

---

## Quality of Service Assessment

### Report of survey for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services for Assam Circle

---

#### Assessment of:

---

- I. Customer Perception of service
- II. Implementation & Effectiveness of Telecom Consumer Protection  
& Redressal of Grievance Regulations, 2007

**March 2009**

---



Prepared for: **Telecom Regulatory Authority of India**

By: **eTechnology Group@IMRB**

A specialist unit of IMRB International

# Preface

TRAI, the regulatory watch dog for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications. The study, from the execution perspective, has been divided into two modules – Survey module and Audit module.

The Survey module has been commissioned with the objective of gauging the subscriber feedback on Quality of Services by way of primary survey and comparing them with quality of service benchmarks stipulated by TRAI. In addition, Survey module would also measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

The Audit module would assess the Quality of Service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and Broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI.

For the ease of execution both the modules have been commissioned as two separate exercises. However, the findings of each module would feed into the justification of the other module.

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey exercise across Assam, North East, Orissa, Andhra Pradesh and Kerala circles in the period of October 2008 – February 2009. The present report details the **Quality of Services** survey module findings for the **Assam circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

**Table of contents**

	<u>Page no.</u>
1.0 Background .....	4
2.0 Objectives .....	5
3.0 Study methodology .....	6
3.1 Subjective survey methodology.....	6
3.2 Data analysis methodology .....	9
3.3 Sampling Plan.....	10
3.4 Definition of key terms.....	12
4.0 Executive Summary .....	13
4.1 Summary of the Survey module for Basic (Wireline) Operators in the Assam circle .....	13
4.1.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey.....	13
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Assam circle .....	15
4.2.1 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey.....	18
4.3 Summary of the Survey module for Broadband Operators in the Assam circle.....	20
4.3.1 Consumer Protection and Grievance Scores for the Broadband survey .....	22
5.1 Detailed Findings – Basic Wireline.....	24
5.2 Detailed Findings – Cellular Mobile Services .....	29
5.3 Detailed Findings – Broadband Services .....	42
6.1 Key Take Outs and Recommendations – Basic (Wireline).....	50
6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless) .....	51
6.3 Key Takeouts & Recommendations – Broadband.....	53
7.0 Annexure (Question wise Responses).....	54
7.1 Basic (Wireline) .....	54
7.2 Cellular Mobile (Wireless) .....	71
7.3 Broadband Services.....	90
Questionnaire – Wireline Survey.....	105
Questionnaire - Cellular mobile telephone service.....	112
Questionnaire - Broadband service.....	120

## **1.0 Background**

The Telecom Regulatory Authority of India (TRAI) has a critical mandate to protect the interest of telecom consumers in addition to various other functions bestowed upon it. As part of the license conditions to telecom operators, it has the power and authority to measure the Quality of Service provided by various govt. (BSNL & MTNL) and private telecom operators. The parameters that need to be measured for Basic (Wireline) and Cellular Mobile (Wireless) services have been specified in the TRAI notification on Quality of Services of Basic (Wireline) and Cellular Mobile (Wireless) services dated 1st July, 2005. The parameters for Broadband Service has been specified in the TRAI notification for Quality of Services of Broadband Service Regulation, 2006.

In addition, during this round of Survey module assessment, TRAI would also like to measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007' dated 4th May, 2007. These regulations are applicable to all Basic (Wireline) and Cellular Mobile (Wireless) service providers and to those Broadband service providers whose turnover in any preceding financial year exceed rupees five crores or whose total number of Broadband subscribers in any preceding financial year exceed ten thousand numbers, as the case may be.

IMRB has been engaged by TRAI for a period of 12 months starting January 2008 to assess the quality of services being provided by Basic (Wireline), Cellular Mobile (Wireless) and Broadband service providers.

The study is being conducted broadly in two modules. They are:

**Survey module:** To obtain subscriber feedback on quality of services by way of primary survey and to check the 'Implementation and effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'

**Audit module:** To assess the quality of service of telecom operators (Basic (Wireline), Cellular Mobile (Wireless) and broadband services) by auditing the service level records maintained by the operators, conducting drive tests as well as live measurements and comparing them with quality of service benchmarks stipulated by TRAI

The present report highlights the findings for the Survey module for Assam circle that was covered during the period of November 2008 – February 2009.



***The study is being conducted broadly in two modules:***

- (i) Survey module and***
- (ii) Audit module***



***This report highlights the Survey Module findings for Assam circle for Cellular Mobile (Wireless) services***

## **2.0 Objectives**

The objectives of the “Survey Module” of this study are to undertake a survey among the subscribers to:-

1. Assess the satisfaction with Quality of Services (QoS) provided by Basic (Wireline), Cellular Mobile (Wireless) and broadband service providers on the ‘Quality of Service’ parameters laid down by TRAI\*.
2. Assess the compliance of the service providers and the satisfaction of the subscribers of Basic (Wireline), Cellular Mobile (Wireless) and broadband services with ‘Telecom Consumer Protection and Redressal of Grievances Regulations – 2007’.
3. To compare the findings against the Quality of Service benchmarks notified by TRAI and **identify the critical areas for improvement for the telecom service providers.**



***The study aims to identify the critical areas for improvement by telecom service providers for Quality of Service parameters and Grievance Redressal***

### **3.0 Study methodology**

As outlined earlier, the study was conducted in two modules. The first module (subjective survey) was undertaken to gauge the subscriber feedback on quality of service by way of a large sample based field survey. The second module (objective assessment) involved auditing of the QoS monitoring records of telecom operators.



***The satisfaction level of subscribers was collected on a four-point scale***

#### **3.1 Subjective survey methodology**

To gauge the level of satisfaction of subscribers with the quality of service provided by the service providers, interviews across a large sample of subscribers for Basic (Wireline), Cellular Mobile (Wireless) and broadband services were conducted. The sample survey was conducted to ensure spread across operators on the basis of their subscriber size and the type of circle in which we are conducting the interviews.

The sample for basic (wireline) services was evenly spread over 5% of the exchanges in 10% of the total SDCAs in that particular circle. The sample for cellular mobile (wireless) service was evenly spread over 10% of the district headquarters of a service area. In this quarter, since the only service areas to be covered were Assam and Assam, the sample was distributed across the city. The sample for broadband subscribers that was covered in the survey was distributed across 10% of PoPs (Points of Presence) of the service providers. Also, the sample reflected the urban-rural split of the population of subscribers. Also, a spread of postpaid and prepaid subscribers was ensured especially for wireless services.

The sample size was primarily covered using the face to face personal interviewing method. All of these interviews were conducted by IMRB International trained executives. All interviews that were conducted face to face, the signatures of the respondents were also obtained.

The satisfaction level of subscribers was collected on a four-point scale of "Very satisfied", "satisfied", "dissatisfied" and "very dissatisfied".

The questionnaire is divided into two broad segments viz.

- a. The first part dealt with all the aspects of customer perception of service which was detailed out by asking 33 questions each for basic (wireline) and cellular mobile (wireless) segments and 23 questions for the broadband segment
- b. The second part of the questionnaire was about checking the awareness, implementation and effectiveness of 'telecom consumer's protection and redressal of grievances regulations, 2007'. This module entailed 22 questions which probed the consumers exhaustively on the three stage redressal mechanism.

The responses for the first part have been summarized into the seven subjective parameters as specified in the QoS regulation in the following manner:

Subjective QoS parameter	Satisfaction with basic wireline on:	Satisfaction with cellular services on:	Satisfaction with Broadband services on:
Service provision	- Time taken to get a new phone connection - Time taken for shifting of connection - Time taken for re-activation of services	- Time taken for activation of connection - Time taken for re-activation of services	- Time taken to get a broadband connection - Time taken for re-activation of services
Network performance, reliability & availability	- Phone working & always available - Make & receive calls easily - Getting clear voice quality of phone	- Phone working & always available - Make & receive calls easily - Getting clear voice quality of phone	- Speed of broadband connection - Service uptime
Maintainability	- Quality of fault repair service	- Availability of network - Restoration of network problems	- Time taken for restoration of connection
Help services	- Ease of access to helpline numbers - Response of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint	- Ease of access to helpline numbers - Response of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint	- Ease of access to helpline numbers - Response of the customer care executive - Problem solving ability of the executive - Time taken by executive to resolve complaint
Billing	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) - Redressal mechanism	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) - Redressal mechanism	- Timely delivery of bills - Accuracy of bill - Clarity of bill - Accuracy of charges deducted (for prepaid) - Redressal mechanism
Supplementary services	- Quality of supplementary services provided	- Quality of supplementary services provided	- Quality of supplementary services provided
Overall satisfaction	- Overall rating of performance	- Overall rating of performance	- Overall rating of performance

The responses to the second part of the questionnaire can be broadly summarized as follows:

- a. Awareness of the three stage redressal mechanism
- b. Awareness of the stages of the redressal mechanism
- c. Ease of access to the various stages
- d. Satisfaction with quality of each of the three stages



### 3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

#### Weighted satisfaction scores

Overall weighted satisfaction score was ascertained using the following formula(s):

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

Where:

A=(No of subscribers who have given a rating of very satisfied X 4 + No of subscribers who have given a rating of somewhat satisfied X 3+ No of subscribers who have given a rating of somewhat dissatisfied X 2+ No of subscribers who have given a rating of very dissatisfied X 1)

N=Total sample size achieved

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

Thus, if all customers are very satisfied, the operator can get a score of 100%. On the other hand, if all the customers are very dissatisfied, the operator gets a score of 0%. Thus, the scale has been calibrated to range between 0% and 100%. The satisfaction benchmarks have been compared against weighted satisfaction scores.

**Top – 2 gradations on the Satisfaction score scale i.e. scores of ‘Very Satisfied’ and ‘Somewhat Satisfied’**

The percentage scores of ‘Very Satisfied’ and ‘Somewhat Satisfied’ are represented for various parameters and sub-parameters to gauge the percentage of satisfied subscribers. This type of data presentation assumes equal weightage to both the gradations i.e. ‘Very Satisfied’ and ‘Somewhat Satisfied’ and doesn’t provide any weightage to ‘Dissatisfied’ gradations.

### 3.3 Sampling Plan

The following samples were achieved for all the three services in the Assam circle:

	Name of Service Provider	Sample Size	Sample Size achieved
<b>BASIC WIRELINE</b>	BSNL	384	379
<b>WIRELESS</b>	Bharti Airtel Limited	384	384
	BSNL	384	385
	Aircel	384	384
	RTL	384	380
<b>BROADBAND</b>	BSNL	384	373
	Sify	384	379

#### Basic (Wireline) Services

For Basic (Wireline) Services, gender distribution across respondents in Assam circle is as under:-

Gender Distribution	Operator - Assam Circle
	BSNL
Total	379
Male	71%
Female	29%

The age distribution for the respondents of Basic (Wireline) survey module for Assam circle for various service providers was as under:-

Age Distribution	Operator
	BSNL
Total	379
< 25 years	12%
25-60 years	77%
> 60 years	11%

The respondents for the Basic (Wireline) survey module were contacted in the following exchanges in the Assam circle. The list includes only 20 exchanges. However, respondents lying under many more exchanges were part of the survey.

Name of the Exchange	Name of the Exchange
Bongaigaon	Girajuli
Boitamari	Thelamara
Borobazar	Barboruah
Bantarapur	Lahowal
Borkhola	Milan Nagar
Kaline	Dikom
Tanapur, RSU2, Ramnagar	Mohanbari
Gumraha	Hajo
Khaliamari	Adabari
Joymati Pathar	Amingaon
Mission Chariali	Bamundi
Bihaguri	Damdama
Borsola	Jayanagar

### Cellular Mobile (Wireless) Services

The following samples were achieved for all Cellular Mobile (Wireless) service providers in the Assam circle:

Gender Distribution	Operator - Assam Circle			
	Airtel	BSNL	Aircel	RTL
Total	384	385	384	380
Male	82%	80%	82%	80%
Female	18%	20%	18%	20%

Occupation of Respondents	Operator - Assam Circle			
	Airtel	BSNL	Aircel	RTL
Total	384	385	384	380
Service	16%	24%	16%	17%
Business/self employed	51%	49%	56%	58%
Student	15%	12%	13%	10%
Housewife	11%	8%	9%	6%
Retired	1%	3%	1%	2%
Unemployed	6%	4%	5%	7%

### Broadband Services

For Broadband Services, gender distribution across the respondents of the service providers in Assam circle was as under:-

Gender Distribution	Operator	
	BSNL	Sify
Total	373	379
Male	78%	88%
Female	22%	12%

Age- Wise Distribution	Operator	
	BSNL	Sify
Total	373	379
Less than 25	16%	8%
25-60	80%	92%
More than 60	4%	0%

### 3.4 Definition of key terms

**Wireline service** – These are the telephone services that are provided by various service providers for home / office installations. These telephone connections are connected by a copper wire.

**Wireless service** – This service encompasses the services based on both GSM and CDMA network technologies. These are typically known as mobile services.

**Broadband service** – Broadband' is defined in the Broadband Policy 2004 as "An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP. The 2 interactive services will exclude any services for which a separate license is specifically required, for example, real-time voice transmission, except to the extent that it is presently permitted under ISP license with Internet Telephony".

**Consumer perception of service score** – It is defined as the process of attaining awareness or understanding of the service aspects from the users. These service aspects are identified by various parameters in the delivery of telecommunication services e.g. Basic Wireline, Cellular Mobile (wireless) and Broadband services. The various parameters defining the service quality for Basic Wireline, Mobile Cellular and Broadband services have been identified in section 3.1.

The perception score for this report is the 'calculated' satisfaction score as per the formula mentioned in 3.2 for various parameters. This score for various parameters for all the service providers has been compared with the benchmark score in the study findings section.

**Percentage satisfied score** – The satisfaction score have been indicated for the top two gradations i.e. 'Very Satisfied' and 'Satisfied' boxes. This score has been calculated to gauge the percentage 'Very Satisfied' and 'Satisfied' subscribers for various parameters in the study findings section.

## 4.0 Executive Summary

The cells within the tables in the summary section have been color coded to show the gradation within the satisfaction scores. The **satisfaction scores** in various ranges have been color coded in the following manner. The scores here represent the level of satisfaction of consumers. The scores on percentage of consumers satisfied are given in the detailed findings.

Legend	
Score Range (For level of satisfaction)	Cell color
Score less than or equal to 60%	
Score between 60% and 69%	
Score greater than or equal to 70%	

### 4.1 Summary of the Survey module for Basic (Wireline) Operators in the Assam circle

S. N.	Customer Perception of Services	Benchmark	BSNL
1	% subscribers satisfied with the provision of service	>95%	67%
2	% subscribers satisfied with the billing performance (Post paid customers)	>90%	70%
3	% subscribers satisfied with help services	>90%	61%
4	% subscribers satisfied with network performance, reliability and availability	>95%	68%
5	% subscribers satisfied with maintainability	>95%	55%
6	Overall customer satisfaction	>95%	68%
7	% subscribers satisfied with offered supplementary services	>95%	Low base

In all of the measures of satisfaction BSNL does not meet the TRAI benchmark which is set with respect to the corresponding parameter. In general, the scores of BSNL range from 52% to 70%. The satisfaction score for prepaid subscribers with billing performance is not mentioned as the subscriber base for prepaid subscribers is quite low for BSNL. BSNL subscribers' level of satisfaction with supplementary services offered is the lowest at 52% while it is the highest for billing performance with postpaid subscribers at 70%. BSNL also scores quite low for maintainability aspects at 55%. The satisfaction level with service provisioning is 67% while for help services offered it stands at 61%. For network related parameters and overall satisfaction, BSNL subscribers' level of satisfaction stands at 68%.

#### 4.1.2 Consumer Protection and Grievance Scores for the Basic (Wireline) survey

##### 1. Redressal Mechanism – Basic (Wireline)

S. N.	Sub-parameter	BSNL
1	Awareness of three stage grievance mechanism	38%
2	For new customers, provisioning of 'Manual of Practice' while taking the new connection	0%

The awareness of three stage grievance mechanism stands at 38% for BSNL. The scores for provisioning of Manual of Practice are low because around 98% of the subscribers have taken their connection more than a year ago.

**2. Redressal Mechanism - Stage 1: Call Center**

S. N.	Sub-parameter	BSNL
1	Awareness of Call center for redressing grievances	38%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	17%
3	Call center informing about the action taken on complaints	53%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	5%
5	% subscribers satisfied with the complain resolution by call center	63%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) is at 38%. Out of the subscribers who are aware, 17% of them have made a complaint to the call center in the last 6 months. However, only 53% were informed about the action taken on their complaints and only 5% claim that their complaints were resolved within 4 weeks. The subscriber satisfaction with complaint resolution process of the call center is at a level of 63%.

**3. Redressal Mechanism - Stage 2: Nodal Officer**

S. N.	Sub-parameter	BSNL
1	Awareness of Nodal officer for redressing grievances	7%
2	Awareness of contact details of Nodal officer	3%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low at 7%. Also only 3% of the subscribers met were aware of the contact details of the nodal officer.

**4. Redressal Mechanism - Stage 3: Appellate Authority**

S. N.	Sub-parameter	BSNL
1	Awareness of Appellate authority for redressing grievances	5%
2	Awareness of contact details of Appellate authority for filing of appeals on complaints	3%

The awareness of the Appellate authority for redressing grievances (i.e. Stage 3 of the 3 stage process) is 5%. Out of those aware only 3% of the subscribers were aware of the contact details of the appellate authority.

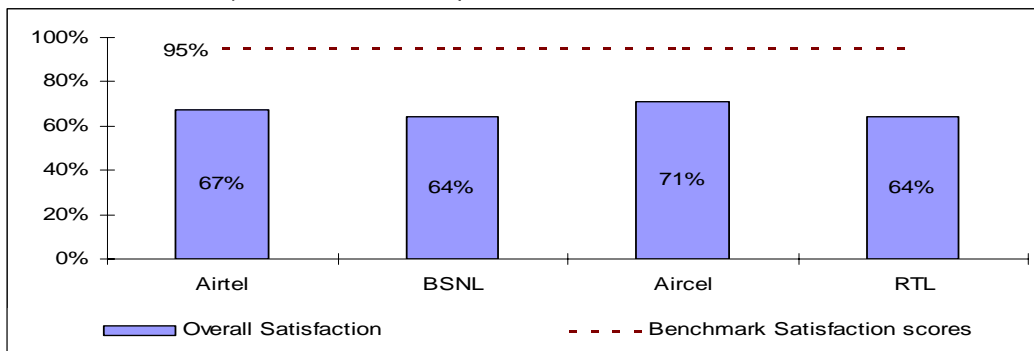
## 4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Assam circle

The survey results for the Cellular Mobile (Wireless) operators in the Assam circle clearly show that Help Services and Supplementary services are two areas where service providers have scored relatively less as compared to other parameters

S. N.	Customer Perception of Services	B'mark	Airtel	BSNL	Aircel	RTL
1	%age subscribers satisfied with the provision of service	>95%	67%	64%	71%	64%
2	%age subscribers satisfied with the billing performance (postpaid)	>90%	74%	67%	72%	63%
3	%age subscribers satisfied with the billing performance (prepaid)	>90%	68%	68%	68%	67%
4	%age subscribers satisfied with help services	>90%	61%	50%	62%	55%
5	%age subscribers satisfied with network performance, reliability and availability	>95%	72%	68%	68%	59%
6	%age subscribers satisfied with maintainability	>95%	73%	68%	68%	57%
7	Overall customer satisfaction	>95%	72%	68%	68%	61%
8	%age subscribers satisfied with offered supplementary services	>95%	66%	56%	60%	63%

In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter.

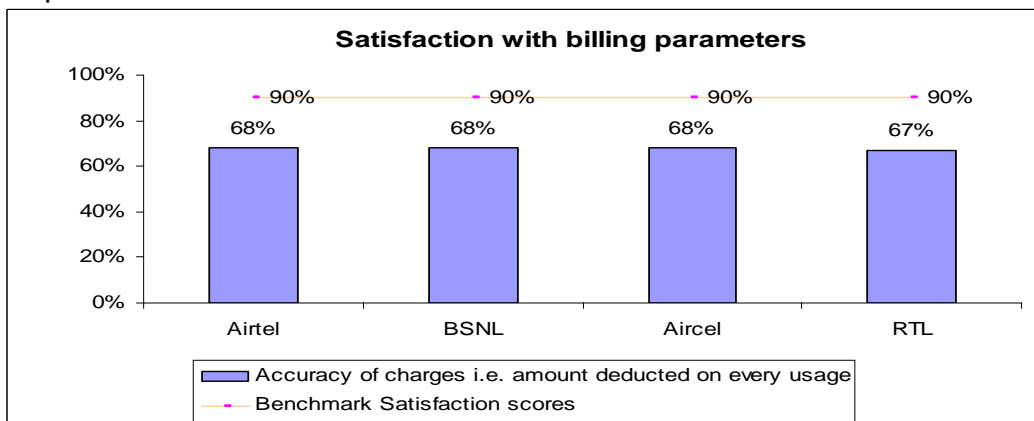
### Service Provision (Benchmark – 95%)



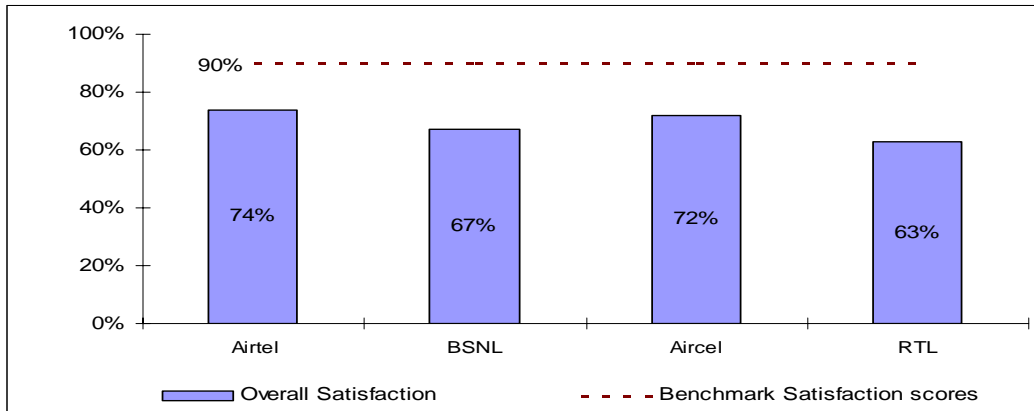
Level of satisfaction with service provision is highest amongst Aircel subscribers at 71% but still it is way below the TRAI specified benchmark of 95%. Airtel has a satisfaction level of 67% while RTL and BSNL lag behind with a subscriber satisfaction level of 64%.

### Billing performance (Benchmark – 90%)

#### Pre-paid Subscribers

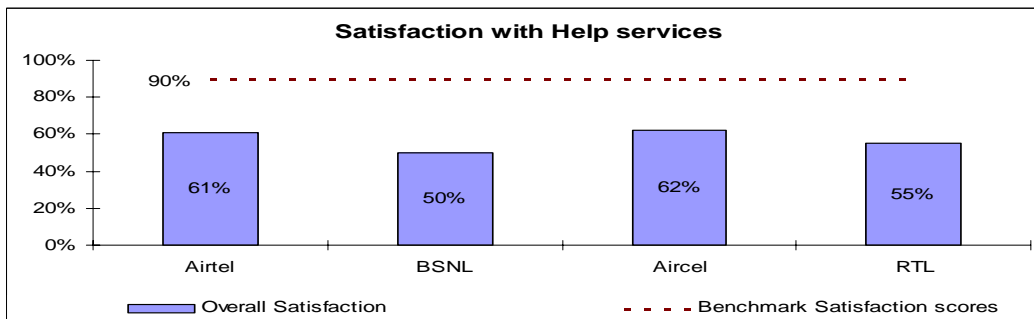


### Post-paid Subscribers



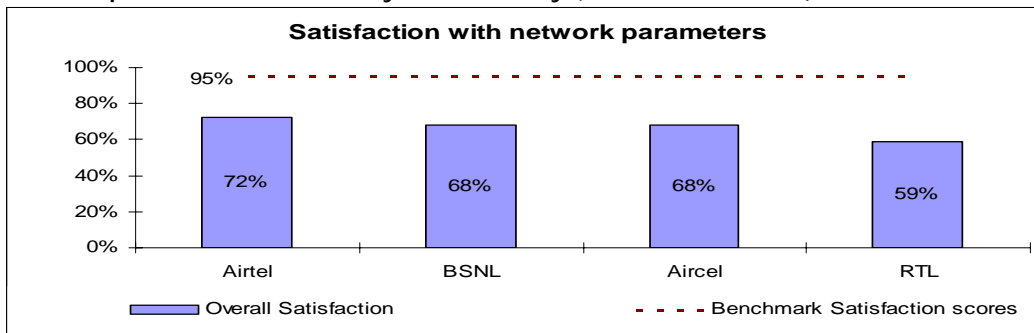
On an overall basis, the satisfaction level of prepaid subscribers is relatively the same for all operators but is way below the TRAI benchmark set at 90%. Airtel postpaid subscribers have the highest level of satisfaction at 74%. The satisfaction scores for post paid operators range from 63% to 74%.

### Help Services (Benchmark – 90%)



Satisfaction level with help services is highest amongst Aircel subscribers at 62% followed closely by Airtel subscribers at 61%. The lowest score is observed for BSNL subscribers at 50%.

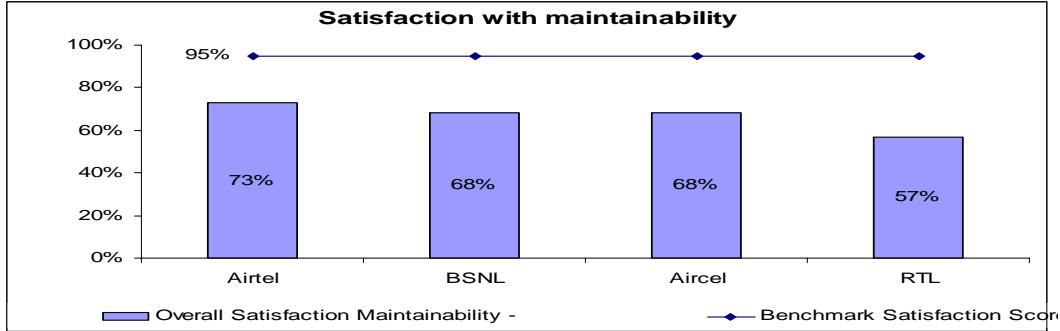
### Network performance, reliability & availability (Benchmark – 95%)



The level of satisfaction with network related parameters is the highest amongst Airtel subscribers at 72% followed closely by BSNL and Aircel subscribers at 68%. It is the lowest for RTL subscribers at 59% which could be a result of increased levels of network related problems faced by these subscribers.

