
Quality of Service Assessment

Report of survey for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services for Bihar and Jharkhand Circle

Assessment of:

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

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

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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 and Audit modules across Bihar and Jharkhand, Karnataka, Tamil Nadu, West Bengal (Including Andaman and Nicobar) and Karnataka circles in the period of April – July 2008. The present report details the **Quality of Services** survey module findings for the **Bihar and Jharkhand Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

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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 (11 of 2006) dated 6th Oct. 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 Bihar and Jharkhand circle that was covered in the Quarter 2 (April – June 2008). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of April 2008 – July 2008.



***The study is being conducted broadly in two modules:
(i) Survey module and
(ii) Audit module***



This report highlights the Survey Module findings for Bihar and Jharkhand

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. 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. In all interviews that were conducted face to face, 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:

$A = (\text{No of subscribers who have given a rating of very satisfied} \times 4 + \text{No of subscribers who have given a rating of somewhat satisfied} \times 3 + \text{No of subscribers who have given a rating of somewhat dissatisfied} \times 2 + \text{No of subscribers who have given a rating of very dissatisfied} \times 1)$

$N = \text{Total sample size achieved}$

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

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 Bihar and Jharkhand circle:

	Name of Service Provider	Sample Size	Sample Size achieved
BASIC WIRELINE	BSNL – Jharkhand	384	383
	BSNL - Bihar	384	386
	TATA	50	38
WIRELESS	Bharti Airtel Limited	384	387
	BSNL (Bihar and Jharkhand)	768	775
	Reliance Communication (RCOM)	384	381
	Tata Teleservices	384	385
	Reliance Telecommunication (RTL)	384	384
	Aircel	384	382
BROADBAND	BSNL – Bihar	384	384
	BSNL – Jharkhand	384	384
	Sify	384	384

Apart from the above mentioned service providers Reliance communication has negligible presence in Bihar and Jharkhand circle for Basic (Wireline) and Broadband services and caters only to its internal customer i.e. Reliance telecommunications ltd (RTL). Hence, the same does not qualify to be covered under customer satisfaction survey

Basic (Wireline) Services

For Basic (Wireline) Services, gender distribution across the respondents of the service providers in Bihar and Jharkhand circle was as under:-

Gender wise break up	BSNL - Jharkhand	BSNL- Bihar	TATA
Total	383	386	38
Male	67.9%	75.1%	84.2%
Female	32.1%	24.9%	15.8%

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

Age wise break up	BSNL - Jharkhand	BSNL- Bihar	TATA
Total	383	386	38
< 25 years	17.2%	17.4%	21.1%
25-60 years	77.0%	76.7%	68.4%
> 60 years	5.7%	6.0%	10.5%

The respondents for the Basic (Wireline) survey module were contacted in the following BSNL exchanges in the Bihar and Jharkhand circle. The list includes only 20 exchanges. However, respondents lying under many more exchanges were part of the survey (5% of total exchanges spread across 10% of Short Distance Charging Areas (SDCA).

Name of the Exchange	Name of the Exchange
BSNL – Urban Exchange	BSNL – Rural Exchange
Bihar	
Hajipur	Koilwar (rural)
Bhagalpur	Barhara (rural)
Buxar	Saraiya (rural)
Danapur	Pawna (rural)
Muzaffarpur	Saisar(rural)
Patna	Surajpura (rural)
Munger	Mouna (rural)
Jharkhand	
Bokaro	Gomoh
Barech Nagar	Musabani
Bilasi	Surda
Dhurba	Sarath
Govindpur	Sarwan

Cellular Mobile (Wireless) Services

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

Gender Distribution	Airtel	BSNL	RCOM	Aircel	TATA	RTL
Total	387	775	381	382	384	385
Male	89.9%	88.6%	88.2%	95.8%	88.8%	90.9%
Female	10.1%	11.4%	11.8%	4.2%	11.2%	9.1%

Age wise break up	Airtel	BSNL	RCOM	Aircel	TATA	RTL
Total	387	775	381	382	384	385
< 25 years	28.7%	16.8%	34.9%	44.5%	26.6%	30.6%
25 – 60 years	69.3%	81.0%	64.0%	54.7%	72.9%	67.5%
> 60 years	2.1%	2.2%	1.0%	0.8%	0.5%	1.8%

Broadband Services

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

Gender Distribution	BSNL - Jharkhand	BSNL- Bihar	Sify
Total	384	374	389
Male	80.5%	85.4%	90.0%
Female	19.5%	14.6%	10.0%

Age wise Break up	BSNL - Jharkhand	BSNL- Bihar	Sify
Total	384	374	389
< 25 years	21.7%	23.7%	8.3%
25 – 60 years	73.8%	74.5%	91.7%
> 60 years	4.5%	1.8%	0.0%

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 or equal to 60%	
Score between 60% and 69%	
Score greater than or equal to 70%	

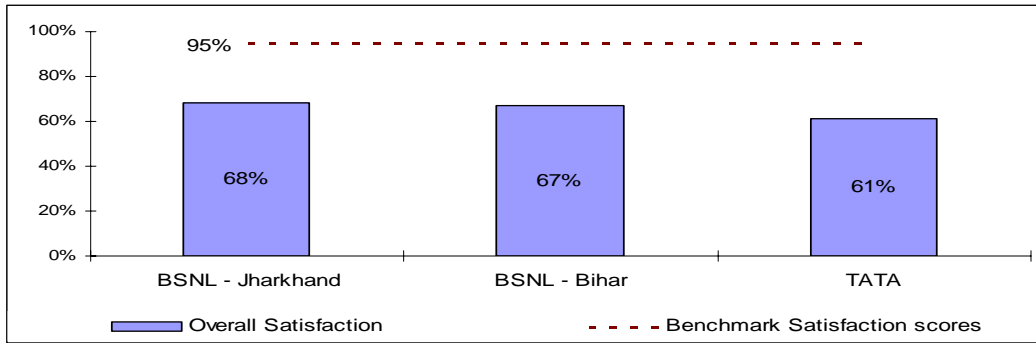
4.1 Summary of the Survey module for Basic (Wireline) Operators in the Bihar and Jharkhand circle

While conducting survey in Bihar and Jharkhand it was learnt that BSNL is the major operator providing Basic (Wireline) services to retail customers in the circle. TATA has a limited presence and caters primarily to corporate customers.

S. N.	Customer Perception of Services	Benchmark	BSNL - Jharkhand	BSNL - Bihar	TATA
1	% subscribers satisfied with the provision of service	>95%	68%	67%	61%
2	% subscribers satisfied with the billing performance (Post paid customers)	>90%	59%	56%	65%
3	% subscribers satisfied with the billing performance (Pre paid customers)		Very few prepaid customers	Very few prepaid customers	Very few prepaid customers
4	% subscribers satisfied with help services	>90%	46%	45%	53%
5	% subscribers satisfied with network performance, reliability and availability	>95%	60%	56%	66%
6	% subscribers satisfied with maintainability	>95%	50%	48%	57%
7	Overall customer satisfaction	>95%	54%	54%	61%
8	% subscribers satisfied with offered supplementary services	>95%	67%	63%	64%

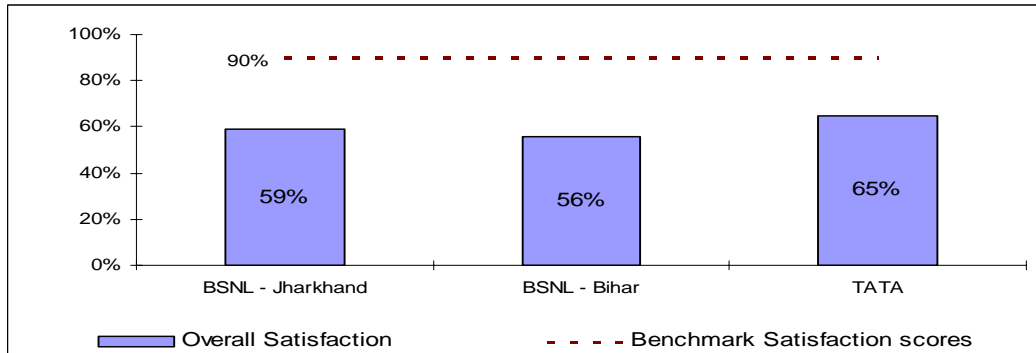
The table given above depicts that all the operators fall short of TRAI specified benchmark across all the parameters. A detailed explanation of performance of all the service providers on various parameters is explained in subsequent pages of the executive summary.

