more than 12 month, go to Q 3)
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"/> Within 15 working days <input type="checkbox"/> More than 15 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"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> 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"/> Within 24 hrs. <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> More than 7 days <input type="checkbox"/> Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> Charges not as per tariff plan subscribed <input type="checkbox"/> Tariff plan changed without information <input type="checkbox"/> Charged for value added services not requested <input type="checkbox"/> Charged for calls/services not made/used <input type="checkbox"/> Others (please specify)
6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No (If no, go to Q 8(a))
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
8(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 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)
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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 this question only if 1 OR 2 is coded in Q9(a))	
9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

D. HELP SERVICE

10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ call centre toll free number of your operator?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 15)
11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

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

H. OVERALL CUSTOMER SATISFACTION

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

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

24. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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25. Have you made any complaint within last 12 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 31)
--	--

26. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?	<input type="checkbox"/> 4 Docket number received for most of the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request
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27. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
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28. 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
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(Ask this question only if 1 OR 2 is coded in Q.37) 29. 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 understand the problem <input type="checkbox"/> 6 Others (please specify)
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30. 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"/> 0 Not applicable
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31. In case the complaint has not been resolved by the call centre, you can contact 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 Q36)
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32. 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 36)
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33. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
--	--

34. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
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(Ask this question only if 1 OR 2 is coded in Q34) 35. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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
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	long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
36. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with 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"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)
37. Have you filed any appeal in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)
38. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. 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
(Q40 to Q42 are for prepaid customers only) 40. 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
41. 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 43)
42. 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)
If coded 1 and 2 in Q.1. 43. 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

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by : _____ Date of back check: _____
Name of field officer: _____