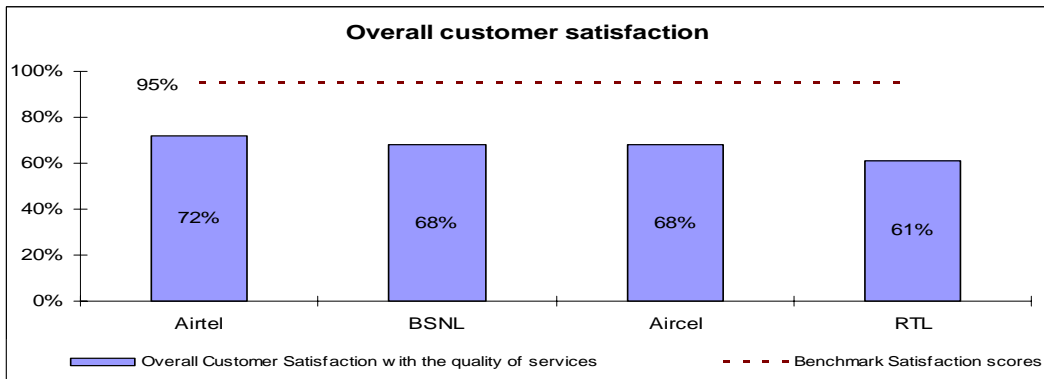


### Maintainability (Benchmark – 95%)



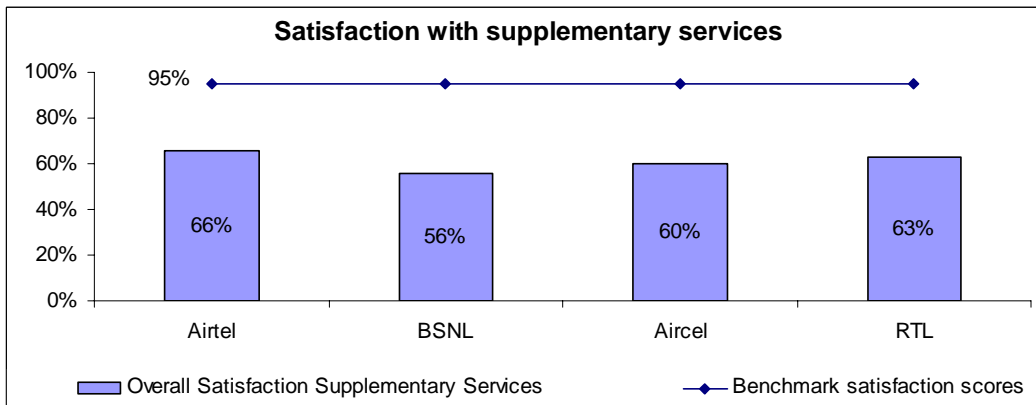
The level of satisfaction scores with maintainability of all service providers fall short with respect to TRAI benchmark of 95%. It is the highest amongst Airtel subscribers at 73%. As observed across network related parameters, RTL lags behind other service providers in this parameter too with a satisfaction level of only 57%.

### Overall level of satisfaction (Benchmark – 95%)



The highest scores are observed amongst Airtel subscribers at 72%. The overall level of satisfaction is the lowest across RTL subscribers at a meager 61%.

### Supplementary services (Benchmark – 95%)



Satisfaction with quality of supplementary services is the highest for Airtel subscribers at 66% followed by RTL at 63%. BSNL lags behind in this aspect with the level of subscriber satisfaction standing at only 56%

## 4.2.1 Consumer Protection and Grievance Scores for the Cellular Mobile (Wireless) survey

### Redressal Mechanism

S. N.	Sub-parameter	Airtel	BSNL	Aircel	RTL
1	Awareness of three stage grievance mechanism	34%	33%	28%	29%
2	For pre-paid customers, awareness about item-wise call charge details on request	24%	17%	23%	13%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	4%	5%	4%	5%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	10%	4%	8%	6%

The awareness of three stage grievance mechanism is observed to be low across the subscribers of all the service providers. It is maximum for Airtel at 34% and lowest for Aircel at 28%

As far as awareness of item-wise call charges details among pre-paid customers is concerned, 24% of Airtel subscribers are aware that they can get item-wise call charge details on request whereas only 13% of RTL subscribers are aware of getting item-wise call charge details on request.

Among the pre-paid subscribers who are aware of item wise usage charge details 4% to 5% of subscribers of all operators were denied of item-wise bill for the pre-paid connection.

As far as provisioning of 'Manual of Practice' for new customers is concerned, 10% of new Airtel subscribers have been handed over 'Manual of Practice' while taking the new connection. The number is quite low for BSNL with only 4% new subscribers being handed the 'Manual of Practice' at the time of taking the connection.

### Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	Aircel	RTL
1	Awareness of Call center for redressing grievances	34%	29%	30%	30%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	12%	6%	12%	10%
3	Call center informing about the action taken on complaints	54%	41%	49%	24%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	4%	5%	2%	0%
5	Percentage satisfied with the complain resolution by call center	59%	58%	56%	54%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 29% to 34% for all the service providers. For BSNL only 29% of the subscribers are aware of the call center while for Airtel the same is 34%.

The Percentage of consumers making any complaints to the toll free number within last 6 months is highest for Airtel and Aircel with 12% subscribers making complaints.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, only 24% of RTL subscribers were informed about the action taken on complaints. All the operators score quite low on this aspect with the highest score observed for Airtel at 54%.

The complaint resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. For RTL none of the subscribers claim that their complaint was resolved within 4 weeks. For BSNL, 5% of the subscribers claim that their complaint was resolved within 4 weeks.

The scores for satisfaction level of subscribers with complaint resolution by the call center range from 54% to 59% for all service providers with Airtel scoring the highest and RTL the lowest.

#### Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	BSNL	Aircel	RTL
1	Awareness of Nodal Officer for redressing grievances	2%	5%	1%	29%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low across all the service providers except RTL. For RTL, 29% of their subscribers are aware of the Nodal officer as a form of grievance redressal mechanism. Lowest scores are observed for Airtel at 1%

#### Redressal Mechanism - Stage 3: Appellate Authority

Of all the subscribers contacted across all the service providers, negligible percent is even aware of the Appellate Authority.

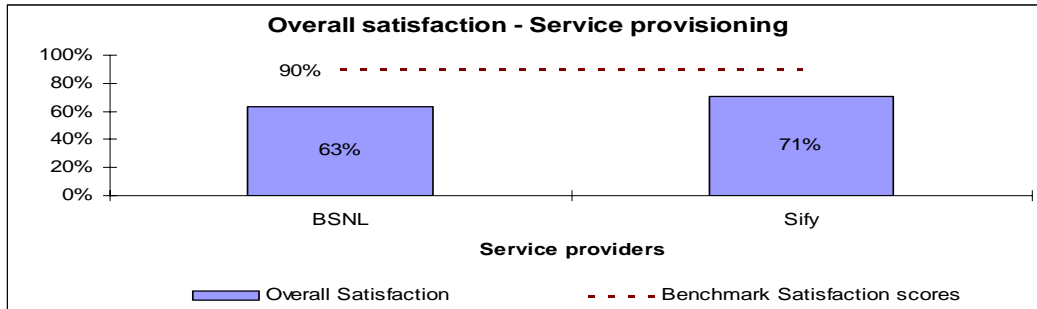
### 4.3 Summary of the Survey module for Broadband Operators in the Assam circle

Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	B'mark	BSNL	Sify
1	% subscribers satisfied with the provision of service	>90%	63%	71%
2	% subscribers satisfied with the billing performance (Prepaid customers)	>90%	Low base	63%
3	% subscribers satisfied with the Billing performance (Postpaid customers)	>90%	64%	65%
4	% subscribers satisfied with help services	>85%	52%	55%
5	% subscribers satisfied with network performance, reliability and availability	>85%	59%	64%
6	% subscribers satisfied with maintainability	>85%	63%	63%
7	Overall level of customer satisfaction	>85%	62%	66%
8	% subscribers satisfied with offered supplementary services	>85%	69%	72%

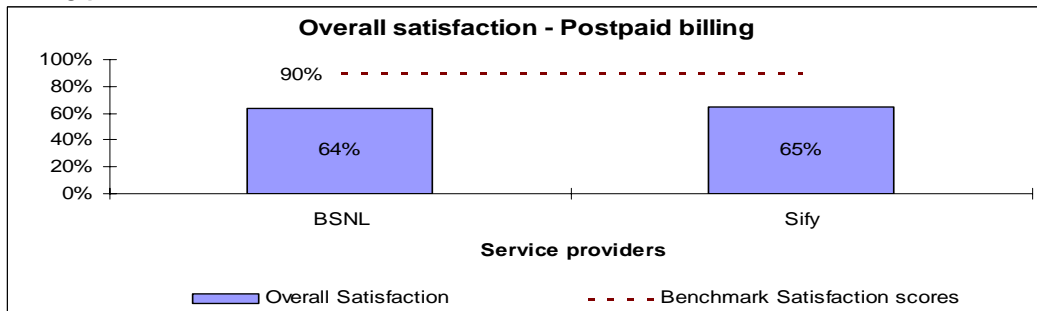
None of the operators of broadband service meet the TRAI benchmark on any of the parameters. Relatively the performance of Sify and Broadband are comparable on almost all the parameters.

#### Service Provision (Benchmark – 90%)



For service provision aspect Sify has a satisfaction level of 71% while BSNL scores 63% on this aspect.

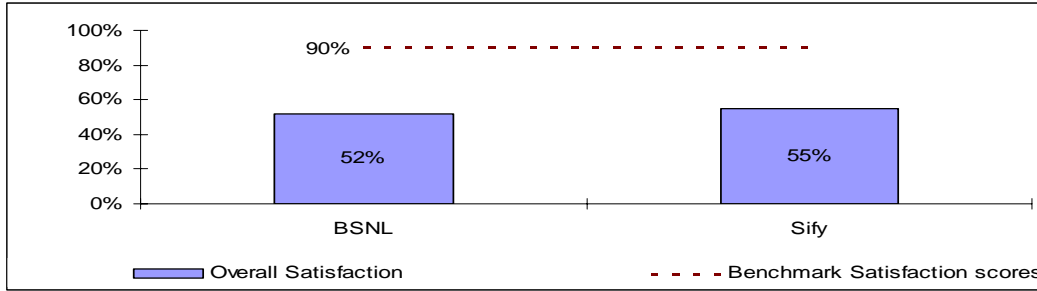
#### Billing performance (Benchmark – 90%)



The subscriber base for BSNL prepaid subscribers is almost negligible. Sify prepaid subscribers have a satisfaction level of 63% with billing performance.

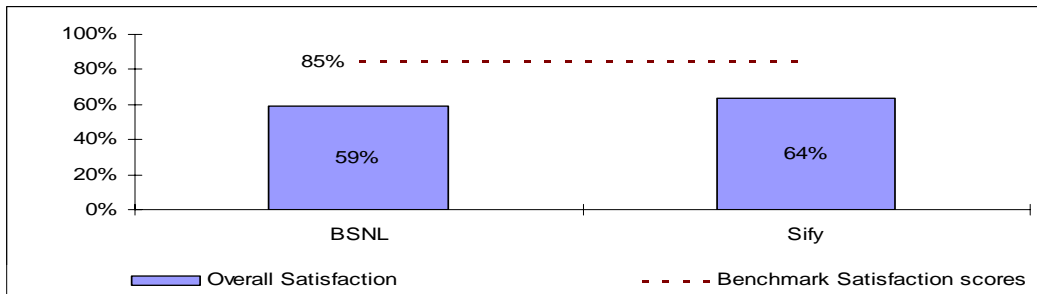
Sify postpaid subscribers have a satisfaction level of 65% while BSNL has a satisfaction level of 64%.

### Help Services (Benchmark – 90%)



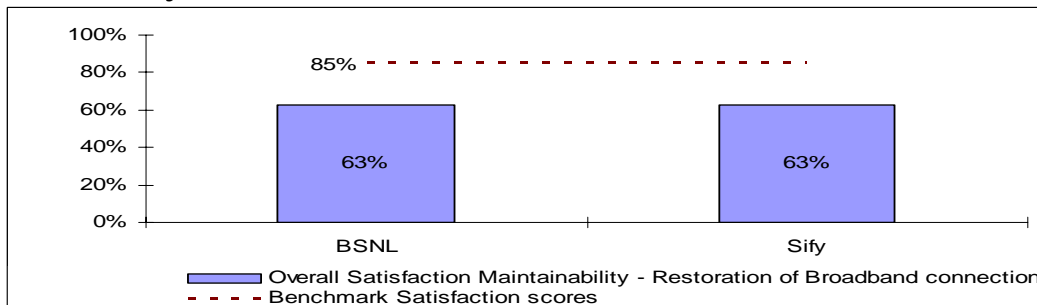
Satisfaction level of subscribers with help services is quite low for both the operators. Sify has a subscriber satisfaction level of 55% while BSNL has a satisfaction level of only 52%.

### Level of satisfaction with network performance, reliability and availability (Benchmark – 85%)



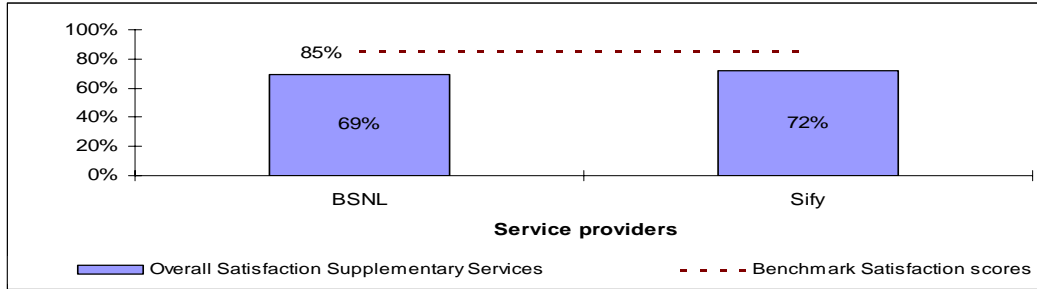
Sify with a subscriber satisfaction level of 64% leads BSNL (59%) on satisfaction level with network performance, reliability and availability.

### Maintainability (Benchmark - 85%)



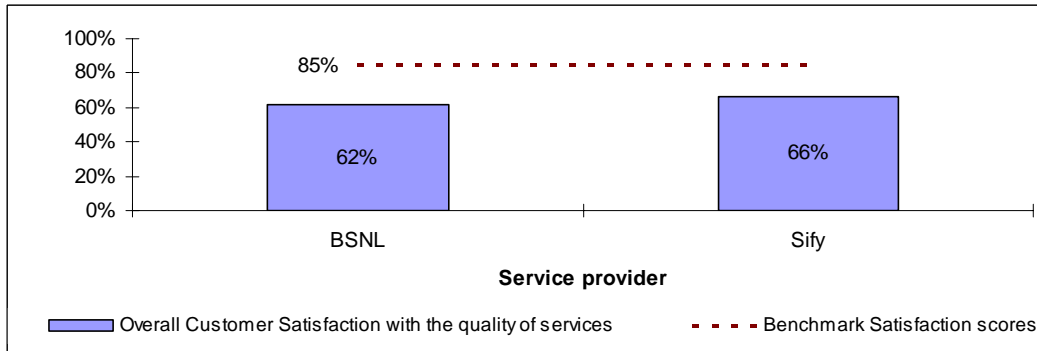
Both the operators score 63% on this aspect which is way below the TRAI benchmark of 85%.

### Supplementary Services (Benchmark - 85%)



SIFY leads the way with a subscriber satisfaction level of 72% with supplementary services offered. However BSNL lags behind Sify in this aspect too with a satisfaction level of 69%. The scores across this parameter too do not come anywhere near to attaining the TRAI benchmark of 85%.

### Overall level of customer satisfaction (Benchmark - 85%)



Both the operators are meeting the benchmark on overall level of satisfaction. Sify leads the way with a score of 66% which also falls way below the TRAI benchmark of 85%. BSNL subscribers have an overall satisfaction level of 62%.

## 4.3.1 Consumer Protection and Grievance Scores for the Broadband survey

### Redressal Mechanism

S. N.	Sub-parameters	BSNL	Sify
1	Awareness of three stage grievance mechanism	52%	13%
2	For pre-paid customers, awareness about item-wise call charge details on request	Low base	3%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection		0%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	4%	10%

The awareness of three stage redressal mechanism is quite high amongst BSNL subscribers with more than one out of every two subscribers being aware of the three stage redressal mechanism. Sify scores relatively low on awareness of three stage grievance mechanism at 13%.

Only 4% of BSNL and 10% of Sify subscribers were provided with the manual of practice at the time of taking the connection. The awareness of item-wise call charge details quite low for Sify prepaid subscribers at a level of only 3%.

### Stage 1: Call Center

S. N.	Sub-parameter	BSNL	Sify
1	Awareness of Call center for redressing grievances	53%	13%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	26%	8%
3	Call center informing about the action taken on complaints	38%	58%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	13%	26%
5	Percentage satisfied with the complain resolution by call center	44%	52%

Only 53% of BSNL and 13% of Sify subscribers are aware of the presence of Call center in Assam. Only 8% of Sify and 26% of BSNL subscribers have made a complaint to the call center in the last 6 months. Amongst all the cases of complaints, 58% Sify and 38% BSNL subscribers were informed about the action taken on their complaints. However, only 26% Sify and 13% BSNL subscribers' complaints were resolved within 4 weeks. The level of satisfaction with the complaint resolution process of call center amongst Sify subscribers is 52% while it is 44% for BSNL subscribers.

### Stage 2: Nodal Officer

S. N.	Sub-parameter	BSNL	Sify
1	Awareness of Nodal officer for redressing grievances	19%	3%
2	Awareness of contact details of Nodal officer	14%	2%
3	Penetration of consumers made any complaints to the Nodal officer for unresolved complaints from Call center	33%	Low Base
4	Percentage of respondents approaching the Nodal officer easily	59%	
5	Nodal officer informing about the action taken on complaints	71%	
6	Percentage satisfied with the system of complain resolution by Nodal officer	53%	

The awareness of the existence of Nodal officer as a second level of resolution of complaints is abysmally low amongst subscribers with only 19% of BSNL and 3% of Sify subscribers saying that they are aware of the nodal officer. Of those who were aware of Nodal officer, as low as 2% Sify and as high as 14% of BSNL subscribers say that they are aware of the contact details of nodal officer. The operators should proactively tell the consumers about the same. One-third of BSNL subscribers who are aware of contact details of the nodal officer have made a complaint. The percentage satisfaction level on ease of approaching the nodal officer stands at 59% while the satisfaction level is 71% with the nodal officer informing about the action taken on their complaints. The overall satisfaction of BSNL subscribers with the complaint resolution process of the nodal officer stands at 53%.

### Stage 3: Appellate Authority

S. N.	Sub-parameter	BSNL	Sify
1	Awareness of Appellate authority for redressing grievances	14%	2%

Only 14% BSNL and 2% Sify subscribers are aware of the appellate authority. However, the people complaining to Appellate Authority are minimal across both service providers.

## 5.1 Detailed Findings – Basic Wireline

This section of the report details with the performance of service providers on all the sub-aspects of various 'Quality of Service' parameters.

### 5.1.1 Service Provision sub-aspects

Service Provision	BSNL
<b>Penetration for New Connection</b>	
Less than 6 months	1%
6 - 12 months	1%
More than 12 months	98%
Penetration - Requisition for shifting	12%
Penetration - Requisition for re-activation	25%

**a. Last application for a phone connection:** This aspect seeks to find out the recency of applying for a new wireline phone connection of subscribers for various service providers. Only 2% of the total BSNL subscribers have taken a connection in the last 12 months.

#### **b. Request for shifting the connection**

As expected, the Percentage for the request for shifting the wireline connection is quite low for BSNL with 12% of subscribers contacted requesting for a shift in connection.

#### **c. Requisition for re-activation, if the connection is temporarily deactivated**

The percentage of requisition for re-activation, if the connection is temporarily deactivated is also quite low for BSNL at a level of 25%.

**d. Time taken for activation of new connection:** This aspect seeks to find out the performance of various providers on the time taken to activate a new connection i.e. in how many days after taking a new connection is the person able to make / receive calls. 86% of the subscribers claim that their connection was activated within 7 days while the rest 14% claimed that their connection was activated between 7 and 15 days of applying for it.

#### **Satisfaction on sub-aspects of service provision:**

Satisfaction with Service Provision	BSNL
Satisfaction with new connection	76%
Satisfaction with shifting	67%
Satisfaction with re-activation	66%
Overall Satisfaction	67%

When it comes to various sub parameters of service provisioning, BSNL at 66% has lowest level of subscriber satisfaction with re-activation of the subscribers' connection while it has highest satisfaction level with time taken for provisioning of new connection.



**Overall Satisfaction with service provisioning**

<u>Overall Very Satisfied &amp; Satisfied scores</u>	<b>BSNL</b>
Very Satisfied	22%
Satisfied	60%
Percentage subscribers satisfied	82%

BSNL’s 82% subscribers claim that they are either “Very Satisfied” or “Satisfied”.

**5.1.2 Billing Related sub-aspects**

This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

**Post-paid Subscribers**

**a. Percentage of Billing Complaints**

The Percentage of postpaid subscribers making billing complaints is low for BSNL at 11%. The prime reason for making a billing complaint is that 74% subscribers claim that they have been charged for calls / services they have not used.

**b. Satisfaction with various billing parameters**

<u>Satisfaction with Billing Parameters</u>	<b>BSNL</b>
Timely delivery of bills	70%
Accuracy of bills	71%
Process of resolution of billing complaints	51%
Clarity i.e. transparency and understandability of bills	72%
Overall Satisfaction	70%

As far as timely delivery, accuracy and clarity of bills is concerned, BSNL scores 70%, 71% and 72% respectively. Process of resolution of billing complaints is the major pain point for BSNL postpaid customers with a subscriber satisfaction level of 51%.

**Level of satisfaction with Billing – Post paid subscribers:**

<u>Overall Very Satisfied &amp; Satisfied scores</u>	<b>BSNL</b>
Very Satisfied	26%
Satisfied	60%
Percentage subscribers satisfied	86%

Interestingly for BSNL as high as 26% subscribers claim that they are very satisfied with billing performance. On an overall basis 86% BSNL subscribers claim to be either “satisfied” or “very satisfied”.

### 5.1.3 Help Services Related sub-aspects

#### a. Percentage of subscribers making Query in last 12 months

Help Services / Customer Care	BSNL
Penetration - Query made in last 12 months	22%

As far as Customer Care services are concerned, 22% of BSNL respondents have made query in the last 12 months.

#### b. Satisfaction with Help Services / Customer Care

Satisfaction with Help Services / Customer Care	BSNL
Ease of access of call center toll free number	60%
Response time to answer call by customer care executive	64%
Problem solving ability of customer care executive	62%
Time taken by customer care executive in resolving complaints	59%
Overall Satisfaction	61%

All the sub aspects under help service have satisfaction scores less than 65% for BSNL. Among all the sub-aspects, BSNL scores the lowest on time taken by customer care executive to solve the problem.

Overall Very Satisfied & Satisfied scores	BSNL
Very Satisfied	18%
Satisfied	54%
Percentage subscribers satisfied	72%

For Help Services / Customer Care overall satisfaction 72% of subscribers met for BSNL claim to be either Very Satisfied or Satisfied with help services offered by customer care.

### 5.1.4 Network performance, reliability and availability related sub-aspects

#### a. Satisfaction with network performance, reliability and availability

Network Performance, Reliability and Availability	BSNL
Availability of working telephone (with dial tone)	67%
Ability to make or receive calls easily	68%
Voice quality	69%
Overall Satisfaction	68%

Level of satisfaction of subscribers with network related parameters for BSNL ranges from 67% to 69% for all sub-aspects.

Overall Very Satisfied & Satisfied scores	BSNL
Very Satisfied	24%
Satisfied	58%
Percentage subscribers satisfied	82%

The top 2 box satisfaction score of BSNL is at 82% for network related parameters with 24% of them claiming that they are very satisfied with network performance, reliability and maintainability.

### 5.1.5 Maintainability related sub-aspects

Maintainability (Fault Repair)	BSNL
Penetration of fault in the telephone in last 12 months	49%
<b>Number of times telephone became faulty</b>	
Nil	45%
One time	28%
2 - 3 times	20%
More than 3 times	7%
<b>Time taken in repairing fault</b>	
1 day	15%
2 - 3 days	54%
4 - 7 days	20%
More than 7 days	11%

Just less than half of BSNL subscribers claim to have experienced a fault in their connection in the last 12 months. When it comes to comparing number of times the subscriber's telephone became faulty out of the base of the subscriber who have faced any problem in their connection in the last 12 months, 55% of BSNL customers have faced problem one or more time in last 1 month. 69% of BSNL subscribers claim that their problems are resolved within 3 days.

Overall Very Satisfied & Satisfied scores	BSNL
Very Satisfied	11%
Satisfied	50%
Percentage subscribers satisfied	61%

As far as percentage of total satisfied subscribers with the maintainability aspects is concerned, 61% of BSNL subscribers are either 'Very Satisfied' or 'Satisfied' with it whereas the percentage of subscribers who are very satisfied is only 11%.

### 5.1.6 Supplementary services

Supplementary Services	BSNL
Penetration of supplementary services	2%

Only 2% of BSNL subscribers avail the supplementary services provided by the operators

### 5.1.7 Overall Customer Satisfaction

As far as overall customer satisfaction with the 'Quality of Services' is concerned, 89% of subscribers for BSNL claim that they are either satisfied for very satisfied with Quality of service. Interestingly, only 17% of subscribers for BSNL claim that they are very satisfied with QoS.

### 5.1.8 Redressal Mechanism

<b>Stage 1: Customer Care</b>	<b>BSNL</b>
Penetration - Complains made to customer care within last 6 months	17%
Customer care informing about the action taken on the complaint	53%
Resolution of complaint by customer care within 4 weeks of lodging complaint	5%
If lodged a complaint, provisioning of docket number:	
- No docket number received even on request	36%
- No docket number received for most of the complaints	8%
- Docket number received for most of the complaints	56%

Only 17% of subscribers of BSNL claimed that they have made a complaint in their call center within last six months. However, only 53% of them were informed about the action taken on their complaints. As many as 36% subscribers claimed that they were not provided a docket number even after requesting for the same.

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>BSNL</b>
Very Satisfied	20%
Satisfied	55%
Percentage subscribers satisfied	75%

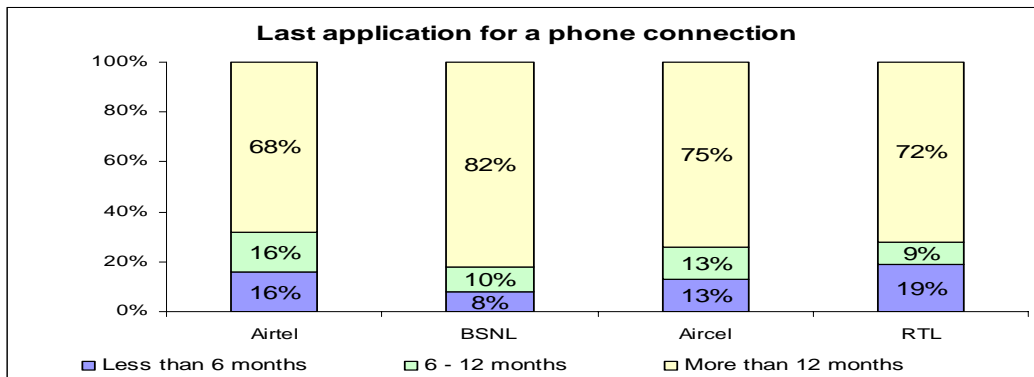
3 out of every 4 subscribers who had made complaint in the past six months for BSNL were either satisfied or very satisfied with the resolution of complaints by call centre

## 5.2 Detailed Findings – Cellular Mobile Services

This section details out the performance of service providers on all the sub-aspects of various 'Quality of Service' parameters.

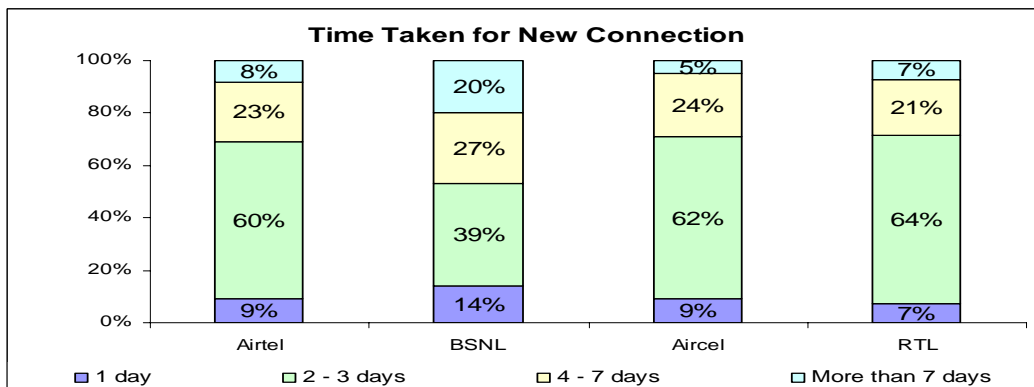
### 5.2.1 Service Provision

**a. Last application for a phone connection:** This aspect seeks to find out the recency of applying for a new mobile phone connection of subscribers for various service providers.