1. Service Provision



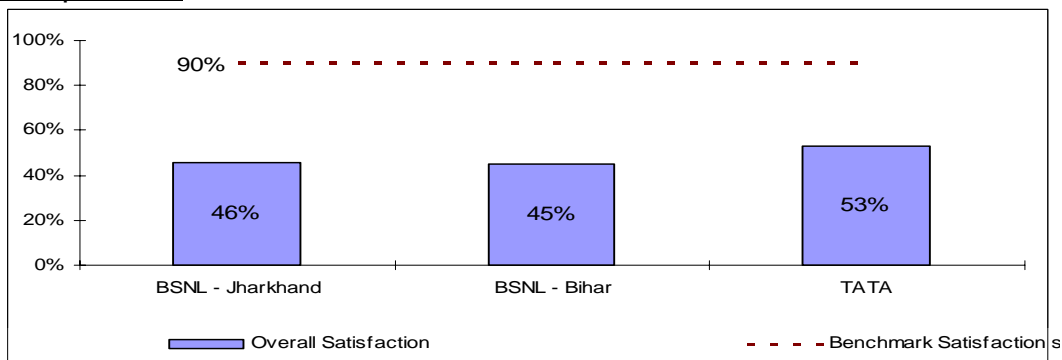
All the service providers are way below the benchmark level of satisfaction (i.e. 95%). Relatively BSNL does well with scores of 68% and 67% in Jharkhand and Bihar respectively

2 Billing Parameter – Postpaid subscribers



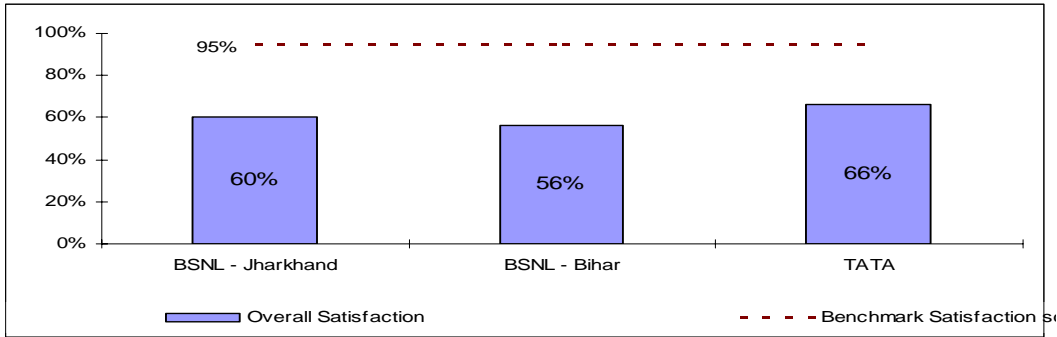
BSNL scores below 60% both in Bihar (56%) and Jharkhand (59%) as far as satisfaction level with postpaid billing is concerned. TATA relatively scores the highest at 65%. (However, the subscriber base of TATA is quite low across the circle and it is present only in select areas of the states.)

3. Help Services



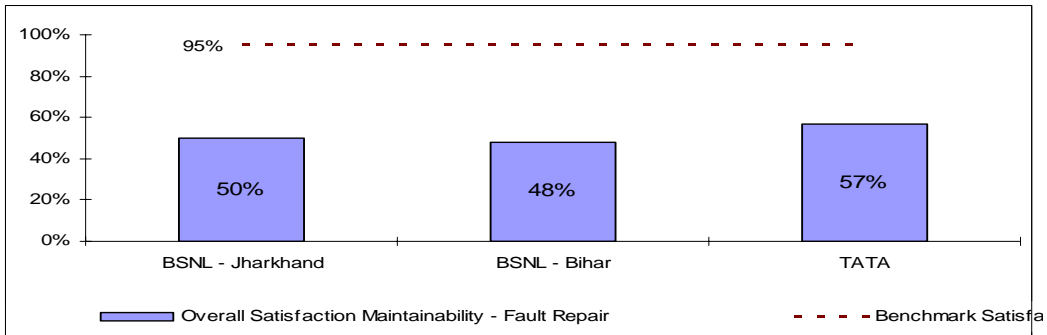
All the service providers are performing poorly on satisfaction level with help services. Scores range from 45% (BSNL Bihar) to 53% (TATA) across service providers.

4. Network Performance, Reliability and Availability



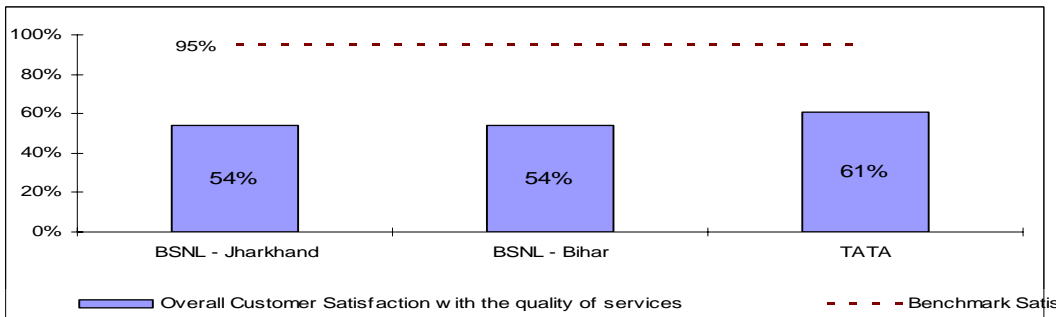
TATA leads on satisfaction level (at 66%) with Network performance, Reliability and Availability, However the same has limited presence and low subscriber base. Both TATA and BSNL fall below the TRAI specified benchmark in Jharkhand and Bihar.

5. Maintainability



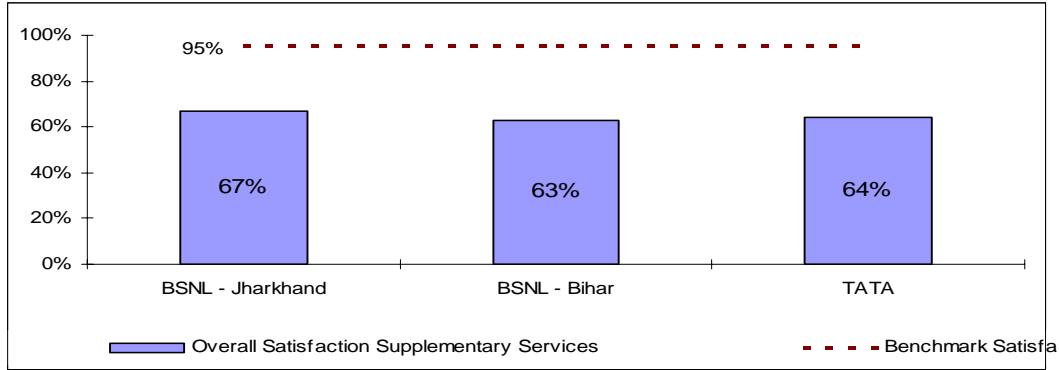
TATA also emerges as a leader in Bihar and Jharkhand circle on maintainability of network at 57%. However at an overall level all the operators are performing poorly on this parameter with BSNL scoring only 50% in Jharkhand and 48% in Bihar.

6. Overall Customer Satisfaction



As far as overall customer satisfaction is concerned TATA once again emerges as a leader with a satisfaction level of 61% but it should be considered that the operator caters only to corporate customers and operates in areas which are technically feasible for the operator. BSNL has a satisfaction level of 54% in both the states.

7. Supplementary Services



Interestingly, BSNL (Jharkhand) at 67% leads on satisfaction level with supplementary services followed closely by TATA at 64% and BSNL (Bihar) at 63%. However, it should be noted that incidence of customers who had subscribed for supplementary services was found to be low across all the service providers in Bihar and Jharkhand circle.

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

1. Redressal Mechanism – Basic (Wireline)

S. N.	Sub-parameter	BSNL - Jharkhand	BSNL - Bihar	TATA
1	Awareness of three stage grievance mechanism	10%	16%	26%

The awareness of three stage grievance mechanism is low across the subscribers of all the service providers. The same varies from 10% (BSNL Jharkhand) and 26% for TATA.

2. Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	BSNL - Jharkhand	BSNL - Bihar	TATA
1	Awareness of Call center for redressing grievances	58%	80%	68%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	17%	28%	13%
3	Call center informing about the action taken on complaints	29%	50%	80%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	9%	17%	0%
5	% subscribers satisfied with the complain resolution by call center	45%	43%	47%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 58% for BSNL (Jharkhand) to 80% for BSNL (Bihar)

The Percentage of consumers making any complaints to the toll free number within last 6 months is highest for BSNL (Bihar) at 28% and for 50% of such cases call centre informed about the action undertaken to resolve the complaint. Also, less than 50% subscribers for all the three operators were satisfied with resolution of complaints by call centre.

3. Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	BSNL - Jharkhand	BSNL - Bihar	TATA
1	Awareness of Nodal officer for redressing grievances	5%	3%	29%
2	Awareness of Appellate authority for redressing grievances	1%	1%	13%

The awareness of Nodal officer and appellate authority for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low for all the service providers with 29% of subscribers met (although on a low base) for TATA saying that they are aware about existence of nodal officer for redressing grievances. The score for awareness of TATA subscribers for appellate authority remains lower with 13% subscribers claiming that they are aware of appellate authority as a mechanism for redressal of their grievances. Only 1% of BSNL subscribers across both Bihar and Jharkhand are aware of the appellate authority.

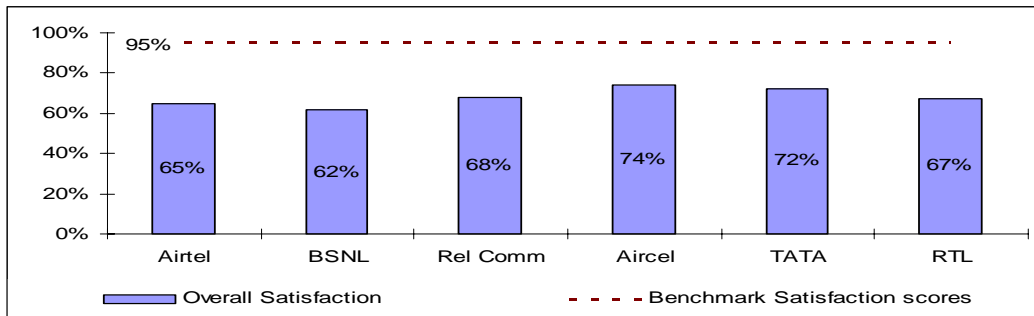
4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the Bihar and Jharkhand circle

The survey results for the Cellular Mobile (Wireless) operators in the Bihar and Jharkhand circle clearly show that Airtel and TATA emerges out as best performing scoring above 60% on most of the parameters specified by TRAI

S. N.	Customer Perception of Services	B'mark	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
1	%age subscribers satisfied with the provision of service	>95%	65%	62%	68%	74%	72%	67%
2	%age subscribers satisfied with the billing performance (postpaid)	>90%	63%	57%	62%	No postpaid subscribers	66%	61%
3	%age subscribers satisfied with the billing performance (prepaid)	>90%	63%	63%	64%	64%	66%	62%
4	%age subscribers satisfied with help services	>90%	55%	46%	50%	47%	62%	51%
5	%age subscribers satisfied with network performance, reliability and availability	>95%	65%	53%	61%	49%	67%	58%
6	%age subscribers satisfied with maintainability	>95%	65%	52%	59%	48%	66%	56%
7	Overall customer satisfaction	>95%	66%	52%	59%	44%	65%	55%
8	%age subscribers satisfied with offered supplementary services	>95%	66%	52%	63%	52%	66%	57%

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

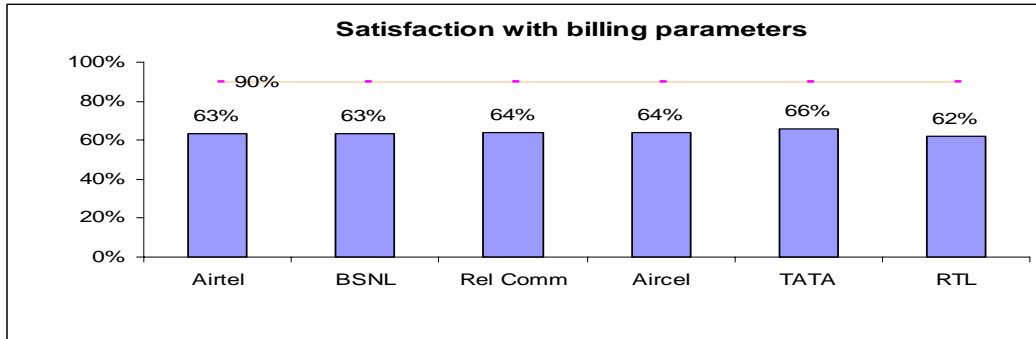
Service Provision (Benchmark – 95%)



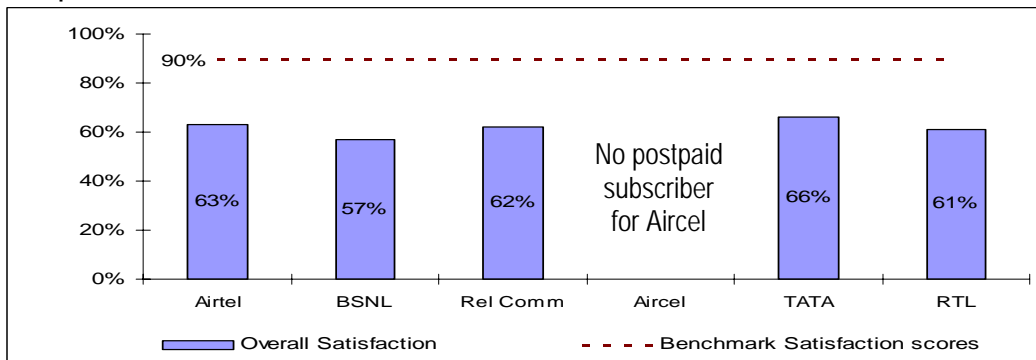
Level of satisfaction with service provision is highest amongst Aircel and TATA subscribers at 74% and 72% respectively but still it is way below the TRAI specified benchmark of 95%. The scores of other operators range from 62% (BSNL) to 68% (RCOM).

Billing performance (Benchmark – 90%)

Pre-paid Subscribers

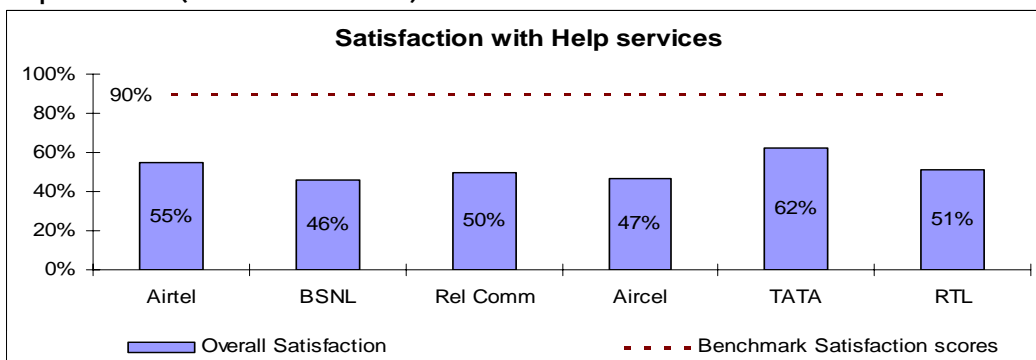


Post-paid Subscribers



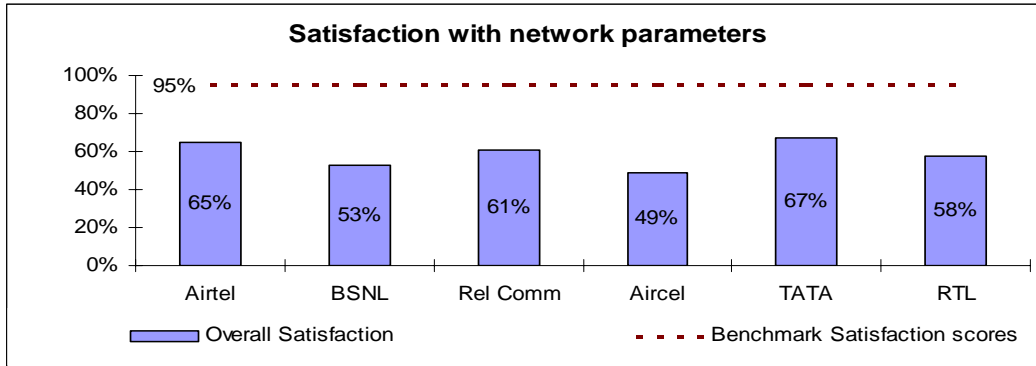
On an overall basis, the satisfaction level of prepaid subscribers is relatively more than that of the postpaid subscribers but the satisfaction levels are way below the TRAI benchmark set at 90%. TATA postpaid and prepaid subscribers have the highest level of satisfaction at 66% whereas BSNL postpaid subscribers at 57% and RTL prepaid subscribers at 62% are relatively the least satisfied.