More than 3 out of every 10 Airtel subscribers contacted for the purpose of this survey have taken their connection in the last 12 months. Only 18% of BSNL subscribers have taken a connection in the last 12 months.

**b. Time taken for activation of new connection:** This aspect seeks to find out the performance of various providers on the time taken to activate a new connection i.e. in how many days after taking a new connection is the person able to make / receive calls.



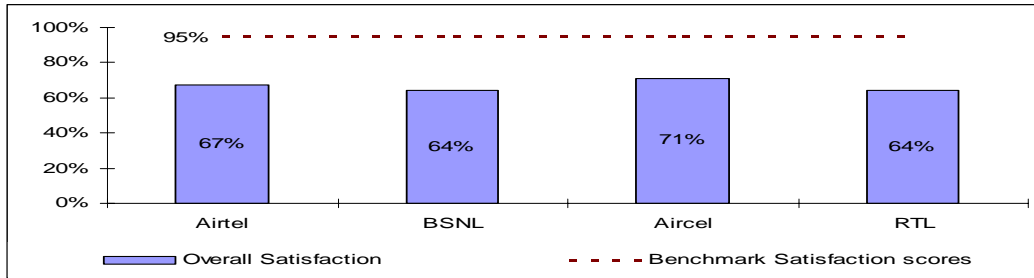
Around 7 out of every 10 Airtel, Aircel & RTL subscribers claim that their new connection was activated within 3 days of applying for it. However, only 53% of the BSNL subscribers claim that their connection was activated within 3 days.

**c. Satisfaction on sub-aspects of service provision:**

<b>Satisfaction with Service Provision</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Satisfaction with time taken to provide new connection	68%	64%	69%	66%
Satisfaction with re-activation	56%	64%	79%	56%
Overall Satisfaction	67%	64%	71%	64%

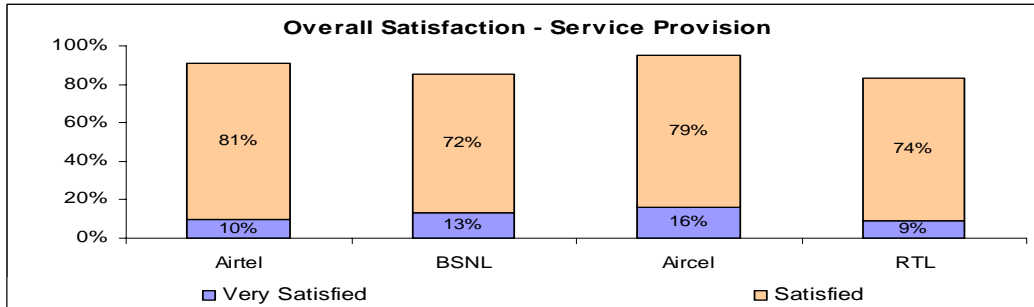
Satisfaction level of subscribers of all the service providers range from 64% to 69% with the time taken to get an new connection. Satisfaction with time taken for re-activation of service is the highest for Aircel users at 79% while it is the lowest for Airtel and RTL at 56%.

**Level of satisfaction with service provisioning:**



The scores of level of satisfaction have been explained in the executive summary.

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Very Satisfied	10%	13%	16%	9%
Satisfied	81%	72%	79%	74%
Percentage subscribers satisfied	91%	85%	95%	83%



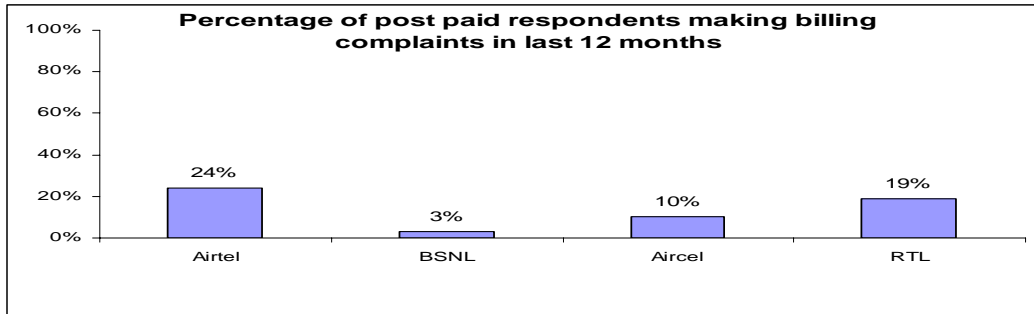
Aircel leads the pack in overall subscribers satisfied with 95% subscribers claiming that they are either "Very Satisfied" or "Satisfied". The same is lowest for RTL at 83%.

## 5.2.2 Billing Aspects

This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

### a. Postpaid subscribers:

#### i. Percentage of billing complaints



The Percentage of postpaid subscribers making billing complaints is quite high for Airtel at 24% while it is the lowest for BSNL at 3%.

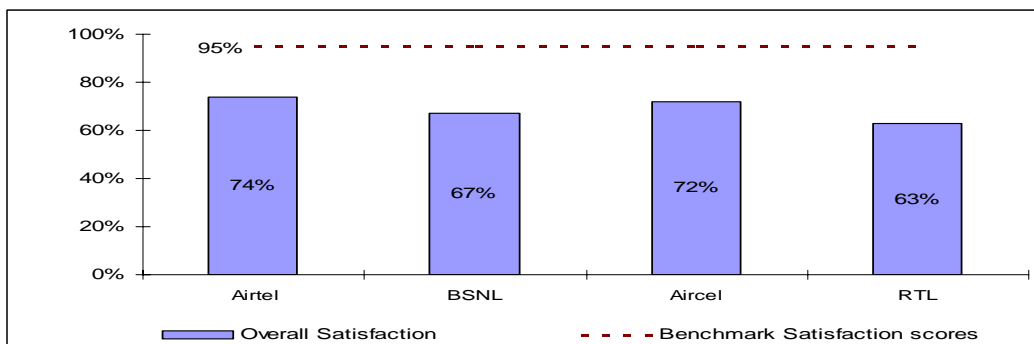
#### ii. Satisfaction with various billing parameters

Satisfaction with Billing Parameters	Airtel	BSNL	Aircel	RTL
Timely delivery of bills	76%	64%	70%	64%
Accuracy of bills	76%	69%	73%	64%
Process of resolution of billing complaints	67%	53%	67%	57%
Clarity i.e. transparency and understandability of bills	72%	67%	73%	62%
Overall Satisfaction	74%	67%	72%	63%

Generally, subscribers across most of the service providers have low levels of satisfaction with the process of resolution of complaints by various service providers, with BSNL being the lowest at 53%.

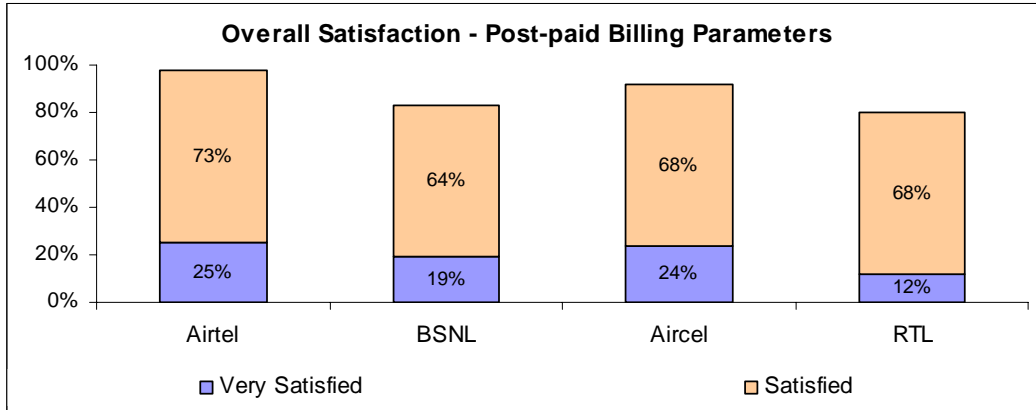
#### iv. Percentage of subscribers satisfied

##### Level of satisfaction with billing performance (Post paid customers)



The scores of level of satisfaction have been explained in the executive summary.

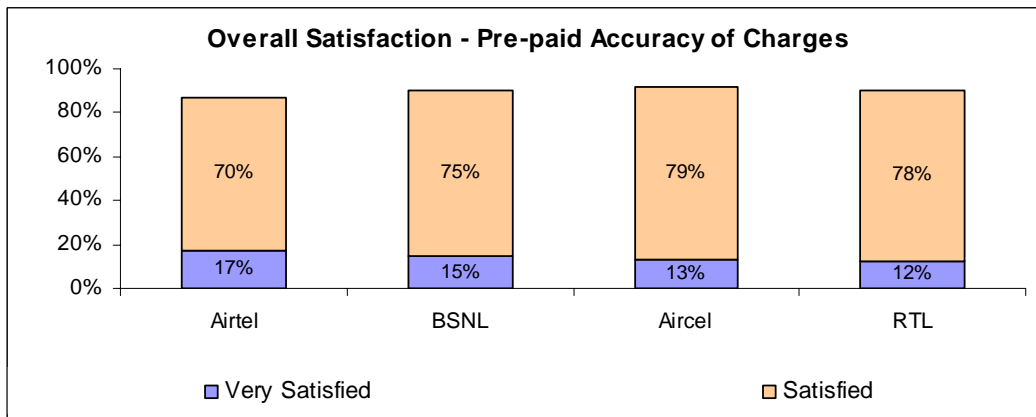
<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Very Satisfied	25%	19%	24%	12%
Satisfied	73%	64%	68%	68%
Percentage subscribers satisfied	98%	83%	92%	80%



The top two box score is highest for Airtel at 98% for post paid billing satisfaction, whereas RTL scores relatively low at 80%

**c. Prepaid subscribers:**

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Very Satisfied	17%	15%	13%	12%
Satisfied	70%	75%	79%	78%
Percentage subscribers satisfied	87%	90%	92%	90%



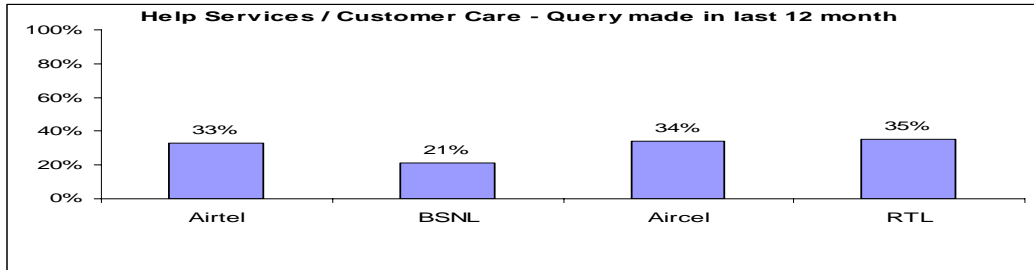
For prepaid subscribers, Aircel has the maximum number of satisfied subscribers with 92% of them saying that they are either "satisfied" or "very satisfied" with accuracy of charges levied. In general it is observed that prepaid subscribers claim to be more satisfied than post paid subscribers in Assam circle when it comes to billing.



### 5.2.3 Help Services

This parameter captures the satisfaction of subscribers on various sub-aspects of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

#### a. Contacted customer care in last 12 months



Around one-third of Airtel, Aircel and RTL subscribers have made a query to the call center in the last 12 months. Only 21% of BSNL subscribers have made a query to the call center in the last 12 months.

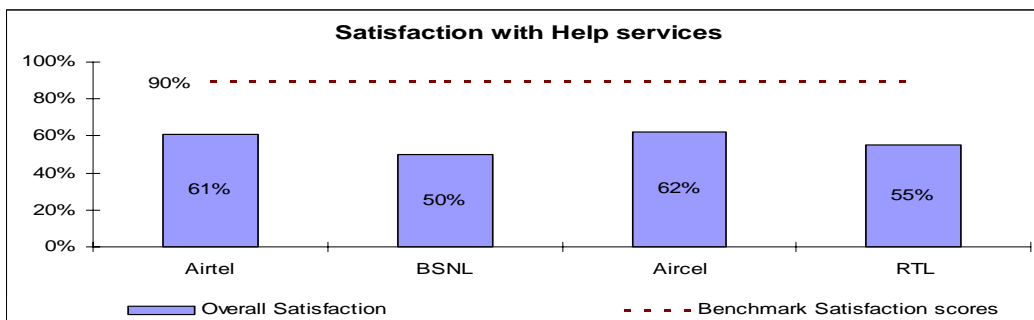
#### b. Level of satisfaction on various sub-aspects of help services

Satisfaction with Help Services / Customer Care	Airtel	BSNL	Aircel	RTL
Ease of access of call center toll free number	62%	43%	60%	55%
Response time to answer call by customer care executive	64%	52%	65%	60%
Problem solving ability of customer care executive	60%	53%	62%	53%
Time taken by customer care executive in resolving complaints	60%	53%	61%	52%
Overall Satisfaction	61%	50%	62%	55%

It is observed that Airtel and Aircel are doing better than other service providers on various sub aspects of help services. BSNL has the lowest score on ease of access to the call center toll free number, time taken to answer call by customer care executive and overall satisfaction.

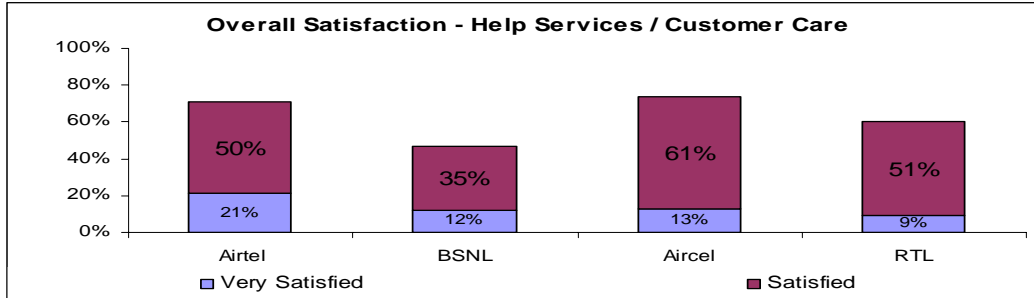
#### c. Percentage of subscribers satisfied

Level of satisfaction:



The scores of level of satisfaction have been explained in the executive summary.

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Very Satisfied	21%	12%	13%	9%
Satisfied	50%	35%	61%	51%
Percentage subscribers satisfied	71%	47%	74%	60%



Both Airtel and Aircel have a top two box score of more than 70%. BSNL needs to improve on this aspect with only 47% of total subscribers claiming to be either satisfied or very satisfied with help services

#### 5.2.4 Network Performance, Reliability & Availability:

This parameter captures the level of satisfaction of subscribers with various network related parameters which includes aspects like availability of signal at all times, whether the person is easily able to make or receive calls and the voice quality of the connection.

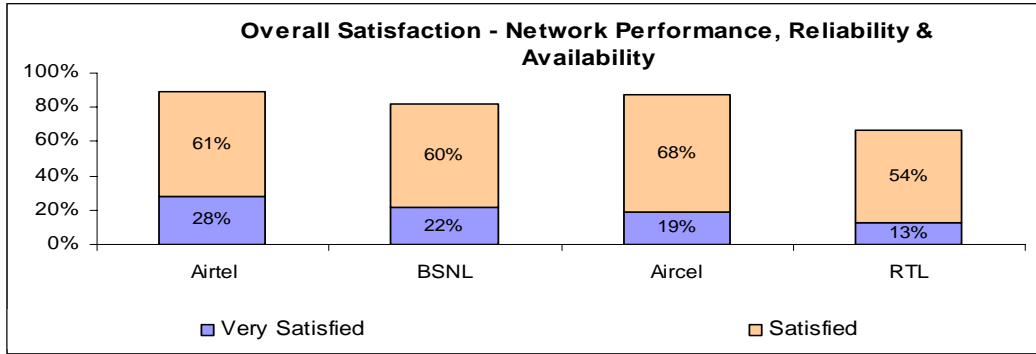
##### a. Level of satisfaction on various sub-aspects of network related parameters

<b>Network Performance, Reliability and Availability</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Availability of signal	72%	66%	66%	54%
Ability to make or receive calls easily	70%	65%	68%	57%
Voice quality	74%	72%	70%	65%
Overall Satisfaction	72%	68%	68%	59%

Airtel emerges as the clear leader in terms of level of subscriber satisfaction on network related parameters. Level of satisfaction of RTL subscribers is the lowest across all the sub-aspects of network related parameters.

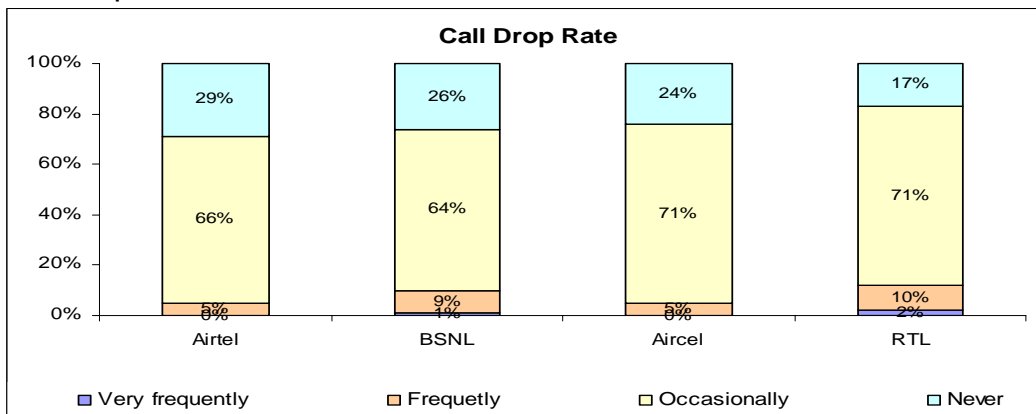
##### b. Percentage of subscribers satisfied with network related parameters

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Very Satisfied	28%	22%	19%	13%
Satisfied	61%	60%	68%	54%
Percentage subscribers satisfied	89%	82%	87%	67%



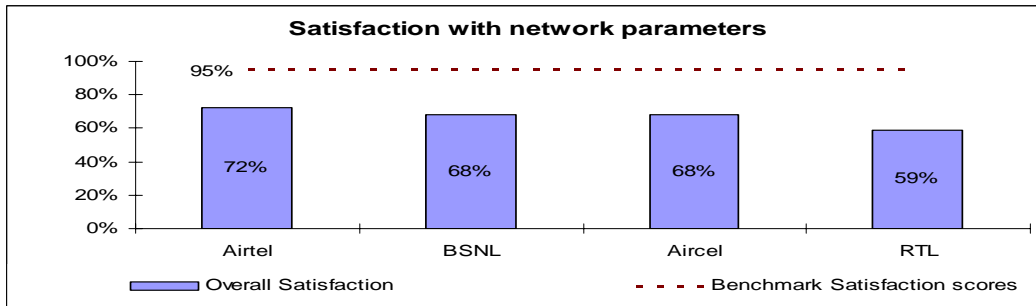
28% of subscribers met for Airtel claim to be very satisfied with network performance in Assam followed closely by BSNL at 22%. Overall top two box score is lowest for RTL at 67%

**c. Call drop rate:**



According to survey results call drops are more frequent for RTL and BSNL with 10% and 9% subscribers respectively claiming that they experience frequent call drops.

**Level of satisfaction:**



The scores of level of satisfaction have been explained in the executive summary.

### 5.2.5 Maintainability:

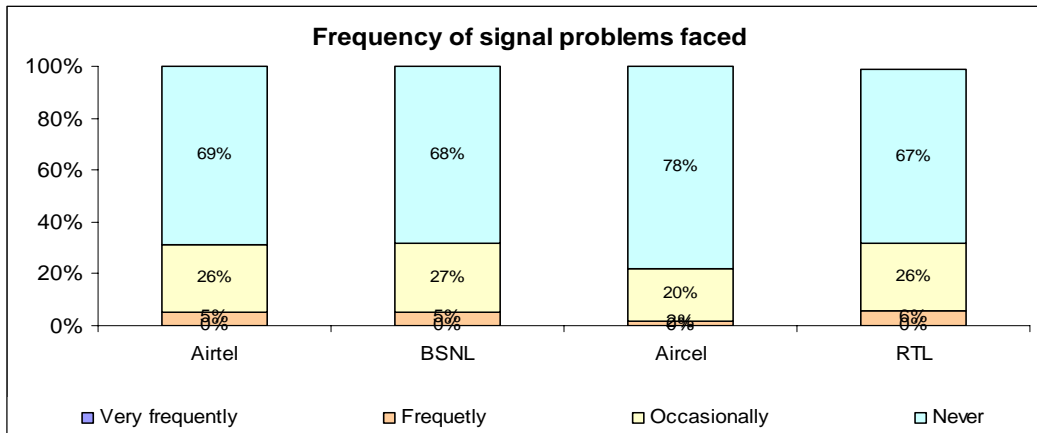
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

#### a. Level of satisfaction on various sub-aspects of maintainability:

Satisfaction - Maintainability	Airtel	BSNL	Aircel	RTL
Availability of signal	72%	67%	68%	58%
Restoration of signal problems	73%	68%	69%	56%
Overall Satisfaction Maintainability	73%	68%	68%	57%

RTL scores lowest on various sub aspects of maintainability with satisfaction level of 58% and 56% for availability of signal and restoration of signal problems respectively. Airtel leads the pack on maintainability aspects too.

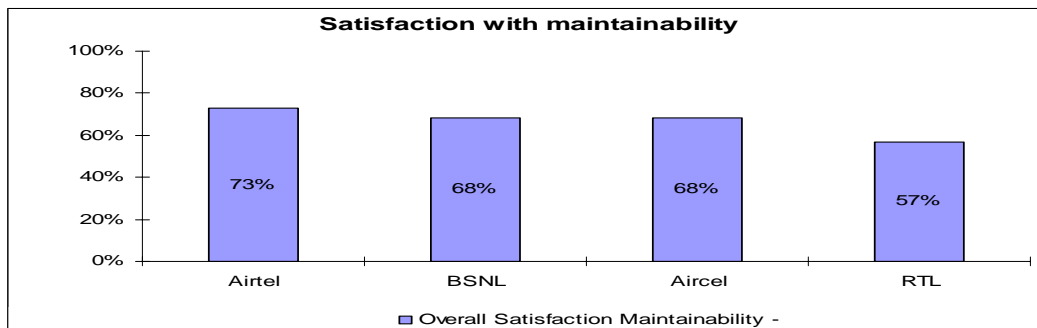
#### b. Frequency of signal problems faced:



None of the subscribers across any operator claim to be suffering signal problems very frequently. 98% of Aircel subscribers claim that they either never or very rarely face signal problems.

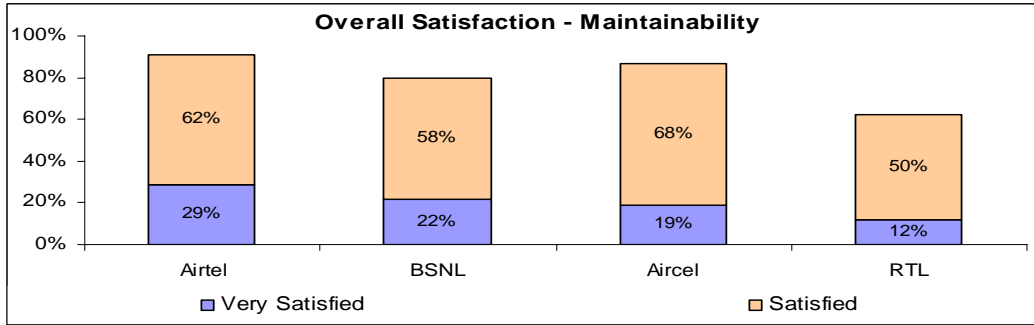
#### c. Percentage of subscribers satisfied with maintainability

##### Level of satisfaction with maintainability:



The scores of level of satisfaction have been explained in the executive summary.

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Very Satisfied	29%	22%	19%	12%
Satisfied	62%	58%	68%	50%
Percentage subscribers satisfied	91%	80%	87%	72%

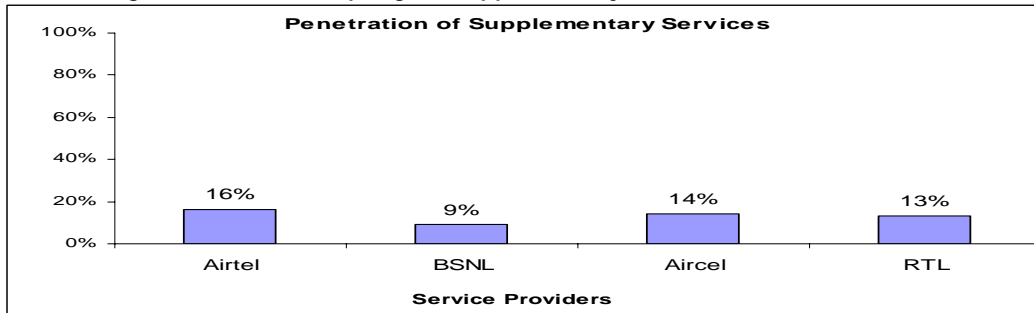


Airtel at 91% emerge as the top service provider on subscriber satisfaction with maintainability. RTL brings up the rear with only 62% subscribers claiming that they are either “satisfied” or “very satisfied” with the maintainability aspects.

### 5.2.6 Supplementary services:

Supplementary services mean the services that the subscribers have to specifically subscribe for. Some of these services are free of cost and for others the subscribers have to pay either monthly charges or they are charged for these services according to its usage. Some of the common supplementary services are call divert, voice mail, GPRS, etc.

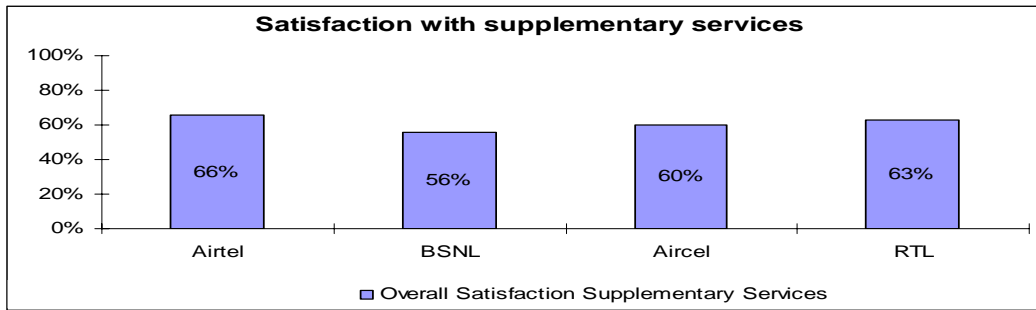
#### a. Percentage of subscribers opting for supplementary services:



The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite low for all service providers. The number drops down to 9% for BSNL and it goes as high as 16% for Airtel. The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

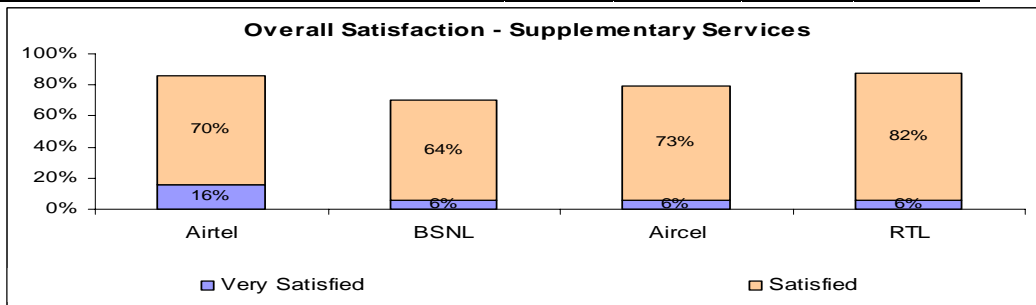
**b. Percentage of subscribers satisfied with supplementary services:**

Level of satisfaction with supplementary services:



The scores of level of satisfaction have been explained in the executive summary.