Help Services (Benchmark – 90%)



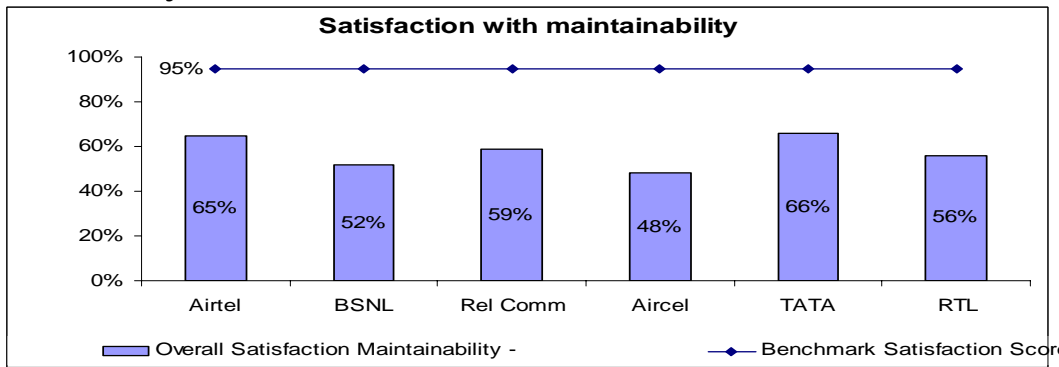
Satisfaction level with help services is highest amongst TATA subscribers at 62%. BSNL scores the lowest in Bihar and Jharkhand at 46%. Aircel at 47% is the other operator with a satisfaction level of 47% among its subscribers.

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



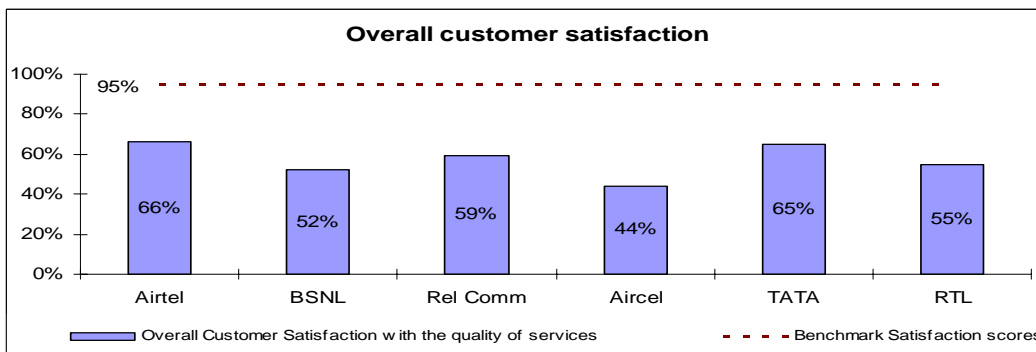
TATA leads on network performance at 67% satisfaction level, followed closely by Airtel at 65%. Aircel scores the lowest on satisfaction level with network at 49%

Maintainability (Benchmark – 95%)



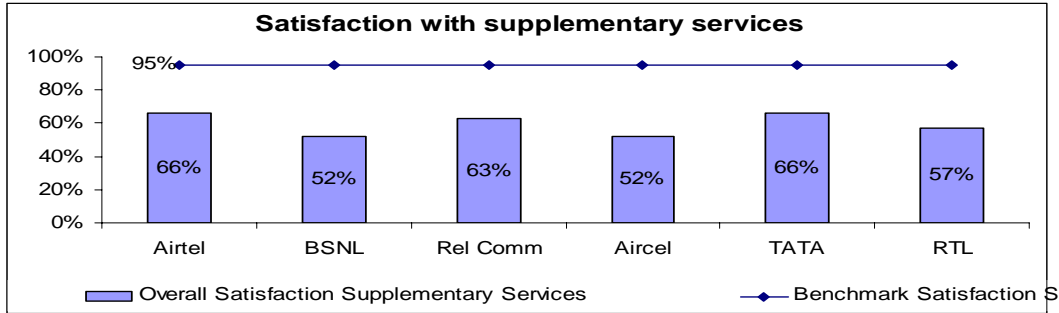
The level of satisfaction scores with maintainability of all service providers fall short with respect to TRAI benchmark of 95%. It is highest for TATA at 66% followed closely by Airtel at 65%. The satisfaction is the lowest across subscribers of Aircel at 48%.

Overall level of satisfaction (Benchmark – 95%)



Relatively high scores are observed amongst Airtel & TATA subscribers at 66% and 65% respectively. The overall level of satisfaction is the lowest across Aircel subscribers at a meager 44%.

Supplementary services (Benchmark – 95%)



Satisfaction with quality of supplementary services is highest for TATA subscribers at 66% followed by Airtel at 66%. Lowest scores are observed for Aircel and BSNL at 52%

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

Redressal Mechanism

S. N.	Sub-parameter	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
1	Awareness of three stage grievance mechanism	16%	17%	11%	17%	18%	16%
2	For pre-paid customers, awareness about item-wise call charge details on request	18%	21%	17%	12%	19%	16%
3	If aware (for pre-paid customers), ever denied of item wise usage charge details for pre-paid connection	4%	5%	2%	4%	2%	2%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	32%	17%	44%	74%	53%	39%

The awareness of three stage grievance mechanism is observed to be low across the subscribers of all the service providers. It is maximum for TATA at 18% and lowest for RCOM at 11%. As far as awareness of item-wise call charges details among pre-paid customers is concerned, 21% of BSNL subscribers (highest) are aware that they can get item-wise call charge details on request. Whereas only 12% of Aircel subscribers are aware of getting item-wise call charge details on request.

Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
1	Awareness of Call center for redressing grievances	88%	84%	88%	78%	83%	88%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	32%	18%	17%	27%	15%	19%
3	Call center informing about the action taken on complaints	59%	45%	52%	40%	56%	35%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	12%	18%	8%	11%	14%	7%
5	Percentage satisfied with the complain resolution by call center	52%	43%	46%	42%	51%	48%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 78% to 88% for all the service providers. The Percentage of subscribers making any complaints to the toll free number within last 6 months is highest for Airtel with 32%. As far as responsiveness of call center for informing about the action taken on the complaints is concerned, 59% of Airtel subscribers (highest) were informed about the action taken on complaints. The complain resolution by customer care within 4 weeks of lodging complaint is low across all the service providers.

Redressal Mechanism – Nodal officer and Appellate Authority

Awareness of Grievance Redressal Mechanism	Airtel	BSNL	RCOM	Aircel	TATA	RTL
Nodal Officer	1%	2%	2%	4%	2%	1%
Appellate Authority	0%	0%	0%	0%	0%	0%

Of all the subscribers contacted across all the service providers, negligible percent is even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances.

4.3 Summary of the Survey module for Broadband Operators in the Bihar and Jharkhand circle

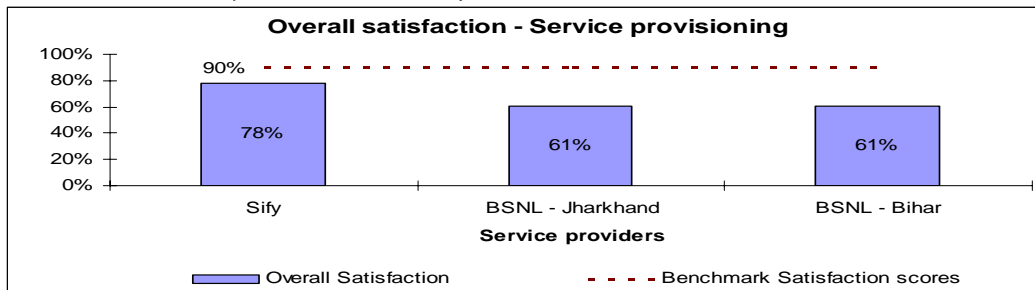
Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	Benchmark	Sify	BSNL - Jharkhand	BSNL - Bihar
1	% subscribers satisfied with the provision of service	>90%	78%	61%	61%
2	% subscribers satisfied with the billing performance (Prepaid customers)	>90%	65%	63%*	67%*
3	% subscribers satisfied with the Billing performance (Postpaid customers)	>90%	61%*	63%	61%
4	% subscribers satisfied with help services	>90%	53%	50%	51%
5	% subscribers satisfied with network performance, reliability and availability	>85%	54%	60%	61%
6	% subscribers satisfied with maintainability	>85%	58%	58%	61%
7	Overall level of customer satisfaction	>85%	48%	58%	55%
8	% subscribers satisfied with offered supplementary services	>85%	65%	65%	67%

[*Note: Satisfaction level for BSNL (prepaid billing) is calculated on a low base as service provider has limited number of prepaid customers for Broadband service. Similarly for Sify, satisfaction level for postpaid billing is calculated on a low base owing to the fact that only corporate customers are provided post paid connections by the operator]

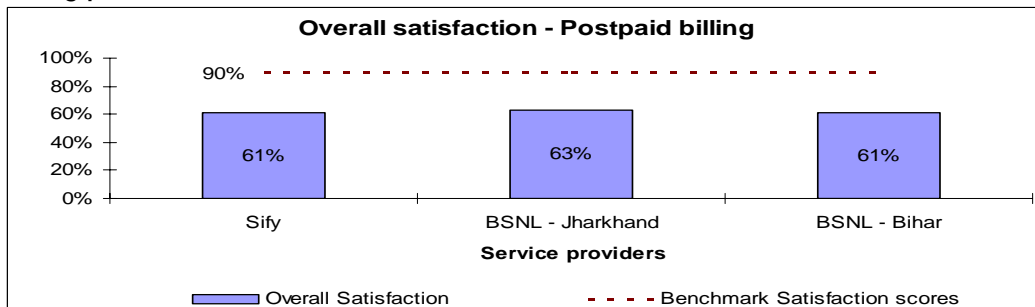
None of the operators of broadband service meet the TRAI benchmark on any of the parameters. Relatively BSNL seems to be doing better in Bihar then in Jharkhand when it comes to satisfaction level with Broadband services.

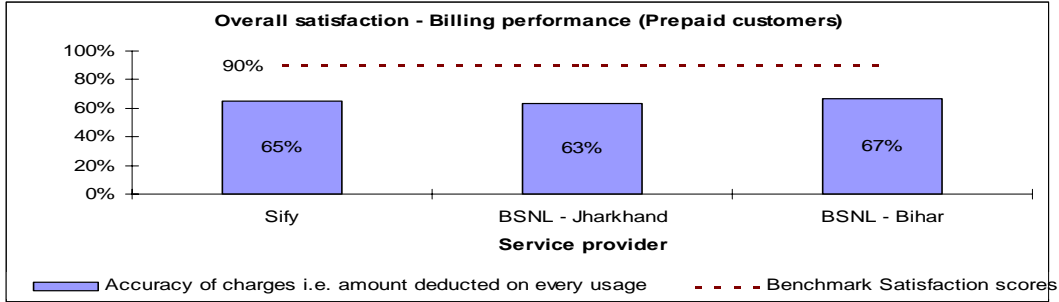
Service Provision (Benchmark – 90%)



Sify scores highest on satisfaction level with service provisioning/Activation time at 78%. However, it should be noted that the service providers has limited presence only in key cities in Bihar and Jharkhand circle

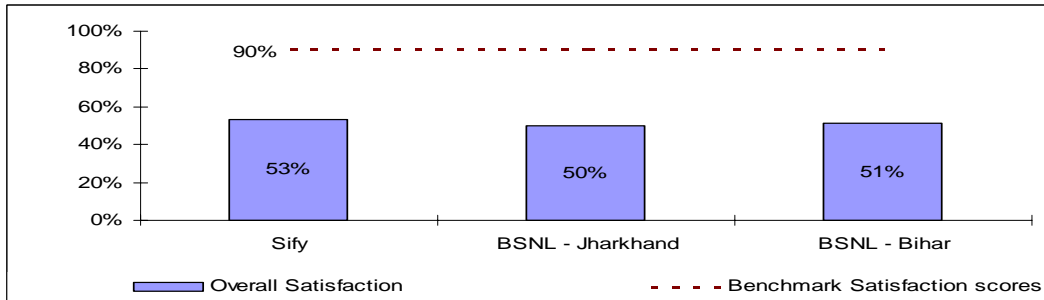
Billing performance (Benchmark – 90%)





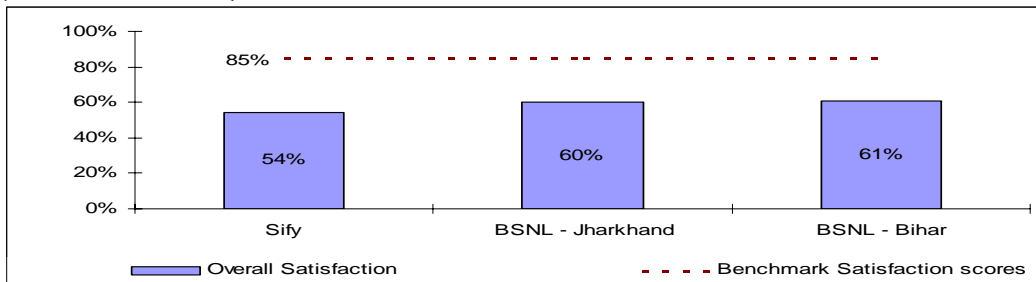
Scores on satisfaction level with billing performance vary from 61% (BSNL, Bihar postpaid customers) to 67% (BSNL Bihar, prepaid customers). However it should be noted that Sify mostly has prepaid customers in the circle (Only 28 out of sample of 384 were postpaid subscribers, all of them being corporate customers). Whereas most of the subscribers met for BSNL (*Approximately 97%*) were postpaid subscribers.

Help Services (Benchmark – 90%)



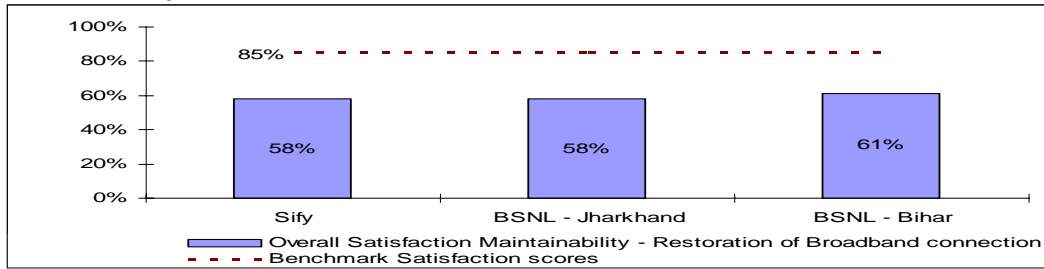
Satisfaction level of subscribers with help services is quite low for all the service providers in Bihar and Jharkhand circle with BSNL Jharkhand being the weakest at 50% satisfaction level.

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



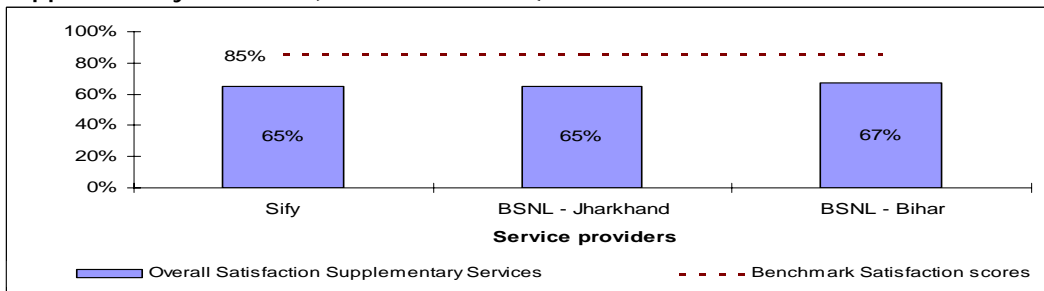
All the operators lie in the range of 54% to 61% on this parameter which is way below the benchmark figure of 85%. For providing quality broadband service, there is a definite need for improvement for all the operators on this aspect.

Maintainability (Benchmark - 85%)



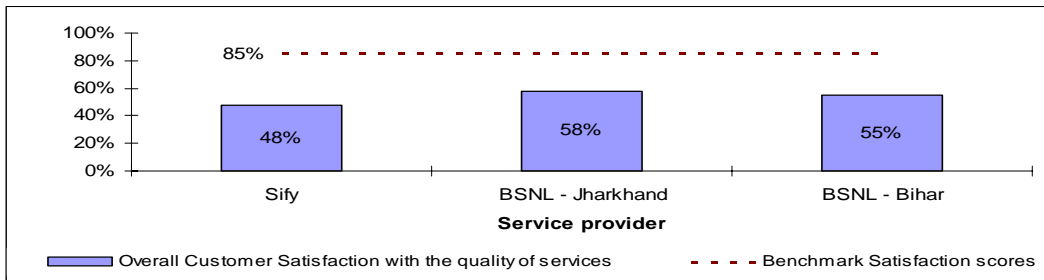
The scores range from 58% to 61% on this parameter. However, as observed with other parameters, the satisfaction level scores across this parameter too fall way below the TRAI benchmark of 85%

Supplementary Services (Benchmark - 85%)



BSNL (Bihar) leads the way with a subscriber satisfaction level of 67% with supplementary services offered followed closely by BSNL Jharkhand and Sify at 65%.