<b>Overall Very Satisfied &amp; Satisfied scores</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
Very Satisfied	16%	6%	6%	6%
Satisfied	70%	64%	73%	82%
Percentage subscribers satisfied	86%	70%	79%	88%

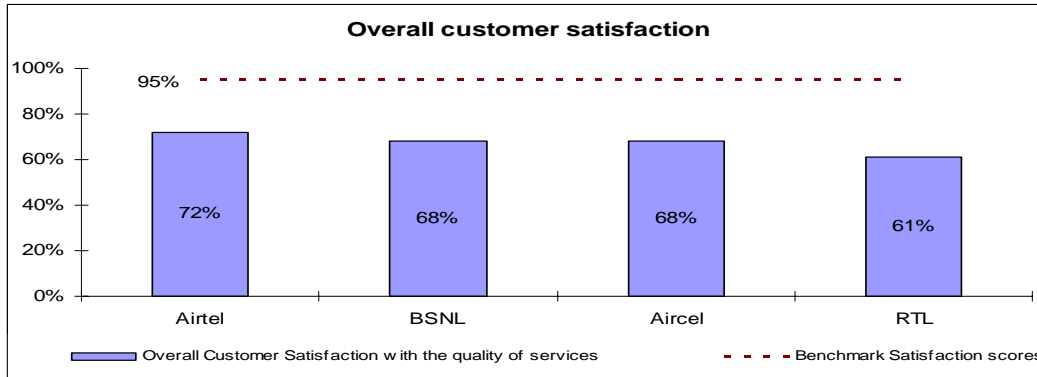


Interestingly, only 6% RTL, Aircel and BSNL subscribers are “very satisfied” with quality of supplementary services provided whereas the same is as high as 16% for Airtel. Also, RTL emerges as the leader on this aspect with 88% of its subscribers saying that they are either “satisfied” or “very satisfied” with the supplementary services provided. BSNL is lagging in this aspect with a satisfaction level of 70%.

### 5.2.7 Overall percentage of subscribers satisfied:

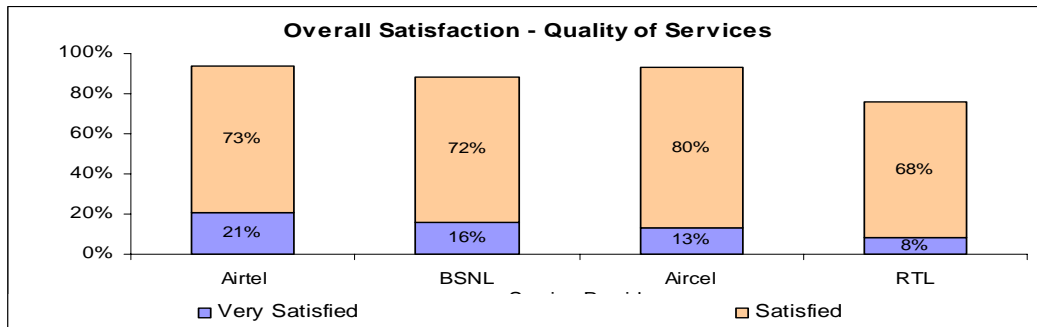
This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.

#### Level of satisfaction with Quality of services (Overall):



The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Aircel	RTL
Very Satisfied	21%	16%	13%	8%
Satisfied	73%	72%	80%	68%
Percentage subscribers satisfied	94%	88%	93%	76%



More than 90% of subscribers for Airtel and Aircel claim that they are either satisfied or very satisfied with overall quality of services offered by their operators. As seen with most of the sub-aspects RTL with only 76% subscribers satisfied lags way behind all other service providers in the Assam circle.

### 5.2.8 Three stage redressal mechanism:

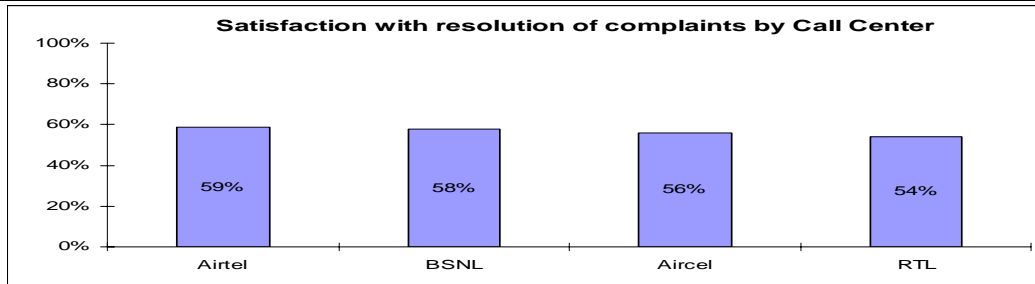
TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up regulations are basically a three step mechanism through which a customer can solve his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

#### a. Call Center:

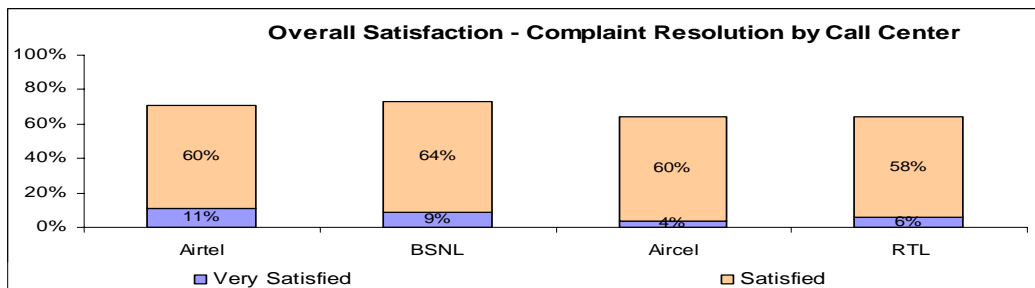
Stage 1: Customer Care	Airtel	BSNL	Aircel	RTL
<b>Percentage - Complaints made to customer care within last 6 months</b>				
Made complain to the customer care within last 6 months	12%	6%	12%	10%
If lodged a complaint, provisioning of docket number:				
- No docket number received even on request	41%	36%	40%	42%
- No docket number received for most of the complaints	15%	14%	17%	39%
- Docket number received for most of the complaints	43%	50%	43%	18%
Customer care informing about the action taken on the complaint	54%	41%	49%	24%
Resolution of complaint by customer care within 4 weeks of lodging complaint	4%	5%	2%	0%

The table depicts that the Percentage of customers who have made complain to the customer care has remained low for all the service providers in the circle with Airtel and Airtel having maximum number of subscribers making complaints at 12%. Also, of those who made complaint more than 35% of the subscribers across all service providers did not receive any docket number even on request. Only 24% of RTL subscribers were informed about the action taken on their complaints.

<b>Satisfaction with complaint resolution by call center</b>	Airtel	BSNL	Aircel	RTL
Satisfaction with the resolution of complaints by call center	59%	58%	56%	54%



<b>Overall Very Satisfied &amp; Satisfied scores</b>	Airtel	BSNL	Airtel	RTL
Very Satisfied	11%	9%	4%	6%
Satisfied	60%	64%	60%	58%
Percentage subscribers satisfied	71%	73%	64%	64%





Only 64% Aircel and RTL subscribers claim to be satisfied with the process of resolution of complaints followed by their operators. Interestingly, BSNL outperforms other operators on this aspect with 73% of its subscribers claiming to be either satisfied or very satisfied.

The awareness of Stage 2 – Nodal Officer and Stage 3 – Appellate Authority is quite low across subscribers of all operators within the Assam circle

## 5.3 Detailed Findings – Broadband Services

### 5.3.1 Service Provision:

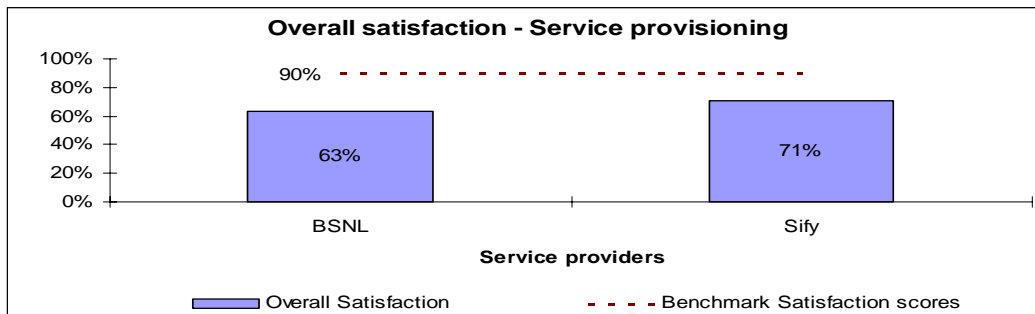
Service Provision	BSNL	Sify
Penetration - Activation of connections within 15 working days	43%	84%
Penetration - Deactivation of connection due to nonpayment of bills	17%	13%

Sify leads the way with 84% of the subscribers saying that they were provided a working connection within 15 days. Only 43% of BSNL subscribers claim the same. 17% of BSNL and 13% of Sify subscribers' connection were deactivated due to non payment of bills.

Satisfaction level with Service Provision	BSNL	Sify
Satisfaction with time taken to provide a new connection	64%	72%
Satisfaction with time taken time taken to reactivate the service	60%	65%
Overall Satisfaction	63%	71%

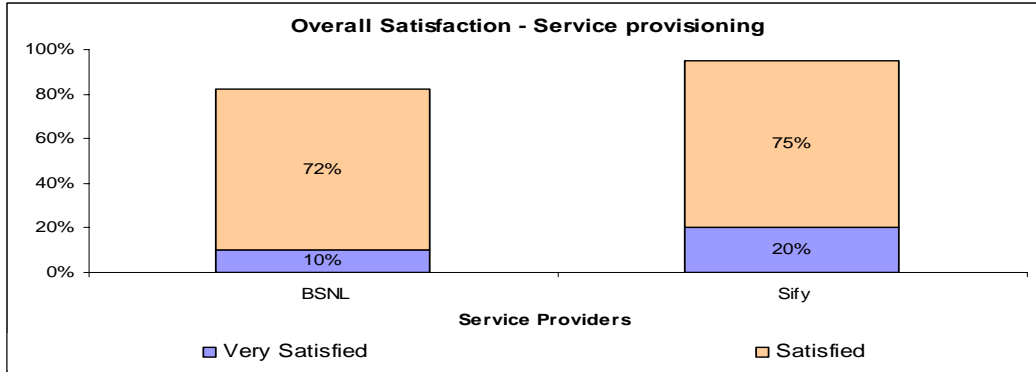
Sify leads the way with 72% subscriber satisfaction level with the time taken to provide a new connection after submitting a request. Sify subscribers also have relatively higher level of subscriber satisfaction at 65% with the time taken to reactivate their services after deactivation. BSNL lags behind on both these aspects with scores of 64% and 60% respectively.

#### Level of satisfaction:



The scores of level of satisfaction have been explained in the executive summary.

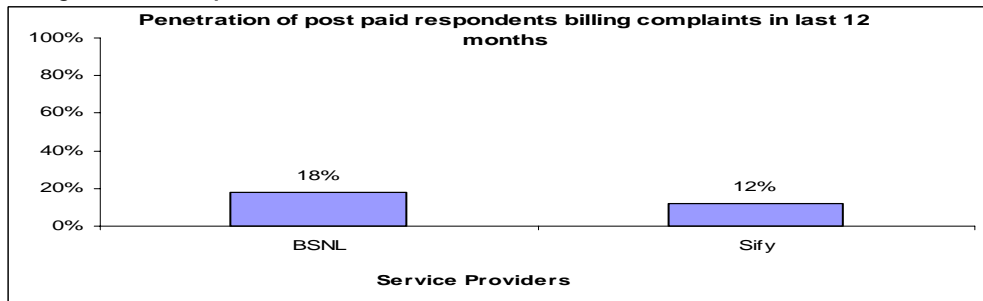
Overall Very Satisfied & Satisfied scores for service provisioning	BSNL	Sify
Very Satisfied	10%	20%
Satisfied	72%	75%
Percentage subscribers satisfied	82%	95%



95% subscribers of Sify say that they are either “Very Satisfied” or “Satisfied” with the service provision. Contrastingly, only 82% of BSNL subscribers say that they are either “Very Satisfied” or “Satisfied”.

### 5.3.2 Billing Performance:

#### Billing related complaints

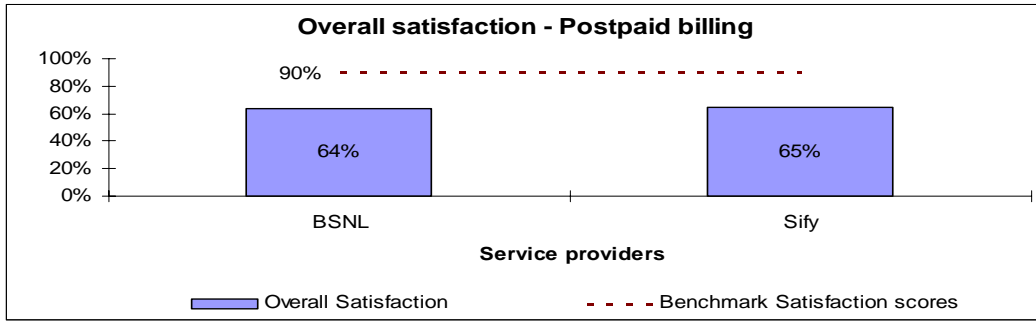


18% of BSNL and 12% of Sify subscribers claim that they have made a billing complaint in the last 12 months.

Satisfaction with Billing Parameters - Post paid customers	BSNL	Sify
Timely delivery of bills	64%	66%
Accuracy of bills	66%	66%
Process of resolution of billing complaints	38%	42%
Clarity i.e. transparency and understandability of bills	67%	65%
Overall Satisfaction	64%	65%

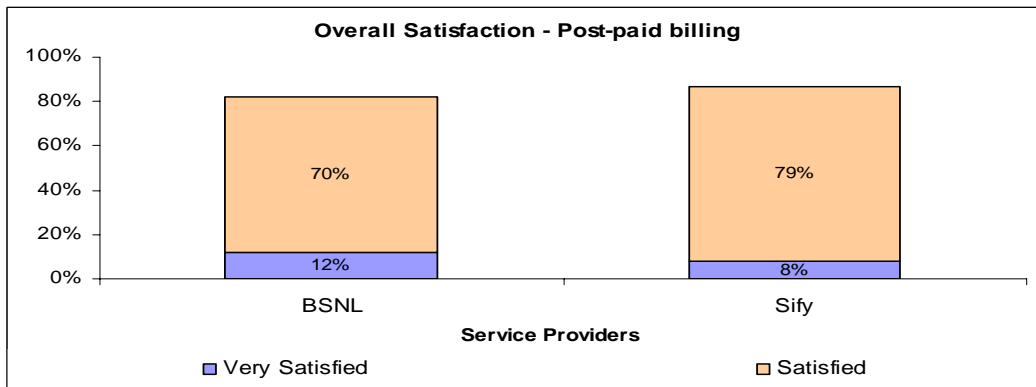
The level of satisfaction with timely delivery of bills, accuracy of bills and clarity of bills across both operators does not have much variation with the scores ranging from 64% to 67%. However, the level of satisfaction with the process of resolution of billing complaints is relatively low across both operators. Sify scores 42% while BSNL only 38% on this aspect.

**Level of satisfaction:**



The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores with post paid billing	BSNL	Sify
Very Satisfied	12%	8%
Satisfied	70%	79%
Percentage subscribers satisfied	82%	87%



Interestingly, as high as 87% of Sify subscribers say that they are satisfied with the various billing aspects. However, only 8% of them have said that they are very satisfied. Contrastingly for BSNL, 12% subscribers are very satisfied while total subscribers satisfied are only 70%.

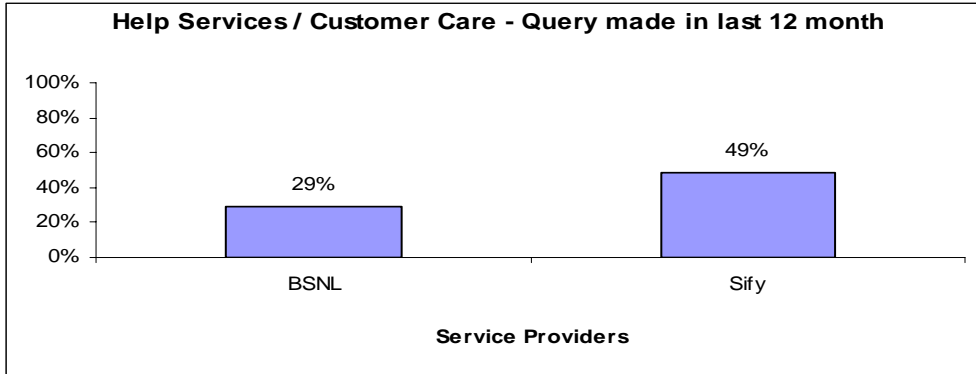
Satisfaction level with Billing performance - Prepaid customers	BSNL	Sify
Accuracy of charges i.e. amount deducted on every usage	Low Base	63%

For prepaid subscribers, Sify has a subscriber satisfaction level of 63% on the accuracy of charges deducted on every usage.

Overall Very Satisfied & Satisfied scores with billing performance - Prepaid users	BSNL	Sify
Very Satisfied	Low Base	4%
Satisfied		80%
Percentage subscribers satisfied		84%

84% of subscribers for Sify claim that they are either satisfied or very satisfied with the accuracy of charges for billing.

### 5.3.3 Help Services:

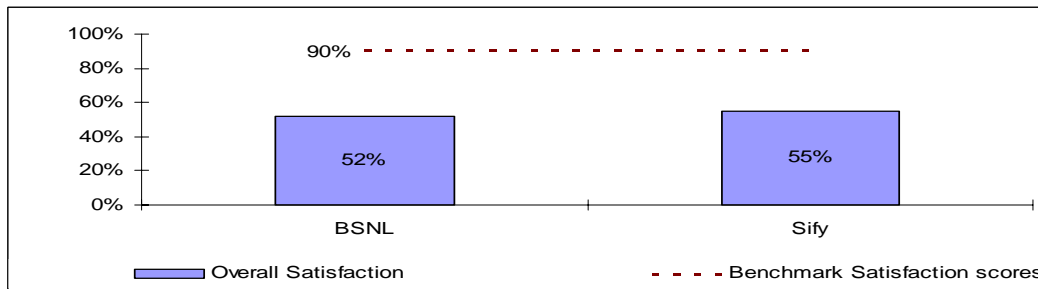


Just less than half of Sify subscribers claim to have made a query to the call center in the last 12 months. For BSNL only 29% of the subscribers have contacted the customer care for query resolution in the last 12 months.

Satisfaction level with Help Services / Customer Care	BSNL	Sify
Ease of access of call center toll free number	52%	50%
Response time to answer call by customer care executive	51%	53%
Problem solving ability of customer care executive	54%	57%
Time taken by customer care executive in resolving complaints	50%	58%
Overall Satisfaction	52%	55%

Satisfaction with help services is the low across all sub-aspects for both the service providers. Also, there is little variation in the scores of both the operators with the same ranging from 50% to 58% on all sub-aspects.

#### Level of satisfaction:



The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores with customer care	BSNL	Sify
Very Satisfied	10%	1%
Satisfied	40%	66%
Percentage subscribers satisfied	50%	67%

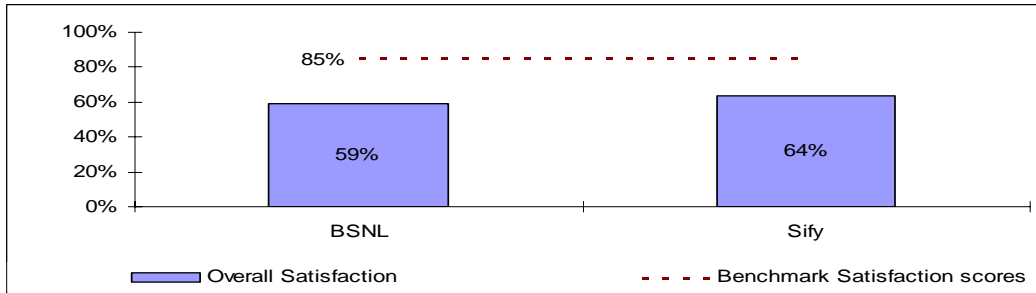
The above table depicts that Sify has maximum number of subscribers claiming that they are either satisfied or very satisfied with help services. However, only 1% of Sify subscribers are very satisfied as compared to 10% for BSNL.

### 5.3.4 Network performance, reliability and availability:

Satisfaction level with Network Performance, Reliability and Availability	BSNL	Sify
Speed of broadband connection	57%	63%
Time for which the service is up and working	60%	65%
Overall Satisfaction	59%	64%

Level of satisfaction with speed of broadband connection varies slightly across both operators with BSNL lower at 57% than Sify at 63%. Similarly satisfaction with time for which the service is up and running is more for Sify at 65% than for BSNL at 60%.

#### Level of satisfaction:

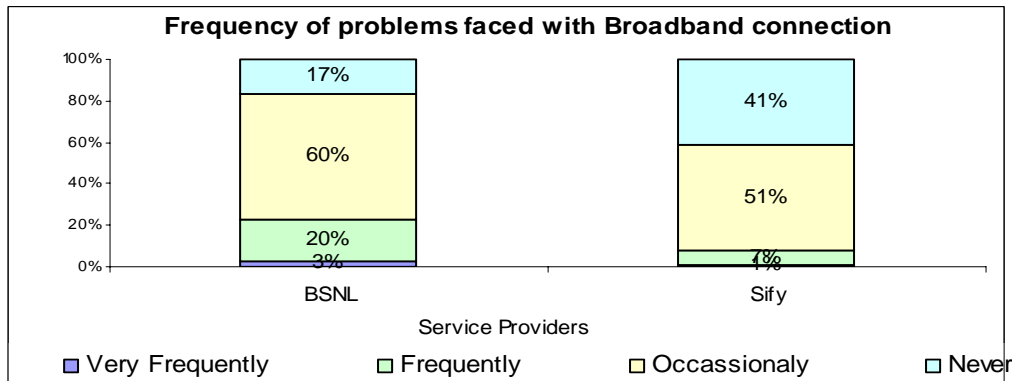


The scores of level of satisfaction have been explained in the executive summary.

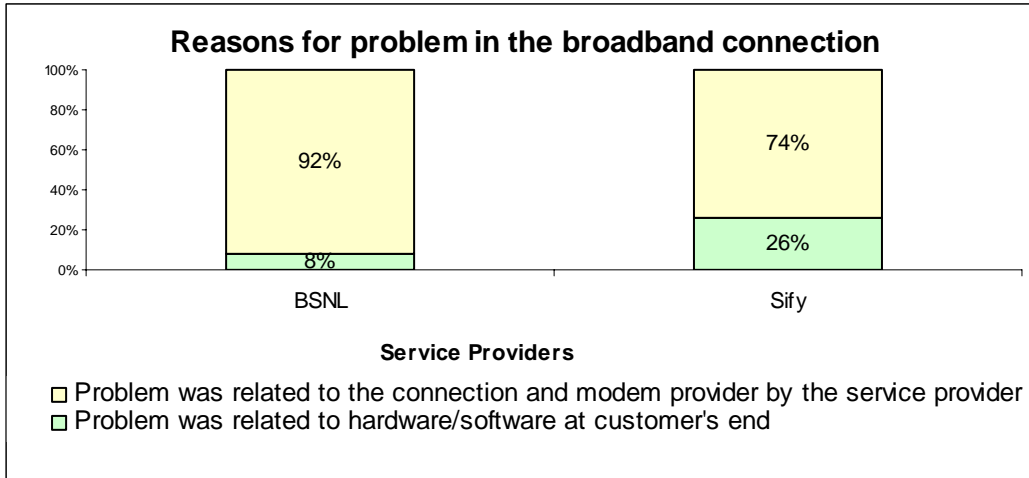
Overall Very Satisfied & Satisfied with Network performance	BSNL	Sify
Very Satisfied	9%	4%
Satisfied	61%	84%
Percentage subscribers satisfied	70%	88%

Just less than 90 out of every 100 subscribers met for Sify claim to either be “satisfied” or “very satisfied” with network performance, reliability and availability. Only 70% of BSNL subscribers are “satisfied” or “very satisfied” with the network related parameters.

### 5.3.5 Maintainability:

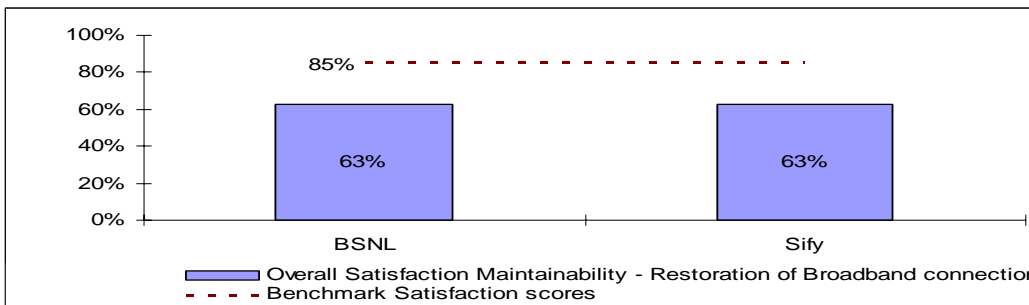


More than 90% of Sify subscribers claim that they either “never” or “occasionaly” face a problem with their broadband connection. 23% BSNL subscribers say that they frequently or very frequently face a problem with their broadband connection.



More than 90% of the subscribers of BSNL say that the problem was related to the connection and modem which was provided by the service provider. The major source of problem could be faults that come in modems from time to time.