Overall level of customer satisfaction (Benchmark - 85%)



None of the operators is meeting the benchmark on overall level of satisfaction. Sify emerges out to be the weakest with a score of 48%. BSNL Jharkhand relatively has a higher level of satisfaction amongst all the operators at a satisfaction level of 58%.

4.3.1 Consumer Protection and Grievance Scores for Broadband survey

Redressal Mechanism

S. N.	Sub-parameters	Sify	BSNL - Jharkhand	BSNL - Bihar
1	Awareness of three stage grievance mechanism	31%	7%	9%
2	Provision of Manual of Practice containing terms and conditions of service, grievance redressal mechanism etc	34%	0%	52%
3	For pre-paid customers, awareness about item-wise call charge details on request	19%	1%	1%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	34%	15%	52%

The awareness of three stage redressal mechanism is the highest amongst Sify subscribers with more than three out of every ten subscribers being aware of the three stage redressal mechanism. BSNL scores low on this aspect with scores observed to be less than 10%

Interestingly 52% of BSNL subscribers in Bihar who had requested for new connection claimed to have received manual for practice while taking new connection

Redressal Mechanism: Call Center

S. N.	Sub-parameter	Sify	BSNL - Jharkhand	BSNL - Bihar
1	Awareness of Call center for redressing grievances	85%	70%	89%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	52%	19%	15%
3	Call center informing about the action taken on complaints	46%	29%	39%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	9%	9%	7%
5	Percentage satisfied with the complain resolution by call center	50%	49%	61%

89% of BSNL subscribers in Bihar are aware of the presence of Call center. Sify follows with awareness level of 85% on the same.

52% of the total Sify subscribers who are aware of the call center have lodged a complaint regarding their services whereas only 19% of BSNL subscribers in Jharkhand and 15% of BSNL subscribers in Bihar (who are aware of the call centre), have lodged a complaint with the call center.

Level of satisfaction of the subscribers who have lodged a complaint with the call center in BSNL Jharkhand is only at 49% with the complaint resolution process.

Redressal Mechanism – Nodal officer and Appellate Authority

Awareness of Grievance Redressal Mechanism	Sify	BSNL - Jharkhand	BSNL - Bihar
Nodal Officer	2%	6%	3%
Appellate Authority	1%	2%	2%

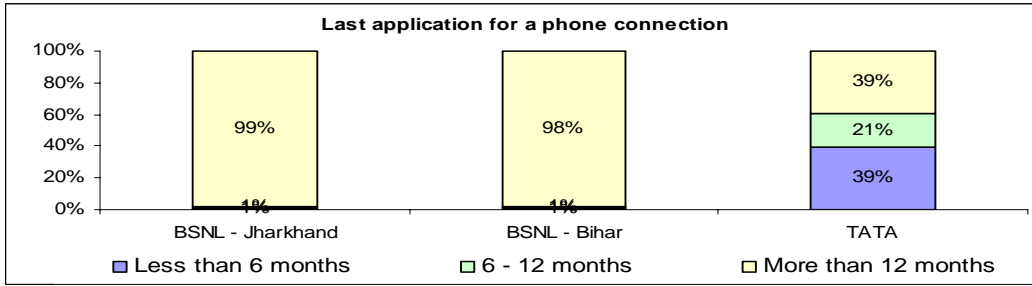
Of all the subscribers contacted across all the service providers, negligible percent is even aware of the existence of Nodal officer and Appellate Authority for redressal of grievances

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.

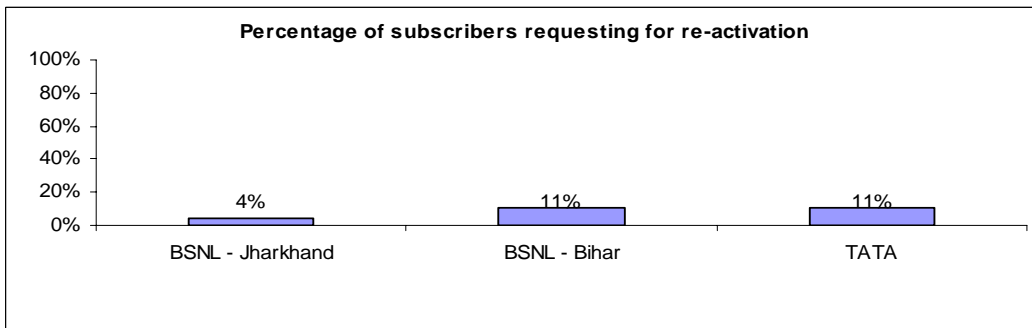
5.1.1 Service Provision sub-aspects

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.



It is depicted by the graph above that incidence of new customers has remained low in both Bihar and Jharkhand for BSNL whereas as high as 39% of TATA subscribers met claimed to have requested for a new connection in last 6 months.

b. Requisition for re-activation, if the connection is temporarily deactivated



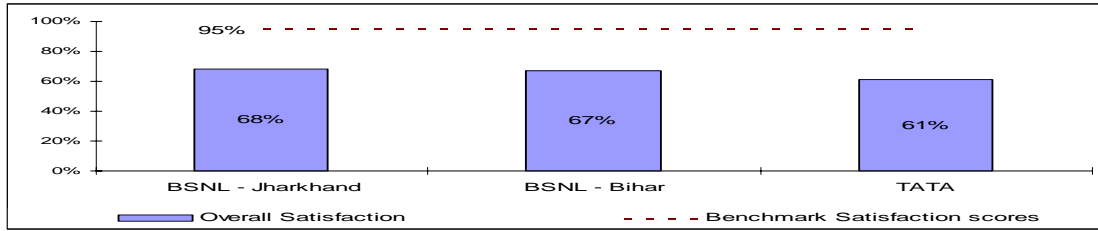
The percentage of requisition for re-activation, if the connection is temporarily deactivated is quite low for all the services providers. It is highest for BSNL in Jharkhand and TATA at 11%.

Satisfaction on sub-aspects of service provision:

Satisfaction with Service Provision	BSNL - Jharkhand	BSNL - Bihar	TATA
Satisfaction with new connection	60%	67%	61%
Satisfaction with shifting	71%	74%	63%
Satisfaction with re-activation	69%	64%	58%
Overall Satisfaction	68%	67%	61%

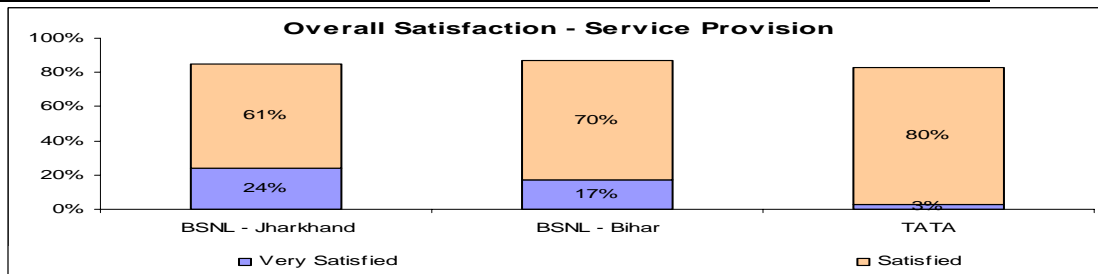
BSNL does well on satisfaction level with shifting whereas score for TATA on the same is less than 65%. The prime reason for same is believed to be low incidence of shift requests and low subscriber base for the latter.

Overall Satisfaction with service provisioning



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

Overall Very Satisfied & Satisfied scores	BSNL - Jharkhand	BSNL - Bihar	TATA
Very Satisfied	24%	17%	3%
Satisfied	61%	70%	80%
Total	85%	87%	83%



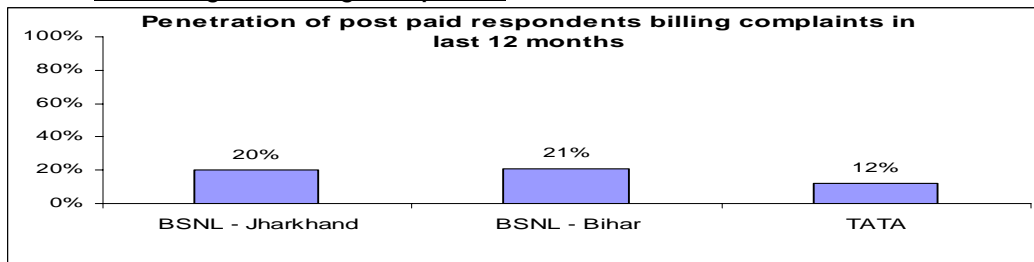
BSNL in Bihar leads the pack in overall subscribers satisfied with 87% subscribers claiming that they are either “Very Satisfied” or “Satisfied” with service provisioning

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



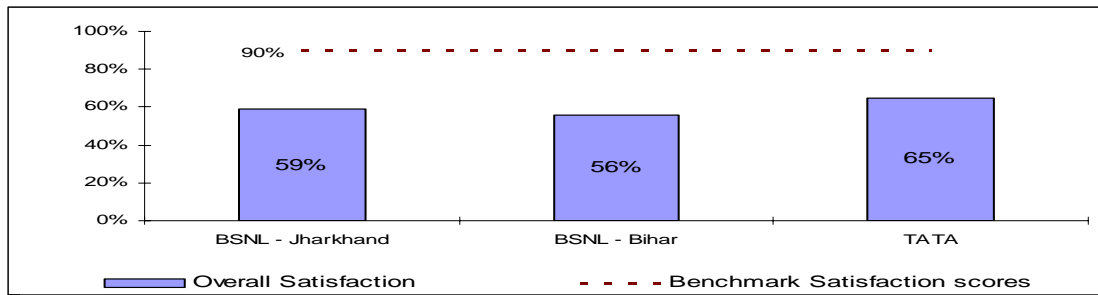
The Percentage of postpaid subscribers making billing complaints is low for TATA at 12% in comparison with other service providers.

b. Satisfaction with various billing parameters

Satisfaction with Billing Parameters : For Postpaid customers	BSNL - Jharkhand	BSNL - Bihar	TATA
Timely delivery of bills	61%	50%	67%
Accuracy of bills	59%	58%	66%
Process of resolution of billing complaints	39%	38%	42%
Clarity i.e. transparency and understandability of bills	63%	62%	67%
Overall Satisfaction	59%	56%	65%

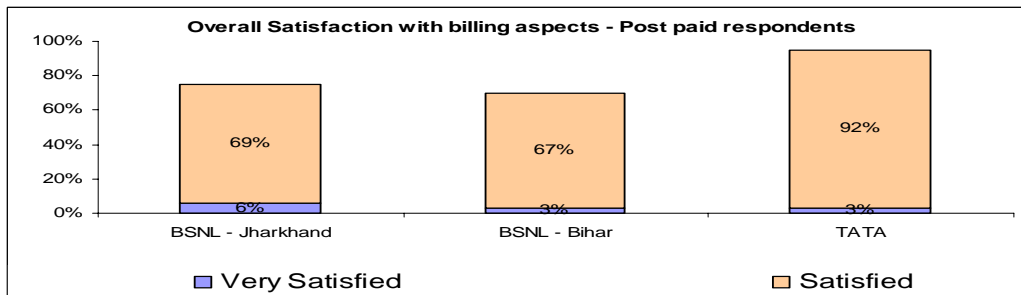
As far as timely delivery of bills is concerned, BSNL (Bihar) scores lowest at 50%. Process of resolution of billing complaints is the pain point across all the operators for postpaid customers. The score varies for all the service providers on above mentioned parameters remain less than 43%.

Level of satisfaction with Billing – Post paid subscribers:



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

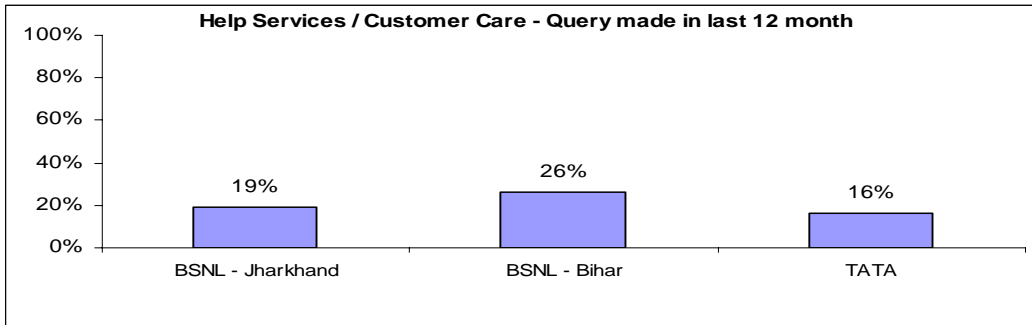
Overall Very Satisfied & Satisfied scores	BSNL - Jharkhand	BSNL - Bihar	TATA
Very Satisfied	6%	3%	3%
Satisfied	69%	67%	92%
Total	75%	70%	95%



TATA scores high with 95% subscribers claiming that they are either satisfied or very satisfied with postpaid billing. The reason can be low subscriber base and corporate clientele.

5.1.3 Help Services Related sub-aspects

a. Percentage of subscribers making Query in last 12 months



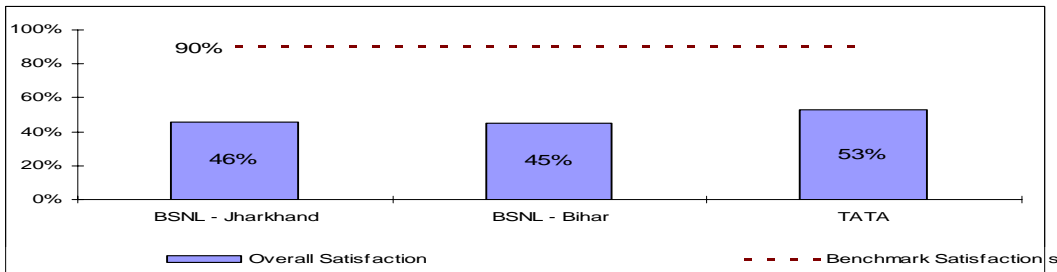
As far as Customer Care services are concerned, 26% of BSNL respondents in Bihar have made query in the last 12 months. For TATA only 16% of subscribers have claimed that they have made query in last six months

b. Satisfaction with Help Services / Customer Care

Satisfaction with Help Services / Customer Care	BSNL - Jharkhand	BSNL - Bihar	TATA
Ease of access of call center toll free number	45%	44%	61%
Response time to answer call by customer care executive	45%	44%	50%
Problem solving ability of customer care executive	48%	48%	50%
Time taken by customer care executive in resolving complaints	45%	44%	50%
Overall Satisfaction	46%	45%	53%

BSNL performs poorly on satisfaction level with various sub parameters of service provisioning as scores in all of the cases were found to be less than 50%. TATA on ease of access of call centre is the only exception where it has scored above 60%

Level of satisfaction with Help services:



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

Overall Very Satisfied & Satisfied scores	BSNL - Jharkhand	BSNL - Bihar	TATA
Very Satisfied	0%	1%	0%
Satisfied	44%	39%	71%
Total	44%	40%	71%

As expected less than 45% of subscribers for BSNL in Jharkhand and Bihar claimed to be satisfied with call centre.