**Level of satisfaction:**

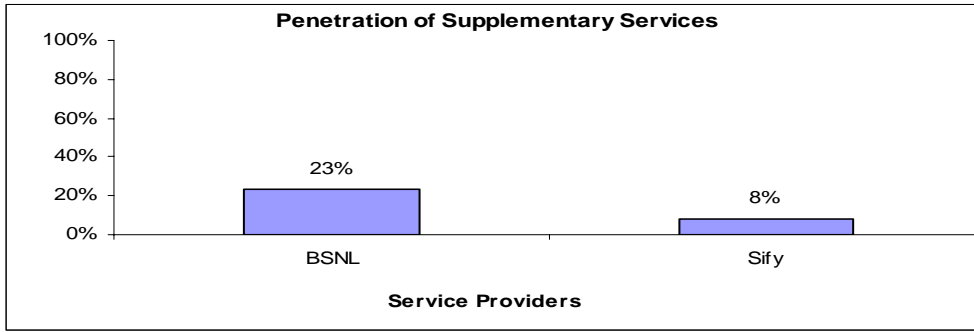


The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores with Maintainability	BSNL	Sify
Very Satisfied	7%	2%
Satisfied	76%	88%
Percentage subscribers satisfied	83%	90%

90% of Sify subscribers claim to be either "satisfied" or "very satisfied" with maintainability. Only 83% BSNL subscribers say that they are either "satisfied" or "very satisfied" with maintainability. However, BSNL has more number of very satisfied subscribers than Sify

### 5.3.6 Supplementary Services:



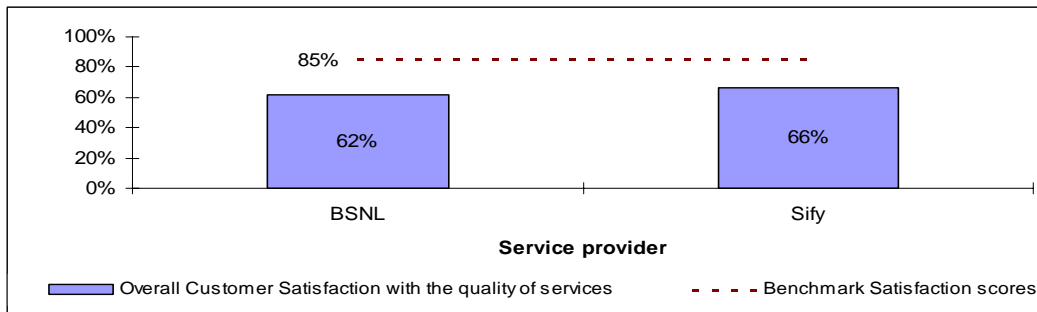
The percentage of subscribers making use of supplementary services provided is quite low across both the operators. Only 23% of BSNL and to 8% Sify subscribers have subscribed to supplementary services.

Overall Very Satisfied & Satisfied scores with Supplementary services	BSNL	Sify
Very Satisfied	10%	21%
Satisfied	88%	75%
Percentage subscribers satisfied	98%	96%

98% subscribers for BSNL and 96% for Sify claim that they are either satisfied or very satisfied with supplementary services. Sify at 21% has more number of very satisfied subscribers than BSNL which has only 10% very satisfied subscribers.

### 5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	BSNL	Sify
Very Satisfied	7%	6%
Satisfied	74%	86%
Percentage subscribers satisfied	81%	92%

Sify leads the way with 92% of the subscribers saying that they are either "satisfied" or "very satisfied" with the quality of broadband service provided. BSNL has a percentage subscriber satisfaction of 81%



### 5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007:

Stage 1: Customer Care	BSNL	Sify
Penetration - Complains made to customer care within last 6 months	26%	8%
Customer care informing about the action taken on the complaint	38%	58%
Resolution of complaint by customer care within 4 weeks of lodging complaint	13%	26%
If lodged a complaint, provisioning of docket number:		
- No docket number received even on request	37%	39%
- No docket number received for most of the complaints	23%	3%
- Docket number received for most of the complaints	40%	58%

More than one-fourth of BSNL subscribers have made a complaint to the call center in the last 6 months but only 38% of them were informed about the action taken on their complaints whereas in Sify 8% of subscribers made complaints with 58% of them getting a response from the call center. 37% to 39% subscribers across both operators were not given a docket number even on request on launching their complaints

Reasons for dissatisfaction with call centre complaint resolution :-	BSNL	Sify
Difficult to connect call center executive	58%	50%
Customer care executive not polite/courteous	11%	0%
Customer care executive not equipped with adequate information	9%	20%
Time taken by call center for redressal of complaint is too long	47%	40%
The customer care executive was unable to understand the problem	4%	0%

For all the service providers, the major reason for dissatisfaction of subscribers is the difficulty in connecting to the call center and the time taken by the call center for redressal of complaints.

Satisfaction with complain resolution by call center	BSNL	Sify
Satisfaction with the resolution of complaints by call center	44%	52%

The satisfaction with complaint resolution by call center stands at 52% for Sify and 44% for BSNL

## 6.1 Key Take Outs and Recommendations – Basic (Wireline)

### Key Take outs: BSNL

- ✓ Across all the 7 parameters, BSNL could not meet the TRAI specified benchmark even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘Maintainability’. These are two areas where BSNL is performing relatively poor as far as satisfaction level of customers is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service provider should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point. The problem lies either with time taken to connect to the executive or ease of access of the toll free number
- ✓ Out of the subscribers who have lodged a complaint in BSNL’s call center, approximately half of them claim that they were not informed about the action taken on their complaint. BSNL should try and improve upon this aspect.
- ✓ BSNL should look improving time taken to repair faults as 1 out of every 3 subscribers claim to have experienced a fault in the last 12 months

## **6.2 Key Takeouts & Recommendations – Cellular Mobile (Wireless)**

### **Key Take outs: Overall**

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and ‘billing performance’ of service providers especially for postpaid subscribers
- ✓ Interestingly, Airtel emerges to be a little ahead of all the service providers across most of the parameters
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers.

### **Key Take outs: Operator Level**

#### **Airtel**

- ✓ Airtel emerges out to be the best performing operator on most of the parameters for measuring quality of services
- ✓ However there is scope to improve satisfaction level with “Service provisioning” and “Help services”

#### **BSNL**

- ✓ BSNL has achieved satisfaction level of less than 70% for most of the parameters of measuring quality of services
- ✓ It needs to improve subscriber satisfaction level on help services and supplementary services where satisfaction level scores are observed to be less than 60%
- ✓ BSNL should look to improve process of resolution of billing complaints as it has scored relatively low on this aspect. Also, it should look at improving problem solving ability of its customer care executives in Assam circle

### Aircel

- ✓ Aircel emerges to be the best performing operator on service provisioning parameter
- ✓ Interestingly when it comes to satisfaction level with billing performance of post paid subscribers it is performing better than Airtel
- ✓ Like BSNL it should also look at improving its score on help services and supplementary services

### Reliance Telecommunications (RTL)

- ✓ RTL is perhaps the poorest performing operator in Assam circle
- ✓ The service provider score on satisfaction level with help services, network performance and maintainability is observed to be below 60%
- ✓ In network performance subscriber should look to improve “availability of signals” and “ability to make or receive calls by subscribers” as these are the two aspects of network performance where satisfaction level is observed to be below 60%

## **6.3 Key Takeouts & Recommendations – Broadband**

### **Key Take outs**

- ✓ BSNL and Sify are the only two operators offering Broadband services in Assam circle.
- ✓ Across all the 7 parameters, neither Sify nor BSNL could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and “network performance” of service providers. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned.
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. TRAI, in addition to empowering CAGs (Consumer Advocacy Groups), should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies. Also, the service providers should be instructed to highlight the presence of “Nodal Officer” & “Appellate Authority” as a means to get resolution of complaints
- ✓ When compared to Sify, BSNL needs to improve its performance on service provisioning as its satisfaction level on this parameter is observed to be less than 70%. However it should be noted that Sify provides Broadband connections largely in Guwahati which is the main city.
- ✓ In network performance, BSNL should work towards improving subscriber satisfaction level with speed of download.
- ✓ Moreover 23% of BSNL customers claimed that they face frequent problems with Broadband connection. Hence, maintainability of network is an aspect which demands attention by the operator

## 7.0 Annexure (Question wise Responses)

### 7.1 Basic (Wireline)

#### Q 1. Last application for a phone connection

			Operator	
			Total	BSNL
Q1	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	379	379
		< 6 months	Count	4
		Percentage	1.1%	1.1%
	6-12 months	Count	3	3
		Percentage	0.8%	0.8%
	> 12 months	Count	372	372
Percentage		98.2%	98.2%	

#### Q 2. Time taken to get connection

			Operator	
			Total	BSNL
Q2	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	7	7
		> 30 days	Count	0
		Percentage	0.0%	0.0%
	16-30 days	Count	0	0
		Percentage	0.0%	0.0%
	7-15 days	Count	1	1
Percentage		14.3%	14.3%	
<7 days	Count	6	6	
	Percentage	85.7%	85.7%	

#### Q 3. Satisfaction with time taken to get the telephonic connection

			Operator	
			Total	BSNL
Q3	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	7	7
		Percentage	1.8%	1.8%
	Not specified	Count	372	372
		Percentage	98.2%	98.2%
	Very Satisfied	Count	2	2
		Percentage	28.6%	28.6%
Satisfied	Count	5	5	
	Percentage	71.4%	71.4%	

**Q 4. Satisfaction with time taken to shift the telephonic connection**

			Operator	
			Total	BSNL
	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	44	44
		Percentage	11.6%	11.6%
	Not specified	Count	335	335
		Percentage	88.4%	88.4%
Q4	Very Satisfied	Count	10	10
		Percentage	22.7%	22.7%
	Satisfied	Count	27	27
		Percentage	61.4%	61.4%
	Dissatisfied	Count	5	5
		Percentage	11.4%	11.4%
	Very Dissatisfied	Count	2	2
		Percentage	4.5%	4.5%

**Q 5. Satisfaction with time taken to reactivate the telephonic connection**

			Operator	
			Total	BSNL
	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	93	93
		Percentage	24.5%	24.5%
	Not specified	Count	286	286
		Percentage	75.5%	75.5%
Q5	Very Satisfied	Count	20	20
		Percentage	21.5%	21.5%
	Satisfied	Count	55	55
		Percentage	59.1%	59.1%
	Dissatisfied	Count	14	14
		Percentage	15.1%	15.1%
	Very Dissatisfied	Count	4	4
		Percentage	4.3%	4.3%

**Q 6. Satisfaction with timely delivery of bills**

			Operator	
			Total	BSNL
	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	368	368
		Percentage	97.1%	97.1%
	Not specified	Count	11	11
		Percentage	2.9%	2.9%
Q6	Very Satisfied	Count	107	107
		Percentage	29.1%	29.1%

<b>Satisfied</b>	<b>Count</b>	202	202
	<b>Percentage</b>	54.9%	54.9%
<b>Dissatisfied</b>	<b>Count</b>	50	50
	<b>Percentage</b>	13.6%	13.6%
<b>Very Dissatisfied</b>	<b>Count</b>	9	9
	<b>Percentage</b>	2.4%	2.4%

**Q 7a. Satisfaction with accuracy of bills**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Answering Base</b>	<b>Count</b>	369	369	
		<b>Percentage</b>	97.4%	97.4%	
	<b>Not specified</b>	<b>Count</b>	10	10	
		<b>Percentage</b>	2.6%	2.6%	
<b>Q7A</b>	<b>Very Satisfied</b>	<b>Count</b>	93	93	
		<b>Percentage</b>	25.2%	25.2%	
	<b>Satisfied</b>	<b>Count</b>	234	234	
		<b>Percentage</b>	63.4%	63.4%	
	<b>Dissatisfied</b>	<b>Count</b>	39	39	
		<b>Percentage</b>	10.6%	10.6%	
	<b>Very Dissatisfied</b>	<b>Count</b>	3	3	
		<b>Percentage</b>	0.8%	0.8%	

**Q 7b. Reasons for dissatisfaction**

			<b>Operator</b>	
			<b>Total</b>	<b>BSNL</b>
<b>Q 7b. Reasons for dissatisfaction</b>	<b>Total</b>	<b>Count</b>	42	42
		<b>Percentage</b>	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	36	36
		<b>Percentage</b>	11.1%	11.1%
	<b>Charges not as per tariff plan subscribed</b>	<b>Count</b>	4	4
		<b>Percentage</b>	11.1%	11.1%
	<b>Tariff plan changed without information</b>	<b>Count</b>	1	1
		<b>Percentage</b>	2.8%	2.8%
	<b>Charged for value added services not subscribed</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
	<b>Charged for calls/services not made/used</b>	<b>Count</b>	31	31
		<b>Percentage</b>	86.1%	86.1%
	<b>Others</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%

**Q 8. Billing related complaints made**

		<b>Operator</b>	
		<b>Total</b>	<b>BSNL</b>
<b>Total</b>	<b>Count</b>	379	379
	<b>Percentage</b>	100.0%	100.0%



<b>Q8</b>	<b>Answering Base</b>	<b>Count</b>	369	369
	<b>Yes</b>	<b>Count</b>	42	42
		<b>Percentage</b>	11.4%	11.4%
	<b>No</b>	<b>Count</b>	327	327
<b>Percentage</b>		88.6%	88.6%	

**Q 9. Satisfaction with resolution process of billing complaints**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	42	42	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Answering Base</b>	<b>Count</b>	42	42	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Not specified</b>	<b>Count</b>	0	0	
		<b>Percentage</b>	0.0%	0.0%	
<b>Q9</b>	<b>Very Satisfied</b>	<b>Count</b>	4	4	
		<b>Percentage</b>	9.5%	9.5%	
	<b>Satisfied</b>	<b>Count</b>	18	18	
		<b>Percentage</b>	42.9%	42.9%	
	<b>Dissatisfied</b>	<b>Count</b>	16	16	
		<b>Percentage</b>	38.1%	38.1%	
	<b>Very Dissatisfied</b>	<b>Count</b>	4	4	
		<b>Percentage</b>	9.5%	9.5%	

**Q 10a. Satisfaction with clarity of bills**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Answering Base</b>	<b>Count</b>	369	369	
		<b>Percentage</b>	97.4%	97.4%	
	<b>Not specified</b>	<b>Count</b>	10	10	
		<b>Percentage</b>	2.6%	2.6%	
<b>Q10A</b>	<b>Very Satisfied</b>	<b>Count</b>	95	95	
		<b>Percentage</b>	25.7%	25.7%	
	<b>Satisfied</b>	<b>Count</b>	236	236	
		<b>Percentage</b>	64.0%	64.0%	
	<b>Dissatisfied</b>	<b>Count</b>	35	35	
		<b>Percentage</b>	9.5%	9.5%	
	<b>Very Dissatisfied</b>	<b>Count</b>	3	3	
		<b>Percentage</b>	0.8%	0.8%	

**Q 10b. Reasons for dissatisfaction**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	38	38	
		<b>Percentage</b>	100.0%	100.0%	

Q 10b. Reasons for dissatisfaction	Answering Base	Count	27	
			27	27
Difficult to read the bill		Count	3	3
		Percentage	11.1%	11.1%
Difficult to understand the language		Count	6	6
		Percentage	22.2%	22.2%
Calculations not clear		Count	10	10
		Percentage	37.0%	37.0%
Item-wise charges not given		Count	8	8
		Percentage	29.6%	29.6%
Others		Count	1	1
		Percentage	3.7%	3.7%

**Q 11. Accuracy of charges deducted**

			Operator	
			Total	BSNL
	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	379	379
		Percentage	100.0%	100.0%
	Not specified	Count	0	0
		Percentage	0.0%	0.0%
Q11	Very Satisfied	Count	51	51
		Percentage	13.5%	13.5%
	Satisfied	Count	279	279
		Percentage	73.6%	73.6%
	Dissatisfied	Count	48	48
		Percentage	12.7%	12.7%
	Very Dissatisfied	Count	1	1
		Percentage	0.3%	0.3%

**Q 12. Complaints made to customer care**

			Operator	
			Total	BSNL
	Total	Count	379	379
		Percentage	100.0%	100.0%
Q12	Answering Base	Count	379	379
		Percentage	100.0%	100.0%
	Yes	Count	84	84
		Percentage	22.2%	22.2%
	No	Count	295	295
		Percentage	77.8%	77.8%

**Q 13. Satisfaction with ease of access of number**

			Operator	
			Total	BSNL
	Total	Count	84	84
		Percentage	100.0%	100.0%
	Answering Base	Count	84	84

		Percentage	100.0%	100.0%
		Not specified	Count	0
		Percentage	0.0%	0.0%
Q13	Very Satisfied	Count	11	11
		Percentage	13.1%	13.1%
	Satisfied	Count	49	49
		Percentage	58.3%	58.3%
	Dissatisfied	Count	20	20
		Percentage	23.8%	23.8%
	Very Dissatisfied	Count	4	4
		Percentage	4.8%	4.8%

**Q 14. Satisfaction with response time**

				Operator	
		Total		BSNL	
	Total	Count	84	84	
		Percentage	100.0%	100.0%	
	Answering Base	Count	84	84	
		Percentage	100.0%	100.0%	
	Not specified	Count	0	0	
		Percentage	0.0%	0.0%	
Q14	Very Satisfied	Count	18	18	
		Percentage	21.4%	21.4%	
	Satisfied	Count	46	46	
		Percentage	54.8%	54.8%	
	Dissatisfied	Count	16	16	
		Percentage	19.0%	19.0%	
	Very Dissatisfied	Count	4	4	
		Percentage	4.8%	4.8%	

**Q 15. Satisfaction with problem solving ability of CC executive**

				Operator	
		Total		BSNL	
	Total	Count	84	84	
		Percentage	100.0%	100.0%	
	Answering Base	Count	84	84	
		Percentage	100.0%	100.0%	
	Not specified	Count	0	0	
		Percentage	0.0%	0.0%	
Q15	Very Satisfied	Count	15	15	
		Percentage	17.9%	17.9%	
	Satisfied	Count	45	45	
		Percentage	53.6%	53.6%	
	Dissatisfied	Count	20	20	
		Percentage	23.8%	23.8%	
	Very Dissatisfied	Count	4	4	
		Percentage	4.8%	4.8%	

**Q 16. Satisfaction with time taken by CC executive to solve problem**

			Operator	
			Total	BSNL
	Total	Count	84	84
		Percentage	100.0%	100.0%
	Answering Base	Count	84	84
		Percentage	100.0%	100.0%
	Not specified	Count	0	0
		Percentage	0.0%	0.0%
Q16	Very Satisfied	Count	15	15
		Percentage	17.9%	17.9%
	Satisfied	Count	42	42
		Percentage	50.0%	50.0%
	Dissatisfied	Count	20	20
		Percentage	23.8%	23.8%
	Very Dissatisfied	Count	7	7
		Percentage	8.3%	8.3%

**Q 17. Satisfaction with availability of working phone**

			Operator	
			Total	BSNL
	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	379	379
		Percentage	100.0%	100.0%
	Not specified	Count	0	0
		Percentage	0.0%	0.0%
Q17	Very Satisfied	Count	83	83
		Percentage	21.9%	21.9%
	Satisfied	Count	228	228
		Percentage	60.2%	60.2%
	Dissatisfied	Count	61	61
		Percentage	16.1%	16.1%
	Very Dissatisfied	Count	7	7
		Percentage	1.8%	1.8%

**Q 18. Satisfaction with ease of making / receiving calls**

			Operator	
			Total	BSNL
	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	379	379
		Percentage	100.0%	100.0%
	Not specified	Count	0	0
		Percentage	0.0%	0.0%
Q18	Very Satisfied	Count	83	83
		Percentage	21.9%	21.9%

<b>Satisfied</b>	<b>Count</b>	233	233
	<b>Percentage</b>	61.5%	61.5%
<b>Dissatisfied</b>	<b>Count</b>	55	55
	<b>Percentage</b>	14.5%	14.5%
<b>Very Dissatisfied</b>	<b>Count</b>	8	8
	<b>Percentage</b>	2.1%	2.1%

**Q 19. Satisfaction with voice quality**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Answering Base</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Not specified</b>	<b>Count</b>	0	0	
		<b>Percentage</b>	0.0%	0.0%	
<b>Q19</b>	<b>Very Satisfied</b>	<b>Count</b>	106	106	
		<b>Percentage</b>	28.0%	28.0%	
	<b>Satisfied</b>	<b>Count</b>	200	200	
		<b>Percentage</b>	52.8%	52.8%	
	<b>Dissatisfied</b>	<b>Count</b>	63	63	
		<b>Percentage</b>	16.6%	16.6%	
	<b>Very Dissatisfied</b>	<b>Count</b>	10	10	
		<b>Percentage</b>	2.6%	2.6%	

**Q 20. Experienced faulty in last 12 months**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
<b>Q20</b>	<b>Answering Base</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Yes</b>	<b>Count</b>	186	186	
		<b>Percentage</b>	49.1%	49.1%	
	<b>No</b>	<b>Count</b>	193	193	
		<b>Percentage</b>	50.9%	50.9%	

**Q 21. Number of times fault faced in last month**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	186	186	
		<b>Percentage</b>	100.0%	100.0%	
<b>Q21</b>	<b>Answering Base</b>	<b>Count</b>	186	186	
		<b>Percentage</b>	100.0%	100.0%	
	<b>More than 3 times</b>	<b>Count</b>	13	13	
		<b>Percentage</b>	7.0%	7.0%	
	<b>2-3 times</b>	<b>Count</b>	38	38	
		<b>Percentage</b>	20.4%	20.4%	

	One time	Count	52	52
		Percentage	28.0%	28.0%
	Nil	Count	83	83
		Percentage	44.6%	44.6%

**Q 22. Time taken for repairing fault**

				Operator	
				Total	BSNL
	Total	Count	186	186	
		Percentage	100.0%	100.0%	
Q22	Answering Base	Count	186	186	
	More than 7 days	Count	20	20	
		Percentage	10.8%	10.8%	
	4 - 7 days	Count	38	38	
		Percentage	20.4%	20.4%	
	2-3 days	Count	101	101	
		Percentage	54.3%	54.3%	
	1 day	Count	27	27	
		Percentage	14.5%	14.5%	

**Q 23. Satisfaction with fault repair service**

				Operator	
				Total	BSNL
	Total	Count	186	186	
		Percentage	100.0%	100.0%	
	Answering Base	Count	186	186	
		Percentage	100.0%	100.0%	
	Not specified	Count	0	0	
		Percentage	0.0%	0.0%	
Q23	Very Satisfied	Count	21	21	
		Percentage	11.3%	11.3%	
	Satisfied	Count	93	93	
		Percentage	50.0%	50.0%	
	Dissatisfied	Count	56	56	
		Percentage	30.1%	30.1%	
	Very Dissatisfied	Count	16	16	
		Percentage	8.6%	8.6%	

**Q 24. Use service like call waiting/forwarding**

				Operator	
				Total	BSNL
	Total	Count	379	379	
		Percentage	100.0%	100.0%	
Q24	Answering Base	Count	379	379	
	Yes	Count	7	7	
		Percentage	1.8%	1.8%	
	No	Count	372	372	

		<b>Percentage</b>	98.2%	98.2%
--	--	-------------------	-------	-------

**Q 25. Satisfaction with supplementary services**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	7	7	
		<b>Percentage</b>	100.0%	100.0%	
<b>Q25</b>	<b>Answering Base</b>	<b>Count</b>	7	7	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Not specified</b>	<b>Count</b>	0	0	
		<b>Percentage</b>	0.0%	0.0%	
	<b>Satisfied</b>	<b>Count</b>	5	5	
		<b>Percentage</b>	71.4%	71.4%	
	<b>Dissatisfied</b>	<b>Count</b>	1	1	
		<b>Percentage</b>	14.3%	14.3%	
	<b>Very Dissatisfied</b>	<b>Count</b>	1	1	
		<b>Percentage</b>	14.3%	14.3%	

**Q 26a. Satisfaction with overall quality of telephone services**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
<b>Q26A</b>	<b>Answering Base</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Not specified</b>	<b>Count</b>	0	0	
		<b>Percentage</b>	0.0%	0.0%	
	<b>Very Satisfied</b>	<b>Count</b>	66	66	
		<b>Percentage</b>	17.4%	17.4%	
	<b>Satisfied</b>	<b>Count</b>	271	271	
		<b>Percentage</b>	71.5%	71.5%	
	<b>Dissatisfied</b>	<b>Count</b>	38	38	
		<b>Percentage</b>	10.0%	10.0%	
	<b>Very Dissatisfied</b>	<b>Count</b>	4	4	
		<b>Percentage</b>	1.1%	1.1%	

**Q 27. Information about tariff plan within a week of taking connection**

				<b>Operator</b>	
				<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
<b>Q27</b>	<b>Answering Base</b>	<b>Count</b>	379	379	
		<b>Percentage</b>	100.0%	100.0%	
	<b>Yes</b>	<b>Count</b>	2	2	
		<b>Percentage</b>	0.5%	0.5%	
	<b>No</b>	<b>Count</b>	377	377	
		<b>Percentage</b>	99.5%	99.5%	

**Q 28. Terminated a phone connection in last 12 months**

			Operator	
			Total	BSNL
Q28	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	379	379
		Yes	Count	1
		Percentage	0.3%	0.3%
	No	Count	378	378
Percentage		99.7%	99.7%	

**Q 29. Previous service provider**

			Operator	
			Total	BSNL
Q29	Total	Count	1	1
		Percentage	100.0%	100.0%
	Answering Base	Count	1	1
		Airtel	Count	0
	Percentage		0.0%	0.0%
	BSNL	Count	1	1
		Percentage	100.0%	100.0%
	Rel Com	Count	0	0
		Percentage	0.0%	0.0%
	TATA	Count	0	0
		Percentage	0.0%	0.0%
	MTNL	Count	0	0
		Percentage	0.0%	0.0%
	HFCL	Count	0	0
		Percentage	0.0%	0.0%
	Shyam	Count	0	0
		Percentage	0.0%	0.0%

**Q 30. Days taken for termination of services**

			Operator	
			Total	BSNL
Q30	Total	Count	1	1
		Percentage	100.0%	100.0%
	Answering Base	Count	1	1
		More than 7 days	Count	0
	Percentage		0.0%	0.0%
	4 - 7 days	Count	1	1
		Percentage	100.0%	100.0%
	2-3 days	Count	0	0
		Percentage	0.0%	0.0%
	1 day	Count	0	0
		Percentage	0.0%	0.0%



**Q 31. Adjustment of security deposit in last bill done by service provider**

			Operator	
			Total	BSNL
Q31	Total	Count	1	1
		Percentage	100.0%	100.0%
	Answering Base	Count	1	1
		Yes	Count	0
		Percentage	0.0%	0.0%
	No	Count	1	1
Percentage		100.0%	100.0%	

**Q 32. Registered number on Do Not Call registry**

			Operator	
			Total	BSNL
Q32	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	379	379
		Yes	Count	6
		Percentage	1.6%	1.6%
	No	Count	320	320
		Percentage	84.4%	84.4%
	Do not mind receiving such calls/SMS	Count	53	53
		Percentage	14.0%	14.0%

**Q 33. Still receiving unsolicited calls**

			Operator	
			Total	BSNL
Q33	Total	Count	6	6
		Percentage	100.0%	100.0%
	Answering Base	Count	6	6
		Continued receiving	Count	1
		Percentage	16.7%	16.7%
	Slight decrease	Count	1	1
		Percentage	16.7%	16.7%
	Considerable decrease	Count	0	0
		Percentage	0.0%	0.0%
	Stopped receiving	Count	4	4
		Percentage	66.7%	66.7%

**Q 34. Aware of the 3 stage grievance redressal mechanism**

			Operator	
			Total	BSNL
Q34	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	379	379
		Yes	Count	143
	Percentage	37.7%	37.7%	

	<b>No</b>	<b>Count</b>	236	236
		<b>Percentage</b>	62.3%	62.3%

			<b>Operator</b>	
			<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379
		<b>Percentage</b>	100.0%	100.0%
<b>Q 35. Which stage aware of</b>	<b>Answering Base</b>	<b>Count</b>	371	371
		<b>Percentage</b>		
	<b>Call Centre</b>	<b>Count</b>	143	143
		<b>Percentage</b>	38.5%	38.5%
	<b>Nodal Officer</b>	<b>Count</b>	27	27
		<b>Percentage</b>	7.3%	7.3%
	<b>Appellate Authority</b>	<b>Count</b>	18	18
		<b>Percentage</b>	4.9%	4.9%
<b>None of these</b>	<b>Count</b>	227	227	
	<b>Percentage</b>	61.2%	61.2%	

**Q 36. made complaints within last 6 months**

			<b>Operator</b>	
			<b>Total</b>	<b>BSNL</b>
<b>Q36</b>	<b>Total</b>	<b>Count</b>	379	379
		<b>Percentage</b>	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	379	379
		<b>Percentage</b>		
	<b>Yes</b>	<b>Count</b>	66	66
		<b>Percentage</b>	17.4%	17.4%
<b>No</b>	<b>Count</b>	313	313	
	<b>Percentage</b>	82.6%	82.6%	

**Q 37. Docket number**

			<b>Operator</b>	
			<b>Total</b>	<b>BSNL</b>
<b>Q37</b>	<b>Total</b>	<b>Count</b>	66	66
		<b>Percentage</b>	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	66	66
		<b>Percentage</b>		
	<b>No docket number received even on request</b>	<b>Count</b>	24	24
		<b>Percentage</b>	36.4%	36.4%
	<b>No docket number received for most of the complaints</b>	<b>Count</b>	5	5
		<b>Percentage</b>	7.6%	7.6%
<b>Docket number received for most of the complaints</b>	<b>Count</b>	37	37	
	<b>Percentage</b>	56.1%	56.1%	

**Q 38. Information given by call center**

			<b>Operator</b>	
			<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	66	66
		<b>Percentage</b>	100.0%	100.0%
<b>Q38</b>	<b>Answering Base</b>	<b>Count</b>	66	66

Yes	Count	35	35
	Percentage	53.0%	53.0%
No	Count	31	31
	Percentage	47.0%	47.0%

**Q 39. Satisfaction with clarity of bills**

				Operator	
				Total	BSNL
	Total	Count	66	66	
		Percentage	100.0%	100.0%	
	Answering Base	Count	66	66	
		Percentage	100.0%	100.0%	
	Not specified	Count	0	0	
		Percentage	0.0%	0.0%	
Q39	Very Satisfied	Count	13	13	
		Percentage	19.7%	19.7%	
	Satisfied	Count	36	36	
		Percentage	54.5%	54.5%	
	Dissatisfied	Count	14	14	
		Percentage	21.2%	21.2%	
	Very Dissatisfied	Count	3	3	
		Percentage	4.5%	4.5%	

**Q 40. Reasons for dissatisfaction**

			Operator	
			Total	BSNL
Q 40. Reasons for dissatisfaction	Total	Count	17	17
		Percentage	100.0%	100.0%
	Answering Base	Count	9	9
		Percentage	22.2%	22.2%
	Difficult to connect to the call centre executive	Count	2	2
		Percentage	22.2%	22.2%
	Customer care executive not polite/courteous	Count	2	2
		Percentage	22.2%	22.2%
	Customer care executive not equipped with adequate information	Count	2	2
		Percentage	22.2%	22.2%
	Time taken by call centre for redressal of complaint is long	Count	5	5
		Percentage	55.6%	55.6%
	Customer care executive was unable to understand the problem	Count	0	0
		Percentage	0.0%	0.0%
	Others	Count	0	0
		Percentage	0.0%	0.0%

**Q 41. Billing complaint solved within 4 weeks by CC executive**

		Operator	
		Total	BSNL
Total	Count	66	66
	Percentage	100.0%	100.0%

Q41	Answering Base	Count	66	66
		Yes	Count	3
		Percentage	4.5%	4.5%
	No	Count	21	21
		Percentage	31.8%	31.8%
	Not Applicable	Count	42	42
Percentage		63.6%	63.6%	

**Q 42. Awareness of contact details of nodal officer**

			Operator	
			Total	BSNL
Q42	Total	Count	379	379
		Percentage	100.0%	100.0%
	Answering Base	Count	379	379
		Yes	Count	12
		Percentage	3.2%	3.2%
	No	Count	367	367
Percentage		96.8%	96.8%	

**Q 43. Made a complaint to nodal officer**

			Operator	
			Total	BSNL
Q43	Total	Count	12	12
		Percentage	100.0%	100.0%
	Answering Base	Count	12	12
		Yes	Count	2
		Percentage	16.7%	16.7%
	No	Count	10	10
Percentage		83.3%	83.3%	

**Q 44. Nodal officer can be approached easily**

			Operator	
			Total	BSNL
Q44	Total	Count	2	2
		Percentage	100.0%	100.0%
	Answering Base	Count	2	2
		Yes	Count	2
		Percentage	100.0%	100.0%
	No	Count	0	0
Percentage		0.0%	0.0%	

**Q 45. Decision on complaint intimated by Nodal officer**

			Operator	
			Total	BSNL
	Total	Count	2	2
		Percentage	100.0%	100.0%

Q45	<b>Answering Base</b>	<b>Count</b>	2	2
	<b>Yes</b>	<b>Count</b>	2	2
		<b>Percentage</b>	100.0%	100.0%
	<b>No</b>	<b>Count</b>	0	0
<b>Percentage</b>		0.0%	0.0%	

**Q 46. Satisfaction with redressal of complaint by nodal officer**

		<b>Operator</b>		
		<b>Total</b>		<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	2	2
		<b>Percentage</b>	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	2	2
		<b>Percentage</b>	100.0%	100.0%
	<b>Not specified</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
Q46	<b>Satisfied</b>	<b>Count</b>	2	2
		<b>Percentage</b>	100.0%	100.0%

**Q 48. Awareness of contact details of appellate authority**

		<b>Operator</b>		
		<b>Total</b>		<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379
		<b>Percentage</b>	100.0%	100.0%
Q48	<b>Answering Base</b>	<b>Count</b>	379	379
		<b>Percentage</b>	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	11	11
		<b>Percentage</b>	2.9%	2.9%
<b>No</b>	<b>Count</b>	368	368	
	<b>Percentage</b>	97.1%	97.1%	

**Q 49. Filed complaints in last 6 months**

		<b>Operator</b>		
		<b>Total</b>		<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	11	11
		<b>Percentage</b>	100.0%	100.0%
Q49	<b>Answering Base</b>	<b>Count</b>	11	11
		<b>Percentage</b>	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
<b>No</b>	<b>Count</b>	11	11	
	<b>Percentage</b>	100.0%	100.0%	

**Q 52. Aware of item wise usage charge details**

		<b>Operator</b>		
		<b>Total</b>		<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	10	10
		<b>Percentage</b>	100.0%	100.0%
Q52	<b>Answering Base</b>	<b>Count</b>	10	10
		<b>Count</b>	2	2

		<b>Percentage</b>	20.0%	20.0%
	<b>No</b>	<b>Count</b>	8	8
		<b>Percentage</b>	80.0%	80.0%

**Q 53. Denied request of item wise usage charge details**

			<b>Operator</b>	
			<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	10	10
		<b>Percentage</b>	100.0%	100.0%
<b>Q53</b>	<b>Answering Base</b>	<b>Count</b>	2	2
	<b>Yes</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
	<b>No</b>	<b>Count</b>	2	2
<b>Percentage</b>		100.0%	100.0%	

**Q 55. Manual of practice provided**

			<b>Operator</b>	
			<b>Total</b>	<b>BSNL</b>
	<b>Total</b>	<b>Count</b>	379	379
		<b>Percentage</b>	100.0%	100.0%
<b>Q55</b>	<b>Answering Base</b>	<b>Count</b>	379	379
	<b>Yes</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
	<b>No</b>	<b>Count</b>	9	9
		<b>Percentage</b>	2.4%	2.4%
	<b>Not Specified</b>	<b>Count</b>	370	370
<b>Percentage</b>		97.6%	97.6%	

## 7.2 Cellular Mobile (Wireless)

### Q 1. Last application for a phone connection

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q1	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Less than 6 month	Count	213	61	32	49	71
		Percentage	13.9%	15.9%	8.3%	12.8%	18.7%
	6-12 month	Count	182	60	38	48	36
		Percentage	11.9%	15.6%	9.9%	12.5%	9.5%
	More than 12 month	Count	1,138	263	315	287	273
		Percentage	74.2%	68.5%	81.8%	74.7%	71.8%

### Q 2. Time taken to get connection

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q2	Total	Count	395	121	70	97	107
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	395	121	70	97	107
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	More than 7 days	Count	37	10	14	5	8
		Percentage	9.4%	8.3%	20.0%	5.2%	7.5%
	4 - 7 days	Count	92	28	19	23	22
		Percentage	23.3%	23.1%	27.1%	23.7%	20.6%
	2-3 days	Count	227	72	27	60	68
		Percentage	57.5%	59.5%	38.6%	61.9%	63.6%
	1 day	Count	38	11	10	9	8
		Percentage	9.6%	9.1%	14.3%	9.3%	7.5%
	Not Specified	Count	1	0	0	0	1
		Percentage	0.3%	0.0%	0.0%	0.0%	0.9%

### Q 3. Satisfaction with time taken for activation of mobile connection

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q3	Total	Count	395	121	70	97	107
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	393	121	70	97	105
		Percentage	99.5%	100.0%	100.0%	100.0%	98.1%
	Not specified	Count	2	0	0	0	2
		Percentage	0.5%	0.0%	0.0%	0.0%	1.9%
	Very Satisfied	Count	46	13	10	13	10
		Percentage	11.7%	10.7%	14.3%	13.4%	9.5%
	Satisfied	Count	312	100	49	79	84
		Percentage	79.4%	82.6%	70.0%	81.4%	80.0%
	Dissatisfied	Count	30	7	7	5	11
		Percentage	7.6%	5.8%	10.0%	5.2%	10.5%
	Very Dissatisfied	Count	5	1	4	0	0
		Percentage	1.3%	0.8%	5.7%	0.0%	0.0%

		<b>Percentage</b>	1.3%	0.8%	5.7%	0.0%	0.0%
--	--	-------------------	------	------	------	------	------

**Q 4. Satisfaction with time taken for re-activation**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q4</b>	<b>Answering Base</b>	<b>Count</b>	85	13	23	13	36
		<b>Percentage</b>	5.5%	3.4%	6.0%	3.4%	9.5%
	<b>Not specified</b>	<b>Count</b>	1,448	371	362	371	344
		<b>Percentage</b>	94.5%	96.6%	94.0%	96.6%	90.5%
	<b>Very Satisfied</b>	<b>Count</b>	10	0	2	5	3
		<b>Percentage</b>	11.8%	0.0%	8.7%	38.5%	8.3%
	<b>Satisfied</b>	<b>Count</b>	56	9	18	8	21
		<b>Percentage</b>	65.9%	69.2%	78.3%	61.5%	58.3%
	<b>Dissatisfied</b>	<b>Count</b>	16	4	2	0	10
		<b>Percentage</b>	18.8%	30.8%	8.7%	0.0%	27.8%
	<b>Very Dissatisfied</b>	<b>Count</b>	3	0	1	0	2
		<b>Percentage</b>	3.5%	0.0%	4.3%	0.0%	5.6%

**Q 5a. Satisfaction with accuracy of charges**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,251	350	233	363	305
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	1,248	348	232	363	305
		<b>Percentage</b>	99.8%	99.4%	99.6%	100.0%	100.0%
	<b>Not specified</b>	<b>Count</b>	3	2	1	0	0
		<b>Percentage</b>	0.2%	0.6%	0.4%	0.0%	0.0%
<b>Q5A</b>	<b>Very Satisfied</b>	<b>Count</b>	175	58	34	46	37
		<b>Percentage</b>	14.0%	16.7%	14.7%	12.7%	12.1%
	<b>Satisfied</b>	<b>Count</b>	944	244	174	287	239
		<b>Percentage</b>	75.6%	70.1%	75.0%	79.1%	78.4%
	<b>Dissatisfied</b>	<b>Count</b>	119	44	21	27	27
		<b>Percentage</b>	9.5%	12.6%	9.1%	7.4%	8.9%
	<b>Very Dissatisfied</b>	<b>Count</b>	10	2	3	3	2
		<b>Percentage</b>	0.8%	0.6%	1.3%	0.8%	0.7%

**Q 5b. Reasons for dissatisfaction**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
<b>Q 5b. Reasons for dissatisfaction</b>	<b>Total</b>	<b>Count</b>	129	46	24	30	29
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	115	42	23	27	23
		<b>Percentage</b>	89.1%	91.3%	95.8%	89.1%	79.0%
	<b>Charges not as per tariff plan subscribed</b>	<b>Count</b>	44	16	12	10	6
		<b>Percentage</b>	38.3%	38.1%	52.2%	37.0%	26.1%
<b>Tariff plan changed without</b>	<b>Count</b>	16	9	1	5	1	





information	Percentage	13.9%	21.4%	4.3%	18.5%	4.3%
Charged for value added services not requested	Count	3	1	0	2	0
	Percentage	2.6%	2.4%	0.0%	7.4%	0.0%
Charged for calls/services not made/used	Count	65	23	11	14	17
	Percentage	56.5%	54.8%	47.8%	51.9%	73.9%
Others	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

**Q 6. Satisfaction with timely delivery of bills**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q6	Total	Count	282	34	152	21	75
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	281	34	152	21	74
		Percentage	99.6%	100.0%	100.0%	100.0%	98.7%
	Not specified	Count	1	0	0	0	1
		Percentage	0.4%	0.0%	0.0%	0.0%	1.3%
	Very Satisfied	Count	62	10	35	4	13
		Percentage	22.1%	29.4%	23.0%	19.0%	17.6%
	Satisfied	Count	162	24	77	15	46
		Percentage	57.7%	70.6%	50.7%	71.4%	62.2%
	Dissatisfied	Count	47	0	34	2	11
		Percentage	16.7%	0.0%	22.4%	9.5%	14.9%
	Very Dissatisfied	Count	10	0	6	0	4
		Percentage	3.6%	0.0%	3.9%	0.0%	5.4%

**Q 7a. Satisfaction with accuracy of bills**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	282	34	152	21	75
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	279	34	152	20	73
		Percentage	98.9%	100.0%	100.0%	95.2%	97.3%
Not specified	Count	3	0	0	1	2	
	Percentage	1.1%	0.0%	0.0%	4.8%	2.7%	
Q7A	Very Satisfied	Count	54	10	30	5	9
		Percentage	19.4%	29.4%	19.7%	25.0%	12.3%
	Satisfied	Count	192	24	102	14	52
		Percentage	68.8%	70.6%	67.1%	70.0%	71.2%
Dissatisfied	Count	29	0	19	1	9	
	Percentage	10.4%	0.0%	12.5%	5.0%	12.3%	
Very Dissatisfied	Count	4	0	1	0	3	
	Percentage	1.4%	0.0%	0.7%	0.0%	4.1%	

**Q 7b. Reasons for dissatisfaction**

	Operator			
	Total	BSNL	Aircel	RTL

	Total	Count	33	20	1	12
			Percentage	100.0%	100.0%	100.0%
Q 7b. Reasons for dissatisfaction	Answering Base	Count	29	19	1	9
	Charges not as per tariff plan subscribed	Count	11	7	1	3
		Percentage	37.9%	36.8%	100.0%	33.3%
	Tariff plan changed without information	Count	8	6	0	2
		Percentage	27.6%	31.6%	0.0%	22.2%
	Charged for value added services not subscribed	Count	4	1	0	3
		Percentage	13.8%	5.3%	0.0%	33.3%
	Charged for calls/services not made/used	Count	10	8	0	2
		Percentage	34.5%	42.1%	0.0%	22.2%
	Others	Count	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	

**Q 8. Billing related complaints made in last 12 months**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	282	34	152	21	75
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	281	34	152	20	75
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	29	8	5	2	14
		Percentage	10.3%	23.5%	3.3%	10.0%	18.7%
	No	Count	252	26	147	18	61
		Percentage	89.7%	76.5%	96.7%	90.0%	81.3%

**Q 9. Satisfaction with process of resolutions of these complaints**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	29	8	5	2	14
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q9	Answering Base	Count	29	8	5	2	14
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	Very Satisfied	Count	3	1	0	1	1
		Percentage	10.3%	12.5%	0.0%	50.0%	7.1%
Satisfied	Count	17	6	3	0	8	
	Percentage	58.6%	75.0%	60.0%	0.0%	57.1%	
Dissatisfied	Count	9	1	2	1	5	
	Percentage	31.0%	12.5%	40.0%	50.0%	35.7%	

**Q 10a. Satisfaction with clarity of bills**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	282	34	152	21	75
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	274	33	150	20	71

		Percentage	97.2%	97.1%	98.7%	95.2%	94.7%
Q10A	Not specified	Count	8	1	2	1	4
		Percentage	2.8%	2.9%	1.3%	4.8%	5.3%
	Very Satisfied	Count	37	6	21	5	5
		Percentage	13.5%	18.2%	14.0%	25.0%	7.0%
	Satisfied	Count	204	26	112	14	52
		Percentage	74.5%	78.8%	74.7%	70.0%	73.2%
	Dissatisfied	Count	31	1	15	1	14
		Percentage	11.3%	3.0%	10.0%	5.0%	19.7%
Very Dissatisfied	Count	2	0	2	0	0	
	Percentage	0.7%	0.0%	1.3%	0.0%	0.0%	

**Q 10b. Reasons for dissatisfaction**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q 10b. Reasons for dissatisfaction	Total	Count	33	1	17	1	14
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	26	0	15	1	10
		Percentage	78.8%	0.0%	76.5%	100.0%	71.4%
	Difficult to read the bill	Count	2	0	2	0	0
		Percentage	7.7%	0.0%	13.3%	0.0%	0.0%
	Difficult to understand the language	Count	4	0	3	1	0
		Percentage	15.4%	0.0%	20.0%	100.0%	0.0%
	Calculations not clear	Count	11	0	4	0	7
		Percentage	42.3%	0.0%	26.7%	0.0%	70.0%
	Item-wise charges not given	Count	11	0	8	0	3
		Percentage	42.3%	0.0%	53.3%	0.0%	30.0%
	Others	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

**Q 11. Complaints made to customer care**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q11	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	470	126	82	129	133
		Percentage	30.7%	32.8%	21.3%	33.6%	35.0%
	No	Count	1,063	258	303	255	247
		Percentage	69.3%	67.2%	78.7%	66.4%	65.0%

**Q 12. Satisfaction with ease of access of number**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	470	126	82	129	133
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	468	126	82	127	133
		Percentage	99.6%	100.0%	100.0%	98.4%	100.0%

Q12	Not specified	Count	2	0	0	2	0
		Percentage	0.4%	0.0%	0.0%	1.6%	0.0%
	Very Satisfied	Count	58	25	7	13	13
		Percentage	12.4%	19.8%	8.5%	10.2%	9.8%
	Satisfied	Count	232	65	22	78	67
		Percentage	49.6%	51.6%	26.8%	61.4%	50.4%
	Dissatisfied	Count	153	30	42	35	46
		Percentage	32.7%	23.8%	51.2%	27.6%	34.6%
	Very Dissatisfied	Count	25	6	11	1	7
		Percentage	5.3%	4.8%	13.4%	0.8%	5.3%

**Q 13. Satisfaction with response time**

				Operator			
		Total	Airtel	BSNL	Aircel	RTL	
	Total	Count	470	126	82	129	133
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q13	Answering Base	Count	468	126	82	127	133
		Percentage	99.6%	100.0%	100.0%	98.4%	100.0%
	Not specified	Count	2	0	0	2	0
		Percentage	0.4%	0.0%	0.0%	1.6%	0.0%
	Very Satisfied	Count	82	29	13	22	18
		Percentage	17.5%	23.0%	15.9%	17.3%	13.5%
	Satisfied	Count	249	68	28	79	74
		Percentage	53.2%	54.0%	34.1%	62.2%	55.6%
	Dissatisfied	Count	112	19	32	25	36
		Percentage	23.9%	15.1%	39.0%	19.7%	27.1%
Very Dissatisfied	Count	25	10	9	1	5	
	Percentage	5.3%	7.9%	11.0%	0.8%	3.8%	

**Q 14. Satisfaction with problem solving ability of CC executive**

				Operator			
		Total	Airtel	BSNL	Aircel	RTL	
	Total	Count	470	126	82	129	133
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	468	126	82	127	133
		Percentage	99.6%	100.0%	100.0%	98.4%	100.0%
	Not specified	Count	2	0	0	2	0
		Percentage	0.4%	0.0%	0.0%	1.6%	0.0%
Q14	Very Satisfied	Count	62	27	9	17	9
		Percentage	13.2%	21.4%	11.0%	13.4%	6.8%
	Satisfied	Count	232	58	34	74	66
		Percentage	49.6%	46.0%	41.5%	58.3%	49.6%
	Dissatisfied	Count	154	30	35	36	53
		Percentage	32.9%	23.8%	42.7%	28.3%	39.8%
	Very Dissatisfied	Count	20	11	4	0	5
		Percentage	4.3%	8.7%	4.9%	0.0%	3.8%

**Q 15. Satisfaction with time taken by CC executive to solve problem**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	470	126	82	129	133
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	468	126	82	127	133
		Percentage	99.6%	100.0%	100.0%	98.4%	100.0%
	Not specified	Count	2	0	0	2	0
		Percentage	0.4%	0.0%	0.0%	1.6%	0.0%
Q15	Very Satisfied	Count	56	24	10	14	8
		Percentage	12.0%	19.0%	12.2%	11.0%	6.0%
	Satisfied	Count	233	61	32	77	63
		Percentage	49.8%	48.4%	39.0%	60.6%	47.4%
	Dissatisfied	Count	159	31	37	35	56
		Percentage	34.0%	24.6%	45.1%	27.6%	42.1%
	Very Dissatisfied	Count	20	10	3	1	6
		Percentage	4.3%	7.9%	3.7%	0.8%	4.5%

**Q16. Satisfaction with availability of signal**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Q16	Very Satisfied	Count	287	107	75	64	41
		Percentage	18.7%	27.9%	19.5%	16.7%	10.8%
	Satisfied	Count	910	236	238	256	180
		Percentage	59.4%	61.5%	61.8%	66.7%	47.4%
	Dissatisfied	Count	299	39	64	59	137
		Percentage	19.5%	10.2%	16.6%	15.4%	36.1%
	Very Dissatisfied	Count	37	2	8	5	22
		Percentage	2.4%	0.5%	2.1%	1.3%	5.8%

**Q17. Satisfaction with ease of making / receiving calls**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,528	382	385	382	379
		Percentage	99.7%	99.5%	100.0%	99.5%	99.7%
	Not specified	Count	5	2	0	2	1
		Percentage	0.3%	0.5%	0.0%	0.5%	0.3%
Q17	Very Satisfied	Count	265	91	73	65	36
		Percentage	17.3%	23.8%	19.0%	17.0%	9.5%

<b>Satisfied</b>	<b>Count</b>	954	244	232	269	209
	<b>Percentage</b>	62.4%	63.9%	60.3%	70.4%	55.1%
<b>Dissatisfied</b>	<b>Count</b>	278	46	69	43	120
	<b>Percentage</b>	18.2%	12.0%	17.9%	11.3%	31.7%
<b>Very Dissatisfied</b>	<b>Count</b>	31	1	11	5	14
	<b>Percentage</b>	2.0%	0.3%	2.9%	1.3%	3.7%

**Q18. Rate of call drop**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q18</b>	<b>Answering Base</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Very Frequently</b>	<b>Count</b>	9	0	2	1	6
		<b>Percentage</b>	0.6%	0.0%	0.5%	0.3%	1.6%
	<b>Frequently</b>	<b>Count</b>	112	21	33	19	39
		<b>Percentage</b>	7.3%	5.5%	8.6%	4.9%	10.3%
	<b>Occasionally</b>	<b>Count</b>	1,043	253	248	272	270
		<b>Percentage</b>	68.0%	65.9%	64.4%	70.8%	71.1%
	<b>Never</b>	<b>Count</b>	369	110	102	92	65
		<b>Percentage</b>	24.1%	28.6%	26.5%	24.0%	17.1%

**Q19. Satisfaction with voice quality**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	1,529	381	385	384	379
		<b>Percentage</b>	99.7%	99.2%	100.0%	100.0%	99.7%
	<b>Not specified</b>	<b>Count</b>	4	3	0	0	1
		<b>Percentage</b>	0.3%	0.8%	0.0%	0.0%	0.3%
<b>Q19</b>	<b>Very Satisfied</b>	<b>Count</b>	387	124	110	84	69
		<b>Percentage</b>	25.3%	32.5%	28.6%	21.9%	18.2%
	<b>Satisfied</b>	<b>Count</b>	923	219	225	256	223
		<b>Percentage</b>	60.4%	57.5%	58.4%	66.7%	58.8%
	<b>Dissatisfied</b>	<b>Count</b>	208	36	48	43	81
		<b>Percentage</b>	13.6%	9.4%	12.5%	11.2%	21.4%
	<b>Very Dissatisfied</b>	<b>Count</b>	11	2	2	1	6
		<b>Percentage</b>	0.7%	0.5%	0.5%	0.3%	1.6%

**Q20. Problems of signal faced**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q20</b>	<b>Answering Base</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Very Dissatisfied</b>	<b>Count</b>	3	1	0	1

	<b>Percentage</b>	0.2%	0.3%	0.0%	0.3%	0.3%
<b>Dissatisfied</b>	<b>Count</b>	73	21	19	9	24
	<b>Percentage</b>	4.8%	5.5%	4.9%	2.3%	6.3%
<b>Satisfied</b>	<b>Count</b>	376	98	103	76	99
	<b>Percentage</b>	24.5%	25.5%	26.8%	19.8%	26.1%
<b>Very Satisfied</b>	<b>Count</b>	1,081	264	263	298	256
	<b>Percentage</b>	70.5%	68.8%	68.3%	77.6%	67.4%

**Q21. Satisfaction with availability of network**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	1,531	384	385	383	379
		<b>Percentage</b>	99.9%	100.0%	100.0%	99.7%	99.7%
	<b>Not specified</b>	<b>Count</b>	2	0	0	1	1
		<b>Percentage</b>	0.1%	0.0%	0.0%	0.3%	0.3%
<b>Q21</b>	<b>Very Satisfied</b>	<b>Count</b>	292	101	79	63	49
		<b>Percentage</b>	19.1%	26.3%	20.5%	16.4%	12.9%
	<b>Satisfied</b>	<b>Count</b>	945	250	233	270	192
		<b>Percentage</b>	61.7%	65.1%	60.5%	70.5%	50.7%
	<b>Dissatisfied</b>	<b>Count</b>	281	32	72	48	129
		<b>Percentage</b>	18.4%	8.3%	18.7%	12.5%	34.0%
	<b>Very Dissatisfied</b>	<b>Count</b>	13	1	1	2	9
		<b>Percentage</b>	0.8%	0.3%	0.3%	0.5%	2.4%

**Q22. Satisfaction with restoration of network problems**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	1,532	384	385	384	379
		<b>Percentage</b>	99.9%	100.0%	100.0%	100.0%	99.7%
	<b>Not specified</b>	<b>Count</b>	1	0	0	0	1
		<b>Percentage</b>	0.1%	0.0%	0.0%	0.0%	0.3%
<b>Q22</b>	<b>Very Satisfied</b>	<b>Count</b>	334	118	93	79	44
		<b>Percentage</b>	21.8%	30.7%	24.2%	20.6%	11.6%
	<b>Satisfied</b>	<b>Count</b>	878	228	216	249	185
		<b>Percentage</b>	57.3%	59.4%	56.1%	64.8%	48.8%
	<b>Dissatisfied</b>	<b>Count</b>	298	35	74	55	134
		<b>Percentage</b>	19.5%	9.1%	19.2%	14.3%	35.4%
	<b>Very Dissatisfied</b>	<b>Count</b>	22	3	2	1	16
		<b>Percentage</b>	1.4%	0.8%	0.5%	0.3%	4.2%

**Q23. Value added services used**

			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>

	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	1,533	384	385	384	380
		Yes	Count	199	61	36	53
		Percentage	13.0%	15.9%	9.4%	13.8%	12.9%
	No	Count	1,334	323	349	331	331
Percentage		87.0%	84.1%	90.6%	86.2%	87.1%	

**Q24. Explicit consent taken before providing chargeable value added services**

		Operator					
		Total	Airtel	BSNL	Aircel	RTL	
	Total	Count	199	61	36	53	49
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	199	61	36	53	49
		Yes	Count	162	48	30	40
		Percentage	81.4%	78.7%	83.3%	75.5%	89.8%
	No	Count	36	12	6	13	5
		Percentage	18.1%	19.7%	16.7%	24.5%	10.2%
	Not Specified	Count	1	1	0	0	0
Percentage		0.5%	1.6%	0.0%	0.0%	0.0%	

**Q25. Satisfaction with value added services**

		Operator					
		Total	Airtel	BSNL	Aircel	RTL	
	Total	Count	199	61	36	53	49
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	198	61	36	52	49
		Percentage	99.5%	100.0%	100.0%	98.1%	100.0%
	Not specified	Count	1	0	0	1	0
		Percentage	0.5%	0.0%	0.0%	1.9%	0.0%
Q25	Very Satisfied	Count	18	10	2	3	3
		Percentage	9.1%	16.4%	5.6%	5.8%	6.1%
	Satisfied	Count	144	43	23	38	40
		Percentage	72.7%	70.5%	63.9%	73.1%	81.6%
	Dissatisfied	Count	26	5	9	8	4
		Percentage	13.1%	8.2%	25.0%	15.4%	8.2%
	Very Dissatisfied	Count	10	3	2	3	2
		Percentage	5.1%	4.9%	5.6%	5.8%	4.1%

**Q26a. Satisfaction with overall quality**

		Operator					
		Total	Airtel	BSNL	Aircel	RTL	
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,522	380	382	381	379
		Percentage	99.3%	99.0%	99.2%	99.2%	99.7%
	Not specified	Count	11	4	3	3	1
		Percentage	0.7%	1.0%	0.8%	0.8%	0.3%



<b>Q26A</b>	<b>Very Satisfied</b>	<b>Count</b>	220	81	60	48	31
		<b>Percentage</b>	14.5%	21.3%	15.7%	12.6%	8.2%
	<b>Satisfied</b>	<b>Count</b>	1,114	276	276	304	258
		<b>Percentage</b>	73.2%	72.6%	72.3%	79.8%	68.1%
	<b>Dissatisfied</b>	<b>Count</b>	178	22	43	27	86
		<b>Percentage</b>	11.7%	5.8%	11.3%	7.1%	22.7%
<b>Very Dissatisfied</b>	<b>Count</b>	10	1	3	2	4	
	<b>Percentage</b>	0.7%	0.3%	0.8%	0.5%	1.1%	

<b>Q27. Informed in writing about tariff plan</b>							
			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q27</b>	<b>Answering Base</b>	<b>Count</b>	1,533	384	385	384	380
	<b>Yes</b>	<b>Count</b>	474	84	41	277	72
		<b>Percentage</b>	30.9%	21.9%	10.6%	72.1%	18.9%
	<b>No</b>	<b>Count</b>	409	30	37	45	297
		<b>Percentage</b>	26.7%	7.8%	9.6%	11.7%	78.2%
	<b>Not Specified</b>	<b>Count</b>	650	270	307	62	11
<b>Percentage</b>		42.4%	70.3%	79.7%	16.1%	2.9%	

<b>Q28. Mobile connection terminated in last 12 months</b>							
			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q28</b>	<b>Answering Base</b>	<b>Count</b>	1,533	384	385	384	380
	<b>Yes</b>	<b>Count</b>	49	17	11	11	10
		<b>Percentage</b>	3.2%	4.4%	2.9%	2.9%	2.6%
	<b>No</b>	<b>Count</b>	1,484	367	374	373	370
		<b>Percentage</b>	96.8%	95.6%	97.1%	97.1%	97.4%

<b>Q29. Previous service provider</b>							
			<b>Operator</b>				
			<b>Total</b>	<b>Airtel</b>	<b>BSNL</b>	<b>Aircel</b>	<b>RTL</b>
	<b>Total</b>	<b>Count</b>	49	17	11	11	10
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q29</b>	<b>Answering Base</b>	<b>Count</b>	49	17	11	11	10
	<b>Airtel</b>	<b>Count</b>	9	3	1	1	4
		<b>Percentage</b>	18.4%	17.6%	9.1%	9.1%	40.0%
	<b>Vodafone</b>	<b>Count</b>	1	0	0	1	0
		<b>Percentage</b>	2.0%	0.0%	0.0%	9.1%	0.0%
	<b>Idea</b>	<b>Count</b>	0	0	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%	0.0%	0.0%
	<b>BSNL</b>	<b>Count</b>	8	2	2	2	2
		<b>Percentage</b>	16.3%	11.8%	18.2%	18.2%	20.0%
	<b>Rel Comm</b>	<b>Count</b>	1	0	0	0	1
		<b>Percentage</b>	2.0%	0.0%	0.0%	0.0%	10.0%



Aircel	Count	5	3	0	1	1
	Percentage	10.2%	17.6%	0.0%	9.1%	10.0%
TATA	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
MTNL	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Spice	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
BPL	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
HFCL	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Shyam	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
RTL	Count	23	8	8	6	1
	Percentage	46.9%	47.1%	72.7%	54.5%	10.0%
RISL	Count	1	0	0	0	1
	Percentage	2.0%	0.0%	0.0%	0.0%	10.0%
Dishnet	Count	0	0	0	0	0
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Others	Count	1	1	0	0	0
	Percentage	2.0%	5.9%	0.0%	0.0%	0.0%

**Q30. Time taken for termination of connection**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	49	17	11	11	10
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q30	Answering Base	Count	49	17	11	11	10
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	More than 7 days	Count	19	5	2	6	6
		Percentage	38.8%	29.4%	18.2%	54.5%	60.0%
	4 - 7 days	Count	13	7	2	3	1
		Percentage	26.5%	41.2%	18.2%	27.3%	10.0%
	2-3 days	Count	6	1	1	2	2
		Percentage	12.2%	5.9%	9.1%	18.2%	20.0%
	1 day	Count	8	3	4	0	1
		Percentage	16.3%	17.6%	36.4%	0.0%	10.0%
	Not Specified	Count	3	1	2	0	0
		Percentage	6.1%	5.9%	18.2%	0.0%	0.0%

**Q31. Security deposit adjusted in the bill raised after termination**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	49	17	11	11	10
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q31	Answering Base	Count	49	17	11	11	10
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	1	0	0	0	1
		Percentage	2.0%	0.0%	0.0%	0.0%	10.0%
	No	Count	44	16	8	11	9

	<b>Percentage</b>	89.8%	94.1%	72.7%	100.0%	90.0%
<b>Not Specified</b>	<b>Count</b>	4	1	3	0	0
	<b>Percentage</b>	8.2%	5.9%	27.3%	0.0%	0.0%

**Q32. Number registered on Do Not Call (DNC registry)**

		Operator					
		Total	Airtel	BSNL	Aircel	RTL	
	<b>Total</b>	<b>Count</b>	1,533	384	385	384	380
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q32</b>	<b>Answering Base</b>	<b>Count</b>	1,533	384	385	384	380
	<b>Yes</b>	<b>Count</b>	14	1	3	1	9
		<b>Percentage</b>	0.9%	0.3%	0.8%	0.3%	2.4%
	<b>No</b>	<b>Count</b>	1,434	366	353	360	355
		<b>Percentage</b>	93.5%	95.3%	91.7%	93.8%	93.4%
	<b>Do not mind receiving such calls/SMS</b>	<b>Count</b>	81	17	29	22	13
		<b>Percentage</b>	5.3%	4.4%	7.5%	5.7%	3.4%
<b>Not Specified</b>	<b>Count</b>	4	0	0	1	3	
	<b>Percentage</b>	0.3%	0.0%	0.0%	0.3%	0.8%	

**Q33a. Still receive unsolicited material**

		Operator					
		Total	Airtel	BSNL	Aircel	RTL	
	<b>Total</b>	<b>Count</b>	14	1	3	1	9
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q33a</b>	<b>Answering Base</b>	<b>Count</b>	14	1	3	1	9
	<b>Continued receiving</b>	<b>Count</b>	6	0	0	1	5
		<b>Percentage</b>	42.9%	0.0%	0.0%	100.0%	55.6%
	<b>Slight decrease</b>	<b>Count</b>	1	0	0	0	1
		<b>Percentage</b>	7.1%	0.0%	0.0%	0.0%	11.1%
	<b>Considerable decrease</b>	<b>Count</b>	0	0	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%	0.0%	0.0%
	<b>Stopped receiving</b>	<b>Count</b>	5	1	2	0	2
		<b>Percentage</b>	35.7%	100.0%	66.7%	0.0%	22.2%
<b>Not Specified</b>	<b>Count</b>	2	0	1	0	1	
	<b>Percentage</b>	14.3%	0.0%	33.3%	0.0%	11.1%	

**Q33b. Complained to service provider**

		Operator					
		Total	Airtel	BSNL	Aircel	RTL	
	<b>Total</b>	<b>Count</b>	14	1	3	1	9
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q33b</b>	<b>Answering Base</b>	<b>Count</b>	14	1	3	1	9
	<b>Yes</b>	<b>Count</b>	0	0	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%	0.0%	0.0%
	<b>No</b>	<b>Count</b>	11	0	2	0	9
		<b>Percentage</b>	78.6%	0.0%	66.7%	0.0%	100.0%
<b>Not Specified</b>	<b>Count</b>	3	1	1	1	0	
	<b>Percentage</b>	21.4%	100.0%	33.3%	100.0%	0.0%	

Q33c. Outcome of complaint							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	14	1	3	1	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q33c	Answering Base	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	Complaint registered by service provider	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
Service Provider refused to register complaint	Count	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	

Q 34. Aware of the 3 stage grievance redressal mechanism							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	477	131	127	107	112
		Percentage	31.1%	34.1%	33.0%	27.9%	29.5%
	No	Count	1,054	253	258	276	267
		Percentage	68.8%	65.9%	67.0%	71.9%	70.3%
Not Specified	Count	2	0	0	1	1	
	Percentage	0.1%	0.0%	0.0%	0.3%	0.3%	

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q35. Which stage aware of	Answering Base	Count	1,527	383	385	380	379
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Call Centre	Count	471	129	111	116	115
		Percentage	30.8%	33.7%	28.8%	30.5%	30.3%
	Nodal Officer	Count	138	6	18	5	109
		Percentage	9.0%	1.6%	4.7%	1.3%	28.8%
	Appellate Authority	Count	23	1	12	0	10
		Percentage	1.5%	0.3%	3.1%	0.0%	2.6%
None of these	Count	895	247	244	259	145	
	Percentage	58.6%	64.5%	63.4%	68.2%	38.3%	

Q 36. made complaints within last 6 months							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q36	Answering Base	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	153	46	22	47	38
Percentage		10.0%	12.0%	5.7%	12.2%	10.0%	

<b>No</b>	<b>Count</b>	1,380	338	363	337	342
	<b>Percentage</b>	90.0%	88.0%	94.3%	87.8%	90.0%
<b>Not Specified</b>	<b>Count</b>	0	0	0	0	0
	<b>Percentage</b>	0.0%	0.0%	0.0%	0.0%	0.0%

Q 37. Docket number							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	<b>Total</b>	<b>Count</b>	153	46	22	47	38
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q37</b>	<b>Answering Base</b>	<b>Count</b>	153	46	22	47	38
		<b>No docket number received even on request</b>	<b>Count</b>	62	19	8	19
		<b>Percentage</b>	40.5%	41.3%	36.4%	40.4%	42.1%
	<b>No docket number received for most of the complaints</b>	<b>Count</b>	33	7	3	8	15
		<b>Percentage</b>	21.6%	15.2%	13.6%	17.0%	39.5%
	<b>Docket number received for most of the complaints</b>	<b>Count</b>	58	20	11	20	7
<b>Percentage</b>		37.9%	43.5%	50.0%	42.6%	18.4%	

Q 38. Information given by call center							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	<b>Total</b>	<b>Count</b>	153	46	22	47	38
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Q38</b>	<b>Answering Base</b>	<b>Count</b>	153	46	22	47	38
		<b>Yes</b>	<b>Count</b>	66	25	9	23
		<b>Percentage</b>	43.1%	54.3%	40.9%	48.9%	23.7%
	<b>No</b>	<b>Count</b>	85	21	13	24	27
		<b>Percentage</b>	55.6%	45.7%	59.1%	51.1%	71.1%
	<b>Not Specified</b>	<b>Count</b>	2	0	0	0	2
<b>Percentage</b>		1.3%	0.0%	0.0%	0.0%	5.3%	

Q 39. Satisfaction with clarity of bills							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	<b>Total</b>	<b>Count</b>	153	46	22	47	38
		<b>Percentage</b>	100.0%	100.0%	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	148	45	22	45	36
		<b>Percentage</b>	96.7%	97.8%	100.0%	95.7%	94.7%
	<b>Not specified</b>	<b>Count</b>	5	1	0	2	2
		<b>Percentage</b>	3.3%	2.2%	0.0%	4.3%	5.3%
<b>Q39</b>	<b>Very Satisfied</b>	<b>Count</b>	11	5	2	2	2
		<b>Percentage</b>	7.4%	11.1%	9.1%	4.4%	5.6%
	<b>Satisfied</b>	<b>Count</b>	89	27	14	27	21
		<b>Percentage</b>	60.1%	60.0%	63.6%	60.0%	58.3%
	<b>Dissatisfied</b>	<b>Count</b>	40	11	4	15	10
		<b>Percentage</b>	27.0%	24.4%	18.2%	33.3%	27.8%

Very Dissatisfied	Count	8	2	2	1	3
	Percentage	5.4%	4.4%	9.1%	2.2%	8.3%

**Q 40. Reasons for dissatisfaction**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q 40. Reasons for dissatisfaction	Total	Count	48	13	6	16	13
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	40	9	6	15	10
		Percentage					
	Difficult to connect to the call centre executive	Count	16	2	3	8	3
		Percentage	40.0%	22.2%	50.0%	53.3%	30.0%
	Customer care executive not polite/courteous	Count	6	2	0	3	1
		Percentage	15.0%	22.2%	0.0%	20.0%	10.0%
	Customer care executive not equipped with adequate informat	Count	10	3	1	4	2
		Percentage	25.0%	33.3%	16.7%	26.7%	20.0%
	Time taken by call centre for redressal of complaint is long	Count	13	4	2	3	4
		Percentage	32.5%	44.4%	33.3%	20.0%	40.0%
	Customer care executive was unable to understand the problem	Count	4	1	0	1	2
		Percentage	10.0%	11.1%	0.0%	6.7%	20.0%
Others	Count	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	

**Q 41. Billing complaint solved within 4 weeks by CC executive**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q41	Total	Count	153	46	22	47	38
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	153	46	22	47	38
		Percentage					
	Yes	Count	4	2	1	1	0
		Percentage	2.6%	4.3%	4.5%	2.1%	0.0%
	No	Count	19	3	3	1	12
		Percentage	12.4%	6.5%	13.6%	2.1%	31.6%
	Not Applicable	Count	130	41	18	45	26
		Percentage	85.0%	89.1%	81.8%	95.7%	68.4%

**Q 42. Awareness of contact details of nodal officer**

			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	1,533	384	385	384	380
		Count	18	3	7	2	6

		<b>Percentage</b>	1.2%	0.8%	1.8%	0.5%	1.6%
	<b>No</b>	<b>Count</b>	1,515	381	378	382	374
		<b>Percentage</b>	98.8%	99.2%	98.2%	99.5%	98.4%

Q 43. Made a complaint to nodal officer							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
Q43	Total	Count	18	3	7	2	6
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	18	3	7	2	6
		Yes	Count	2	1	0	0
		Percentage	11.1%	33.3%	0.0%	0.0%	16.7%
	No	Count	16	2	7	2	5
Percentage		88.9%	66.7%	100.0%	100.0%	83.3%	

Q 44. Nodal officer can be approached easily					
			Operator		
			Total	Airtel	RTL
	Total	Count	2	1	1
		Percentage	100.0%	100.0%	100.0%
Q44	Answering Base	Count	2	1	1
		Yes	Count	1	1
		Percentage	50.0%	100.0%	0.0%
	No	Count	1	0	1
Percentage		50.0%	0.0%	100.0%	

Q 45. Decision on complaint intimated by Nodal officer					
			Operator		
			Total	Airtel	RTL
	Total	Count	2	1	1
		Percentage	100.0%	100.0%	100.0%
Q45	Answering Base	Count	2	1	1
		Yes	Count	1	1
		Percentage	50.0%	100.0%	0.0%
	No	Count	1	0	1
Percentage		50.0%	0.0%	100.0%	

Q 46. Satisfaction with redressal of complaint by nodal officer					
			Operator		
			Total	Airtel	RTL
	Total	Count	2	1	1
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	2	1	1
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q46	Satisfied	Count	1	1	0
		Percentage	50.0%	100.0%	0.0%



Dissatisfied	Count	1	0	1
	Percentage	50.0%	0.0%	100.0%

Q 47. Reasons for dissatisfaction				
			Operator	
			Total	RTL
Q 47. Reasons for dissatisfaction	Total	Count	1	1
		Percentage	100.0%	100.0%
	Answering Base	Count	0	0
		Percentage	0.0%	0.0%
	Difficult to connect to the Nodal Officer	Count	0	0
		Percentage	0.0%	0.0%
	Nodal Officer not polite/courteous	Count	0	0
		Percentage	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	0	0
		Percentage	0.0%	0.0%
	Time taken by Nodal Off. for redressal of complaint is long	Count	0	0
		Percentage	0.0%	0.0%
	Nodal Officer was unable to understand the problem	Count	0	0
		Percentage	0.0%	0.0%
Others	Count	0	0	
	Percentage	0.0%	0.0%	

Q 48. Awareness of contact details of appellate authority							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q48	Answering Base	Count	1,533	384	385	384	380
	Yes	Count	19	5	8	2	4
		Percentage	1.2%	1.3%	2.1%	0.5%	1.1%
	No	Count	1,514	379	377	382	376
		Percentage	98.8%	98.7%	97.9%	99.5%	98.9%

Q 49. Filed complaints in last 6 months							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	19	5	8	2	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q49	Answering Base	Count	19	5	8	2	4
	Yes	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	No	Count	19	5	8	2	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%

Q 52. Aware of item wise usage charge details		
		Operator





			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,251	350	233	363	305
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q52	Answering Base	Count	1,251	350	233	363	305
	Yes	Count	246	84	40	83	39
		Percentage	19.7%	24.0%	17.2%	22.9%	12.8%
	No	Count	1,005	266	193	280	266
Percentage		80.3%	76.0%	82.8%	77.1%	87.2%	

Q 53. Denied request of item wise usage charge details							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,251	350	233	363	305
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q53	Answering Base	Count	246	84	40	83	39
	Yes	Count	10	3	2	3	2
		Percentage	4.1%	3.6%	5.0%	3.6%	5.1%
	No	Count	236	81	38	80	37
Percentage		95.9%	96.4%	95.0%	96.4%	94.9%	

Q 54. Reasons for denying request							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	10	3	2	3	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	Answering Base	Count	8	2	2	3	1
	No reason given	Count	5	2	1	2	0
		Percentage	62.5%	100.0%	50.0%	66.7%	0.0%
	Technical problem	Count	3	0	1	1	1
		Percentage	37.5%	0.0%	50.0%	33.3%	100.0%
	Others	Count	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	

Q 55. Manual of practice provided							
			Operator				
			Total	Airtel	BSNL	Aircel	RTL
	Total	Count	1,533	384	385	384	380
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	1,533	384	385	384	380
	Yes	Count	107	37	15	31	24
		Percentage	7.0%	9.6%	3.9%	8.1%	6.3%
	No	Count	819	59	51	353	356
		Percentage	53.4%	15.4%	13.2%	91.9%	93.7%
	Not Specified	Count	607	288	319	0	0
Percentage		39.6%	75.0%	82.9%	0.0%	0.0%	

### 7.3 Broadband Services

Q1. Number of days in getting BB connection activated					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q1	Answering Base	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Within 15 working days	Count	476	161	315
		Percentage	63.6%	43.2%	83.8%
> 15 working Days	Count	273	212	61	
	Percentage	36.4%	56.8%	16.2%	

Q2. Satisfaction with time taken in getting BB connection activated					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	747	372	375
		Percentage	99.7%	99.7%	99.7%
	Not specified	Count	2	1	1
		Percentage	0.3%	0.3%	0.3%
Q2	Very Satisfied	Count	116	39	77
		Percentage	15.5%	10.5%	20.5%
	Satisfied	Count	559	273	286
		Percentage	74.8%	73.4%	76.3%
	Dissatisfied	Count	60	50	10
		Percentage	8.0%	13.4%	2.7%
	Very Dissatisfied	Count	12	10	2
		Percentage	1.6%	2.7%	0.5%

Q3. Satisfaction with time taken in getting BB connection re-activated					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	112	63	49
		Percentage	15.0%	16.9%	13.0%
	Not specified	Count	637	310	327
		Percentage	85.0%	83.1%	87.0%
Q3	Very Satisfied	Count	14	5	9
		Percentage	12.5%	7.9%	18.4%
	Satisfied	Count	73	41	32
		Percentage	65.2%	65.1%	65.3%
	Dissatisfied	Count	21	16	5
		Percentage	18.8%	25.4%	10.2%
	Very Dissatisfied	Count	4	1	3
		Percentage	3.6%	1.6%	6.1%

Q4. Satisfaction with timely delivery of bills					
			Operator		
			Total	BSNL	Sify
	Total	Count	460	370	90
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	460	370	90
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q4	Very Satisfied	Count	56	48	8
		Percentage	12.2%	13.0%	8.9%
	Satisfied	Count	332	259	73
		Percentage	72.2%	70.0%	81.1%
	Dissatisfied	Count	59	50	9
		Percentage	12.8%	13.5%	10.0%
	Very Dissatisfied	Count	13	13	0
		Percentage	2.8%	3.5%	0.0%

Q5a. Satisfaction with accuracy of bills					
			Operator		
			Total	BSNL	Sify
	Total	Count	460	370	90
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	460	370	90
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q5A	Very Satisfied	Count	53	46	7
		Percentage	11.5%	12.4%	7.8%
	Satisfied	Count	355	281	74
		Percentage	77.2%	75.9%	82.2%
	Dissatisfied	Count	46	37	9
		Percentage	10.0%	10.0%	10.0%
	Very Dissatisfied	Count	6	6	0
		Percentage	1.3%	1.6%	0.0%

Q5b. Reasons for dissatisfaction					
			Operator		
			Total	BSNL	Sify
	Total	Count	52	43	9
		Percentage	100.0%	100.0%	100.0%
Q5b. Reasons for dissatisfaction	Answering Base	Count	48	40	8
		Percentage	92.3%	100.0%	88.9%
	Charges not as per tariff plan subscribed	Count	16	8	8
		Percentage	33.3%	20.0%	100.0%
	Tariff plan changed without information	Count	4	4	0
		Percentage	8.3%	10.0%	0.0%



Charged for value added services not requested	Count	1	1	0
	Percentage	2.1%	2.5%	0.0%
Charged for calls/services not made/used	Count	31	26	5
	Percentage	64.6%	65.0%	62.5%
Others	Count	5	5	0
	Percentage	10.4%	12.5%	0.0%

**Q6. Billing related complaints made in last 12 months**

				Operator	
		Total	BSNL	Sify	
	Total	Count	460	370	90
		Percentage	100.0%	100.0%	100.0%
Q6	Answering Base	Count	459	370	89
		Percentage			
	Yes	Count	76	65	11
		Percentage	16.6%	17.6%	12.4%
	No	Count	383	305	78
		Percentage	83.4%	82.4%	87.6%

**Q7. Satisfaction with process of resolution of billing complaints**

				Operator	
		Total	BSNL	Sify	
	Total	Count	76	65	11
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	74	63	11
		Percentage	97.4%	96.9%	100.0%
	Not specified	Count	2	2	0
		Percentage	2.6%	3.1%	0.0%
Q7	Very Satisfied	Count	1	1	0
		Percentage	1.4%	1.6%	0.0%
	Satisfied	Count	14	11	3
		Percentage	18.9%	17.5%	27.3%
	Dissatisfied	Count	55	47	8
		Percentage	74.3%	74.6%	72.7%
Very Dissatisfied	Count	4	4	0	
	Percentage	5.4%	6.3%	0.0%	

**Q8a. Satisfaction with Clarity of bills**

				Operator	
		Total	BSNL	Sify	
	Total	Count	460	370	90
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	453	367	86
		Percentage	98.5%	99.2%	95.6%
	Not specified	Count	7	3	4
		Percentage	1.5%	0.8%	4.4%
Q8A	Very Satisfied	Count	57	51	6
		Percentage	12.6%	13.9%	7.0%
	Satisfied	Count	343	273	70
		Percentage	75.7%	74.4%	81.4%

<b>Dissatisfied</b>	<b>Count</b>	49	39	10
	<b>Percentage</b>	10.8%	10.6%	11.6%
<b>Very Dissatisfied</b>	<b>Count</b>	4	4	0
	<b>Percentage</b>	0.9%	1.1%	0.0%

<b>Q8b. Reasons for dissatisfaction</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	53	43	10
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q8b. Reasons for dissatisfaction</b>	<b>Answering Base</b>	<b>Count</b>	53	43	10
		<b>Percentage</b>			
	<b>Difficult to read the bill</b>	<b>Count</b>	6	2	4
		<b>Percentage</b>	11.3%	4.7%	40.0%
	<b>Difficult to understand the language</b>	<b>Count</b>	2	0	2
		<b>Percentage</b>	3.8%	0.0%	20.0%
	<b>Calculations not clear</b>	<b>Count</b>	34	29	5
		<b>Percentage</b>	64.2%	67.4%	50.0%
	<b>Item-wise charges not given</b>	<b>Count</b>	22	21	1
		<b>Percentage</b>	41.5%	48.8%	10.0%
	<b>Others</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%

<b>Q9a. Satisfaction with accuracy of charges</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	289	3	286
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	282	2	280
		<b>Percentage</b>	97.6%	66.7%	97.9%
	<b>Not specified</b>	<b>Count</b>	7	1	6
		<b>Percentage</b>	2.4%	33.3%	2.1%
<b>Q9A</b>	<b>Very Satisfied</b>	<b>Count</b>	11	1	10
		<b>Percentage</b>	3.9%	50.0%	3.6%
	<b>Satisfied</b>	<b>Count</b>	226	1	225
		<b>Percentage</b>	80.1%	50.0%	80.4%
	<b>Dissatisfied</b>	<b>Count</b>	45	0	45
		<b>Percentage</b>	16.0%	0.0%	16.1%

<b>Q9b. Reasons for dissatisfaction</b>				
			<b>Operator</b>	
			<b>Total</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	45	45
		<b>Percentage</b>	100.0%	100.0%
<b>Q9b. Reasons for dissatisfaction</b>	<b>Answering Base</b>	<b>Count</b>	43	43

ction				
		Count		
	charges not as per tariff plan subscribed	Count	23	23
		Percentage	53.5%	53.5%
	tariff plan changed without information	Count	6	6
		Percentage	14.0%	14.0%
	charged for value added services not requested	Count	6	6
		Percentage	14.0%	14.0%
	charged for calls/services not made/used	Count	11	11
		Percentage	25.6%	25.6%
Others		Count	1	1
		Percentage	2.3%	2.3%

Q10. Complaint made to customer care					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q10	Answering Base	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	292	107	185
		Percentage	39.0%	28.7%	49.2%
No	Count	457	266	191	
	Percentage	61.0%	71.3%	50.8%	

Q11. Satisfaction with ease of access of number					
			Operator		
			Total	BSNL	Sify
	Total	Count	292	107	185
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	292	107	185
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q11	Very Satisfied	Count	10	10	0
		Percentage	3.4%	9.3%	0.0%
	Satisfied	Count	146	46	100
		Percentage	50.0%	43.0%	54.1%
	Dissatisfied	Count	124	44	80
		Percentage	42.5%	41.1%	43.2%
Very Dissatisfied	Count	12	7	5	
	Percentage	4.1%	6.5%	2.7%	

Q12. Satisfaction with response time					
			Operator		
			Total	BSNL	Sify
	Total	Count	292	107	185
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	292	107	185
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0

		Percentage	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	12	11	1
		Percentage	4.1%	10.3%	0.5%
	Satisfied	Count	151	39	112
		Percentage	51.7%	36.4%	60.5%
	Dissatisfied	Count	121	52	69
		Percentage	41.4%	48.6%	37.3%
Very Dissatisfied	Count	8	5	3	
	Percentage	2.7%	4.7%	1.6%	

Q13. Satisfaction with problem solving ability of CC executive					
			Operator		
			Total	BSNL	Sify
	Total	Count	292	107	185
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	292	107	185
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	14	12	2
		Percentage	4.8%	11.2%	1.1%
	Satisfied	Count	183	50	133
		Percentage	62.7%	46.7%	71.9%
	Dissatisfied	Count	83	37	46
		Percentage	28.4%	34.6%	24.9%
Very Dissatisfied	Count	12	8	4	
	Percentage	4.1%	7.5%	2.2%	

Q14. Satisfaction with time taken by CC executive to solve problem					
			Operator		
			Total	BSNL	Sify
	Total	Count	292	107	185
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	292	107	185
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	12	11	1
		Percentage	4.1%	10.3%	0.5%
	Satisfied	Count	178	38	140
		Percentage	61.0%	35.5%	75.7%
	Dissatisfied	Count	90	51	39
		Percentage	30.8%	47.7%	21.1%
Very Dissatisfied	Count	12	7	5	
	Percentage	4.1%	6.5%	2.7%	

Q15. Satisfaction with speed of BB connection					
			Operator		
			Total	BSNL	Sify



	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	747	372	375
		Percentage	99.7%	99.7%	99.7%
	Not specified	Count	2	1	1
		Percentage	0.3%	0.3%	0.3%
Q15	Very Satisfied	Count	44	30	14
		Percentage	5.9%	8.1%	3.7%
	Satisfied	Count	523	215	308
		Percentage	70.0%	57.8%	82.1%
	Dissatisfied	Count	161	114	47
		Percentage	21.6%	30.6%	12.5%
	Very Dissatisfied	Count	19	13	6
		Percentage	2.5%	3.5%	1.6%

Q16. Satisfaction with amount of time service is up & working					
				Operator	
		Total	BSNL	Sify	
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	743	371	372
		Percentage	99.2%	99.5%	98.9%
	Not specified	Count	6	2	4
		Percentage	0.8%	0.5%	1.1%
Q16	Very Satisfied	Count	51	34	17
		Percentage	6.9%	9.2%	4.6%
	Satisfied	Count	562	240	322
		Percentage	75.6%	64.7%	86.6%
	Dissatisfied	Count	118	88	30
		Percentage	15.9%	23.7%	8.1%
	Very Dissatisfied	Count	12	9	3
		Percentage	1.6%	2.4%	0.8%

Q17. Problems faced with BB connection					
				Operator	
		Total	BSNL	Sify	
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q17	Answering Base	Count	749	373	376
		Very frequently	Count	15	10
Frequently	Percentage		2.0%	2.7%	1.3%
	Occasionally	Count	102	74	28
Never		Percentage	13.6%	19.8%	7.4%
		Occasionally	Count	414	224
Percentage			55.3%	60.1%	50.5%
	Never	Count	218	65	153
		Percentage	29.1%	17.4%	40.7%





Q18. What sort of problems					
			Operator		
			Total	BSNL	Sify
	Total	Count	117	84	33
		Percentage	100.0%	100.0%	100.0%
Q18	Answering Base	Count	114	83	31
		Percentage	97.4%	97.6%	96.9%
	Problem was related to my computer hardware / software	Count	15	7	8
		Percentage	13.2%	8.4%	25.8%
Problem was related to the broadband connection	Count	99	76	23	
	Percentage	86.8%	91.6%	74.2%	

Q19. Satisfaction with time taken for restoration of BB connection					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	745	369	376
		Percentage	99.5%	98.9%	100.0%
	Not specified	Count	4	4	0
		Percentage	0.5%	1.1%	0.0%
Q19	Very Satisfied	Count	32	26	6
		Percentage	4.3%	7.0%	1.6%
	Satisfied	Count	609	279	330
		Percentage	81.7%	75.6%	87.8%
	Dissatisfied	Count	85	56	29
		Percentage	11.4%	15.2%	7.7%
	Very Dissatisfied	Count	19	8	11
		Percentage	2.6%	2.2%	2.9%

Q20. Value added services used					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q20	Answering Base	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	115	84	31
		Percentage	15.4%	22.5%	8.2%
	No	Count	634	289	345
		Percentage	84.6%	77.5%	91.8%

Q21. Satisfaction with Value added services					
			Operator		
			Total	BSNL	Sify
	Total	Count	115	84	31
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	107	83	24
		Percentage	93.0%	98.8%	77.4%

Q21	Not specified	Count	8	1	7
		Percentage	7.0%	1.2%	22.6%
	Very Satisfied	Count	13	8	5
		Percentage	12.1%	9.6%	20.8%
	Satisfied	Count	91	73	18
		Percentage	85.0%	88.0%	75.0%
Dissatisfied	Count	2	1	1	
	Percentage	1.9%	1.2%	4.2%	
Very Dissatisfied	Count	1	1	0	
	Percentage	0.9%	1.2%	0.0%	

Q22a. Satisfaction with overall quality of BB connection					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q22A	Very Satisfied	Count	48	26	22
		Percentage	6.4%	7.0%	5.9%
	Satisfied	Count	601	276	325
		Percentage	80.2%	74.0%	86.4%
	Dissatisfied	Count	88	64	24
		Percentage	11.7%	17.2%	6.4%
Very Dissatisfied	Count	12	7	5	
	Percentage	1.6%	1.9%	1.3%	

Q23. Aware of the facility that measures BB connection speed					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q23	Answering Base	Count	748	372	376
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	163	114	49
		Percentage	21.8%	30.6%	13.0%
No	Count	585	258	327	
	Percentage	78.2%	69.4%	87.0%	

Q24. Aware of the three stage grievance redressal mechanism					
			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q24	Answering Base	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	243	195	48
		Percentage	32.4%	52.3%	12.8%
No	Count	506	178	328	

	<b>Percentage</b>	67.6%	47.7%	87.2%
--	-------------------	-------	-------	-------

			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	749	373	376
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q25. Which stage aware of</b>	<b>Call Centre</b>	<b>Count</b>	247	197	50
		<b>Percentage</b>	33.0%	52.8%	13.3%
	<b>Nodal Officer</b>	<b>Count</b>	84	72	12
		<b>Percentage</b>	11.2%	19.3%	3.2%
	<b>Appellate Authority</b>	<b>Count</b>	58	52	6
		<b>Percentage</b>	7.7%	13.9%	1.6%
<b>None of these</b>	<b>Count</b>	474	151	323	
	<b>Percentage</b>	63.3%	40.5%	85.9%	

<b>Q26. Made complaints within last 6 months</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	749	373	376
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q26</b>	<b>Answering Base</b>	<b>Count</b>	749	373	376
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	128	97	31
		<b>Percentage</b>	17.1%	26.0%	8.2%
<b>No</b>	<b>Count</b>	621	276	345	
	<b>Percentage</b>	82.9%	74.0%	91.8%	

<b>Q27. Docket Number</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	128	97	31
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q27</b>	<b>Answering Base</b>	<b>Count</b>	128	97	31
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>No docket number received even on request</b>	<b>Count</b>	48	36	12
		<b>Percentage</b>	37.5%	37.1%	38.7%
	<b>No docket number received for most of the complaints</b>	<b>Count</b>	23	22	1
		<b>Percentage</b>	18.0%	22.7%	3.2%
<b>Docket number received for most of the complaints</b>	<b>Count</b>	57	39	18	
	<b>Percentage</b>	44.5%	40.2%	58.1%	

<b>Q28. Information given by call center</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL</b>	<b>Sify</b>
	<b>Total</b>	<b>Count</b>	128	97	31
		<b>Percentage</b>	100.0%	100.0%	100.0%
<b>Q28</b>	<b>Answering Base</b>	<b>Count</b>	126	95	31
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Yes</b>	<b>Count</b>	54	36	18
<b>Percentage</b>		42.9%	37.9%	58.1%	

	<b>No</b>	<b>Count</b>	72	59	13
		<b>Percentage</b>	57.1%	62.1%	41.9%

Q29. Satisfaction with Information given by call center executive						
		Operator				
		Total	BSNL	Sify		
	<b>Total</b>	<b>Count</b>	128	97	31	
		<b>Percentage</b>	100.0%	100.0%	100.0%	
	<b>Answering Base</b>	<b>Count</b>	116	87	29	
		<b>Percentage</b>	90.6%	89.7%	93.5%	
	<b>Not specified</b>	<b>Count</b>	12	10	2	
		<b>Percentage</b>	9.4%	10.3%	6.5%	
Q29	<b>Very Satisfied</b>	<b>Count</b>	2	2	0	
		<b>Percentage</b>	1.7%	2.3%	0.0%	
	<b>Satisfied</b>	<b>Count</b>	51	32	19	
		<b>Percentage</b>	44.0%	36.8%	65.5%	
	<b>Dissatisfied</b>	<b>Count</b>	51	44	7	
		<b>Percentage</b>	44.0%	50.6%	24.1%	
	<b>Very Dissatisfied</b>	<b>Count</b>	12	9	3	
		<b>Percentage</b>	10.3%	10.3%	10.3%	

Q30. Reasons for dissatisfaction					
			Operator		
			Total	BSNL	Sify
	<b>Total</b>	<b>Count</b>	63	53	10
		<b>Percentage</b>	100.0%	100.0%	100.0%
Q30. Reasons for dissatisfaction	<b>Answering Base</b>	<b>Count</b>	58	49	9
		<b>Percentage</b>			
	<b>Difficult to connect to the call centre executive</b>	<b>Count</b>	36	31	5
		<b>Percentage</b>	62.1%	63.3%	55.6%
	<b>Customer care executive not polite/courteous</b>	<b>Count</b>	6	6	0
		<b>Percentage</b>	10.3%	12.2%	0.0%
	<b>Cust. care executive not equipped with adequate information</b>	<b>Count</b>	7	5	2
		<b>Percentage</b>	12.1%	10.2%	22.2%
	<b>Time taken by call centre for redressal of compl. is too lon</b>	<b>Count</b>	29	25	4
		<b>Percentage</b>	50.0%	51.0%	44.4%
	<b>Customer care executive was unable to understand problem</b>	<b>Count</b>	2	2	0
		<b>Percentage</b>	3.4%	4.1%	0.0%
	<b>Others</b>	<b>Count</b>	0	0	0
		<b>Percentage</b>	0.0%	0.0%	0.0%

Q31. Billing complaint solved within 4 weeks by CC executive			
		Operator	
		Total	Sify

	Total	Count	128	97	31
		Percentage	100.0%	100.0%	100.0%
Q31	Answering Base	Count	128	97	31
	Yes	Count	21	13	8
		Percentage	16.4%	13.4%	25.8%
	No	Count	25	23	2
		Percentage	19.5%	23.7%	6.5%
	NA	Count	82	61	21
Percentage		64.1%	62.9%	67.7%	

**Q32. Awareness of contact details of nodal officer**

			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q32	Answering Base	Count	749	373	376
	Yes	Count	61	53	8
		Percentage	8.1%	14.2%	2.1%
	No	Count	688	320	368
		Percentage	91.9%	85.8%	97.9%

**Q33. Made a complaint to nodal officer**

			Operator		
			Total	BSNL	Sify
	Total	Count	61	53	8
		Percentage	100.0%	100.0%	100.0%
Q33	Answering Base	Count	60	52	8
	Yes	Count	19	17	2
		Percentage	31.7%	32.7%	25.0%
	No	Count	41	35	6
		Percentage	68.3%	67.3%	75.0%

**Q34. Nodal officer can be approached easily**

			Operator		
			Total	BSNL	Sify
	Total	Count	19	17	2
		Percentage	100.0%	100.0%	100.0%
Q34	Answering Base	Count	19	17	2
	Yes	Count	11	10	1
		Percentage	57.9%	58.8%	50.0%
	No	Count	8	7	1
		Percentage	42.1%	41.2%	50.0%

**Q35. Decision on complaint intimated by Nodal officer**

			Operator		
			Total	BSNL	Sify
	Total	Count	19	17	2
		Percentage	100.0%	100.0%	100.0%

Q35	<b>Answering Base</b>	<b>Count</b>	19	17	2
	<b>Yes</b>	<b>Count</b>	13	12	1
		<b>Percentage</b>	68.4%	70.6%	50.0%
	<b>No</b>	<b>Count</b>	6	5	1
<b>Percentage</b>		31.6%	29.4%	50.0%	

Q36. Satisfaction with redressal of complaint by nodal officer					
			Operator		
			Total	BSNL	Sify
	<b>Total</b>	<b>Count</b>	19	17	2
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	17	15	2
		<b>Percentage</b>	89.5%	88.2%	100.0%
	<b>Not specified</b>	<b>Count</b>	2	2	0
		<b>Percentage</b>	10.5%	11.8%	0.0%
Q36	<b>Satisfied</b>	<b>Count</b>	11	9	2
		<b>Percentage</b>	64.7%	60.0%	100.0%
	<b>Dissatisfied</b>	<b>Count</b>	6	6	0
		<b>Percentage</b>	35.3%	40.0%	0.0%

Q37. Reasons for dissatisfaction				
			Operator	
			Total	BSNL
	<b>Total</b>	<b>Count</b>	6	6
		<b>Percentage</b>	100.0%	100.0%
Q37. Reasons for dissatisfaction	<b>Answering Base</b>	<b>Count</b>	6	6
		<b>Percentage</b>		
	<b>Difficult to connect to the Nodal Officer</b>	<b>Count</b>	1	1
		<b>Percentage</b>	16.7%	16.7%
	<b>Nodal Officer not polite/courteous</b>	<b>Count</b>	1	1
		<b>Percentage</b>	16.7%	16.7%
	<b>Nodal Officer not equipped with adequate information</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
	<b>Time taken by Nodal Off for redressal of comp. is too long</b>	<b>Count</b>	6	6
		<b>Percentage</b>	100.0%	100.0%
<b>Nodal Officer was unable to understand the problem</b>	<b>Count</b>	0	0	
	<b>Percentage</b>	0.0%	0.0%	
<b>Others</b>	<b>Count</b>	0	0	
	<b>Percentage</b>	0.0%	0.0%	

Q38. Aware of contact details of appellate authority					
			Operator		
			Total	BSNL	Sify
	<b>Total</b>	<b>Count</b>	749	373	376
		<b>Percentage</b>	100.0%	100.0%	100.0%
Q38	<b>Answering Base</b>	<b>Count</b>	748	372	376
		<b>Yes</b>	<b>Count</b>	42	36

		<b>Percentage</b>	5.6%	9.7%	1.6%
	<b>No</b>	<b>Count</b>	706	336	370
		<b>Percentage</b>	94.4%	90.3%	98.4%

Q39. Filed complaint in last 6 months					
			Operator		
			Total	BSNL	Sify
Q39	<b>Total</b>	<b>Count</b>	42	36	6
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	42	36	6
		<b>Yes</b>	<b>Count</b>	1	1
		<b>Percentage</b>	2.4%	2.8%	0.0%
	<b>No</b>	<b>Count</b>	41	35	6
<b>Percentage</b>		97.6%	97.2%	100.0%	

Q40. Acknowledgement received				
			Operator	
			Total	BSNL
	<b>Total</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
Q40	<b>Answering Base</b>	<b>Count</b>	1	1
		<b>Yes</b>	<b>Count</b>	1
		<b>Percentage</b>	100.0%	100.0%
	<b>No</b>	<b>Count</b>	0	0
<b>Percentage</b>		0.0%	0.0%	

Q41. Decision taken by appellate authority with 3 months				
			Operator	
			Total	BSNL
	<b>Total</b>	<b>Count</b>	1	1
		<b>Percentage</b>	100.0%	100.0%
Q41	<b>Answering Base</b>	<b>Count</b>	1	1
		<b>Yes</b>	<b>Count</b>	1
		<b>Percentage</b>	100.0%	100.0%
	<b>No</b>	<b>Count</b>	0	0
		<b>Percentage</b>	0.0%	0.0%
	<b>Appeal filed only recently</b>	<b>Count</b>	0	0
<b>Percentage</b>		0.0%	0.0%	

Q42. Aware of item wise usage charge details					
			Operator		
			Total	BSNL	Sify
	<b>Total</b>	<b>Count</b>	749	373	376
		<b>Percentage</b>	100.0%	100.0%	100.0%
Q42	<b>Answering Base</b>	<b>Count</b>	605	229	376
		<b>Yes</b>	<b>Count</b>	18	5
		<b>Percentage</b>	3.0%	2.2%	3.5%
	<b>No</b>	<b>Count</b>	587	224	363

	<b>Percentage</b>	97.0%	97.8%	96.5%
--	-------------------	-------	-------	-------

**Q43. Denied request of item wise usage charge details**

			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q43	Answering Base	Count	19	6	13
		Percentage	0.0%	0.0%	0.0%
	Yes	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
No	Count	19	6	13	
	Percentage	100.0%	100.0%	100.0%	

**Q45. Manual of practice provided**

			Operator		
			Total	BSNL	Sify
	Total	Count	749	373	376
		Percentage	100.0%	100.0%	100.0%
Q45	Answering Base	Count	556	187	369
		Percentage	8.3%	4.3%	10.3%
	Yes	Count	46	8	38
		Percentage	8.3%	4.3%	10.3%
No	Count	510	179	331	
	Percentage	91.7%	95.7%	89.7%	



## Questionnaire – Wireline Survey

**Name:** \_\_\_\_\_ **Gender:**  Male  Female  
**Tel:** \_\_\_\_\_ **Age(in years):**  less than 25  25-60  more than 60

STD Code	Telephone Number

**Usage Type :**  Residential  Commercial  
**Area:**  Rural  Urban

**Operator:**  Airtel  BSNL  RCOM **User Type:**  Postpaid  Prepaid  
 TATA  MTNL  HFCL  Shyam

**State:** \_\_\_\_\_ **District** \_\_\_\_\_  
**Address:** \_\_\_\_\_

**Name of SDCA (only for surveyor):** ..... **Mode of Interview:**  Telephonic  In-person  
**Name of Exchange (only for surveyor):**.....

Dear Sir / Madam, Good ..... . Hi, I am ..... from IMRB International one of the leading Market Research agencies in India. We are currently doing a study on behalf of TRAI (Telecom Regulatory Authority of India) to assess the satisfaction of consumers with the services provided by their respective service providers. Your responses would go a long way in determining the quality of service provided by your service provider. This will help TRAI to take necessary steps to improve the services further. The survey would take 15 minutes at best.

We assure you that your responses would be merged with the responses of others who are contacted in the survey. We also assure you that nowhere your identity would be revealed to either TRAI or your service provider.

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



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

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

**For Prepaid Customers only**

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

**C. HELP SERVICES/CUSTOMER CARE**

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

**D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

**E. MAINTAINABILITY (FAULT REPAIR)**

20. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	—————> (If no, go to Q 24)
21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 1 More than 3 times	<input type="checkbox"/> 2 2-3 times	<input type="checkbox"/> 3 One time <input type="checkbox"/> 4 Nil

22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**F. SUPPLEMENTARY SERVICES**

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

(Ask this question only if 1 OR 2 is coded in Q1)  27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      (If no, go to Q 32)
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOM <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam



30. How many days were taken for termination of your connection?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
<b>(Ask only if yes in Q32)</b>  33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → (if no go to Q 42)
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



<p>39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied    <input type="checkbox"/> 2 Dissatisfied  <input type="checkbox"/> 3 Satisfied                <input type="checkbox"/> 4 Very Satisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q.39)</b></p> <p>40. Please specify the reason(s) for your dissatisfaction<b>(MULTI CODING POSSIBLE)</b></p>	<p><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)</p>
<p>41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes                <input type="checkbox"/> 2 No  <input type="checkbox"/> 9 Not applicable</p>
<p>42. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 yes  <input type="checkbox"/> 2 No                →                <b>(if no go to Q 48)</b></p>
<p>43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 yes  <input type="checkbox"/> 2 No                →                <b>(if no go to Q 48)</b></p>
<p>44. Can you approach your Nodal Officer easily?</p>	<p><input type="checkbox"/> 1 Yes                <input type="checkbox"/> 2 No</p>
<p>45. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes                <input type="checkbox"/> 2 No</p>
<p>46. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied    <input type="checkbox"/> 2 Dissatisfied  <input type="checkbox"/> 3 Satisfied                <input type="checkbox"/> 4 Very Satisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q46)</b></p> <p>47. Please specify the reason(s) for your dissatisfaction<b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer  <input type="checkbox"/> 2 Nodal Officer not polite/courteous  <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information  <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too</p>

	<p>long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 52)</p>
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 52)</p>
50. Did you receive any acknowledgement from the appellate authority?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
<b>(Q52 to Q54 are for prepaid customers only)</b>	
52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      (if no go to Q 55)</p>
54. What were the reason(s) for denying your request?	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<b>For new customers only(Subscribed in last 6 months)</b>	
55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>

**THANK & TERMINATE**

## Questionnaire - Cellular mobile telephone service

Name: \_\_\_\_\_ Gender:  Male  Female

Mobile No. \_\_\_\_\_ Age(in years):  less than 25  25-60  more than 60

--	--	--	--	--	--	--	--	--	--

Occupation:  Service  Business/self employed  Student  Housewife  Retired

Operator:  Airtel  Vodafone  Idea  BSNL Area:  Rural  Urban  
 RCOMm  Aircel  TATA  MTNL User Type:  Prepaid  Postpaid  
 Spice  BPL  HFCL  Shyam Type:  GSM  CDMA  
 RTL  RISL  Dishnet  Others (Specify).....

State: \_\_\_\_\_ District \_\_\_\_\_ Mode of interview:  Telephonic  In-person

Address: \_\_\_\_\_

Dear Sir / Madam, Good ..... Hi, I am ..... from IMRB International one of the leading Market Research agencies in India. We are currently doing a study on behalf of TRAI (Telecom Regulatory Authority of India) to assess the satisfaction of consumers with the services provided by their respective service providers. Your responses would go a long way in determining the quality of service provided by your service provider. This will help TRAI to take necessary steps to improve the services further. The survey would take 15 minutes at best.

We assure you that your responses would be merged with the responses of others who are contacted in the survey. We also assure you that nowhere your identity would be revealed to either TRAI or your service provider.

### A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> more than 12 month → (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> more than 7 days <input type="checkbox"/> 4 - 7 days <input type="checkbox"/> 2-3 days <input type="checkbox"/> 1 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> 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"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
---	--





<p><b>(Ask this question only if 1 OR 2 is coded in Q5(a))</b></p> <p>5(b) Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed</p> <p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested      <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify)</p>
---	---

**C. BILLING RELATED – POSTPAID CUSTOMER**

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

your dissatisfaction(MULTI CODING POSSIBLE)	<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**

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"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**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"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
17. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
18. How often do your calls drop during conversation?	<input type="checkbox"/> 1 Very Frequently	<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 4 Never
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied

**F. MAINTAINABILITY**

20. How often your mobile handset faces	<input type="checkbox"/> 1 Very Frequently	<input type="checkbox"/> 2 Frequently
---	--	---------------------------------------

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

**G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES**

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

<b>(Ask this question only if 1 OR 2 is coded in Q1)</b>	<input type="checkbox"/> 1 Yes
27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 No
28. Have you terminated your Mobile Phone connection in the last 12 months	<input type="checkbox"/> 1 Yes

	<input type="checkbox"/> No <b>(If no, go to Q 32)</b>
29. If Yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 RCOMm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others (Specify) _____
30. How many days were taken by previous service provider for termination of your Mobile Phone connection?	<input type="checkbox"/> 1 more than 7 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 4 1 day
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not mind receiving such calls/SMS
<b>{Ask only if yes in Q32}</b> 33a. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 1 Continued receiving <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 4 Stopped receiving
33b. 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
<b>{Ask only if answered yes in Q 33 (b)}</b> 33c. Please indicate the outcome of your complaint?	<input type="checkbox"/> 1 Complaint was registered by the service provider <input type="checkbox"/> 2 Service provider refused to register the complaint
33d Please tell me the telephone number and the company/ agency from which the unsolicited calls/ SMS received? <b>(INTERVIEWER TO RECORD VERBATIM RESPONSE IN THE SPACE PROVIDED)</b>	_____ _____ _____

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

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
---	---



for redressal of your grievances?	
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      —————> <b>(if no go to Q 42)</b>
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 1 No docket number received even on request <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 3 Docket number received for most of the complaints
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q.39)</b> 40. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b>	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 9 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No      —————> <b>(if no go to Q 48)</b>
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or	<input type="checkbox"/> 1 yes

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

request?	<input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>For new customers only(Subscribed in last 6 months)</b>  55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

***THANK & TERMINATE***





payment?	<input type="checkbox"/> 9 Not applicable
----------	---

**B. BILLING RELATED - POSTPAID CUSTOMER**

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

**C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY**

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded</b>	<input type="checkbox"/> 1 charges not as per tariff plan subscribed



<p><b>in Q9(a))</b></p> <p>9(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested      <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
---	---

**D. HELP SERVICE**

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

**E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

**F. MAINTAINABILITY**

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

restoration of Broadband connection?	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
--------------------------------------	--------------------------------------	---

**G. SUPPLEMENTARY SERVICES**

20. Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc. provided by the Broadband Service providers	<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"/> 1 Very Dissatisfied	<input type="checkbox"/> 2 Dissatisfied
	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied

**H. OVERALL CUSTOMER SATISFACTION**

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

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

**H. GENERAL**

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No
24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of? (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Call Centre
	<input type="checkbox"/> 2 Nodal Officer
	<input type="checkbox"/> 3 Appellate Authority
	<input type="checkbox"/> 4 None of these



<p>26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 32)</p>
<p>27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p>	<p><input type="checkbox"/> 1 No docket number received even on request</p> <p><input type="checkbox"/> 2 No docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 Docket number received for most of the complaints</p>
<p>28. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied      <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied      <input type="checkbox"/> 4 Very Satisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q.29)</b></p> <p>30. Please specify the reason(s) for your dissatisfaction</p> <p><b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the call centre executive</p> <p><input type="checkbox"/> 2 Customer care executive not polite/courteous</p> <p><input type="checkbox"/> 3 Customer care executive not equipped with adequate information</p> <p><input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Customer care executive was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 9 Not applicable</p>
<p>32. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 38)</p>
<p>33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q38)</p>
<p>34. Can you approach your Nodal Officer easily?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>35. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>36. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied      <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied      <input type="checkbox"/> 4 Very Satisfied</p>

<p><b>(Ask this question only if 1 OR 2 is coded in Q36)</b></p> <p>37. Please specify the reason(s) for your dissatisfaction</p> <p><b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 42)</p>
<p>39. Have you filed any appeal to the appellate authority in the prescribed form in last 6 month?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 42)</p>
<p>40. Did you receive any acknowledgement from the appellate authority?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
<p><b>(Q42 to Q44 are for prepaid customers only)</b></p>	
<p>42. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      (if no go to Q 45)</p>
<p>43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      (if no go to Q 45)</p>
<p>44. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<p><b>For new customers only(Subscribed in last 6 months)</b></p> <p>45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>

**THANK & TERMINATE**