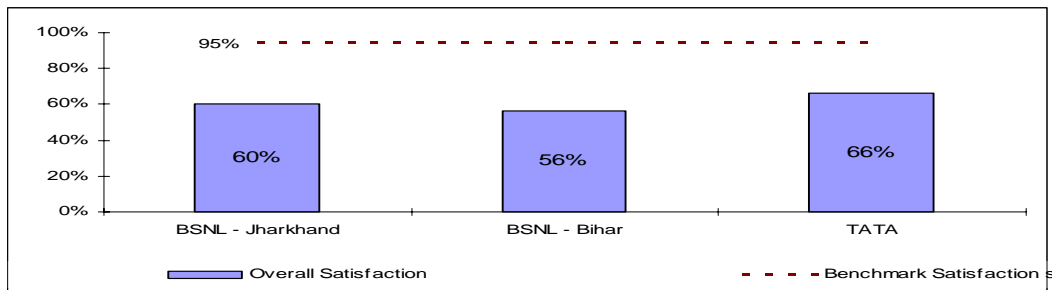
5.1.4 Network performance, reliability and availability related sub-aspects

a. Satisfaction with network performance, reliability and availability

	BSNL - Jharkhand	BSNL - Bihar	TATA
Availability of working telephone (with dial tone)	57%	52%	63%
Ability to make or receive calls easily	62%	57%	65%
Voice quality	62%	58%	70%
Overall Satisfaction	60%	56%	66%

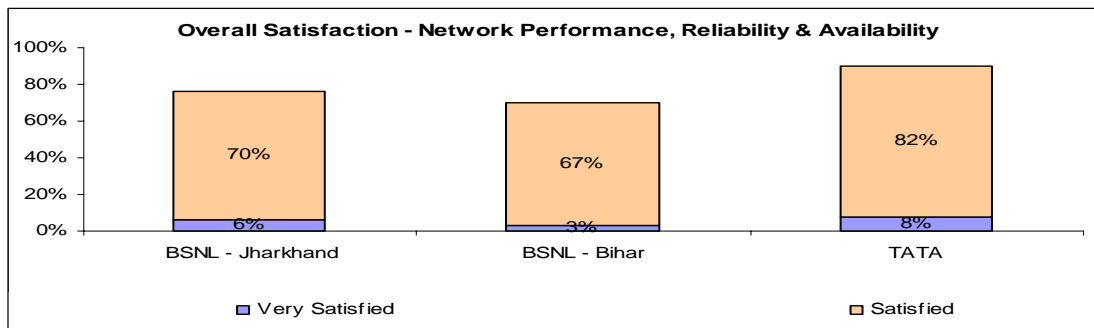
BSNL performs relatively poorly on network performance in Bihar with scores of less than 60% on various sub parameters of network performance

Level of satisfaction with Network performance:



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

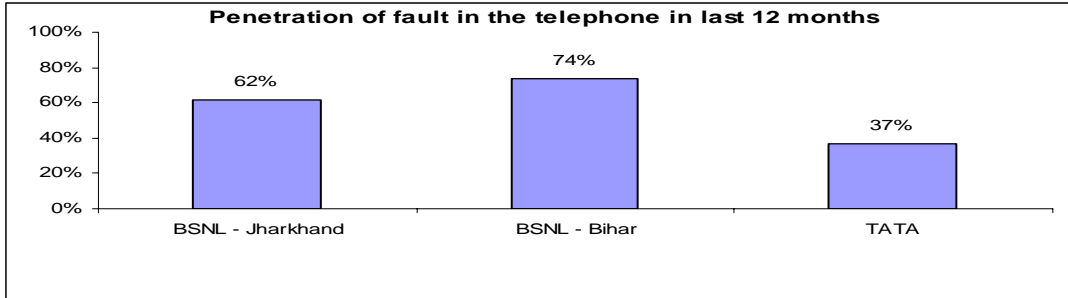
Overall Very Satisfied & Satisfied scores	BSNL - Jharkhand	BSNL - Bihar	TATA
Very Satisfied	6%	3%	8%
Satisfied	70%	67%	82%
Total	76%	70%	90%



The top 2 box satisfaction score of TATA is the maximum at 90% for network related parameters. And lowest for BSNL Bihar at 70%

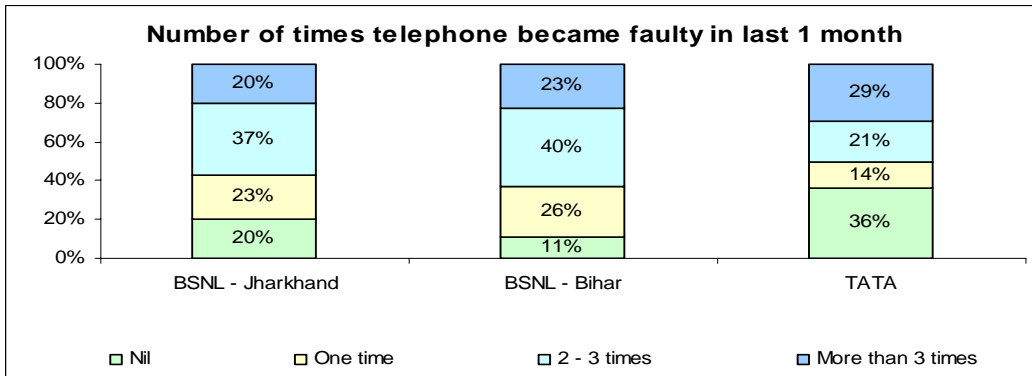
5.1.5 Maintainability related sub-aspects

a. Percentage subscribers experiencing fault in the telephone in last 12 months



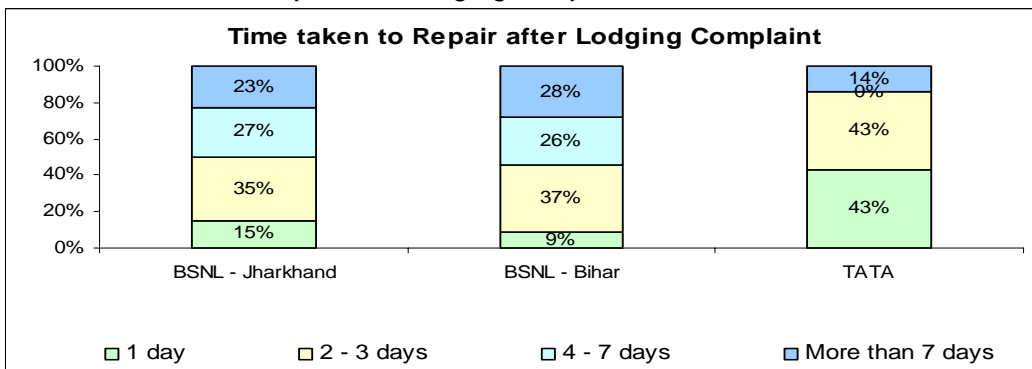
Penetration of customers who have made fault complaints was observed to be maximum for BSNL in Bihar with 74% of the operators claiming that they have made complaint in last 12 months

b. Number of times telephone became faulty in last 1 month



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 more than 50% of customers across all the service providers claimed that they have faced problems in their telephone connection more than one time.

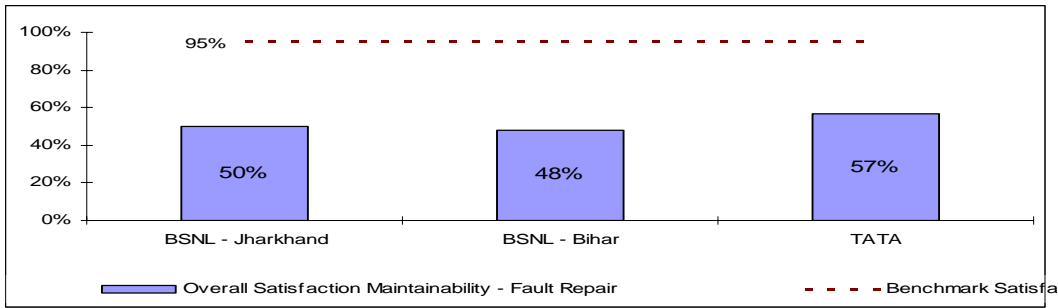
c. Time taken to repair after lodging complaint



As far as time taken to repair is concerned, a significant portion of the subscribers met for BSNL in Jharkhand and Bihar claimed that fault repair took more than three days.

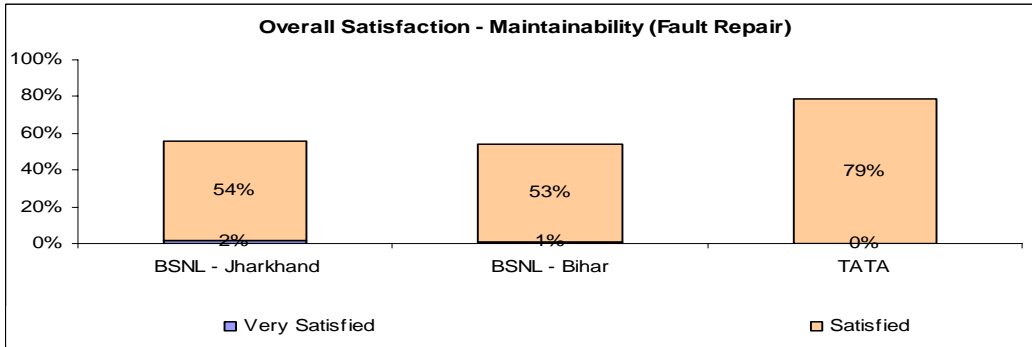
d. Satisfaction with Maintainability parameters

Level of satisfaction with Maintainability:



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

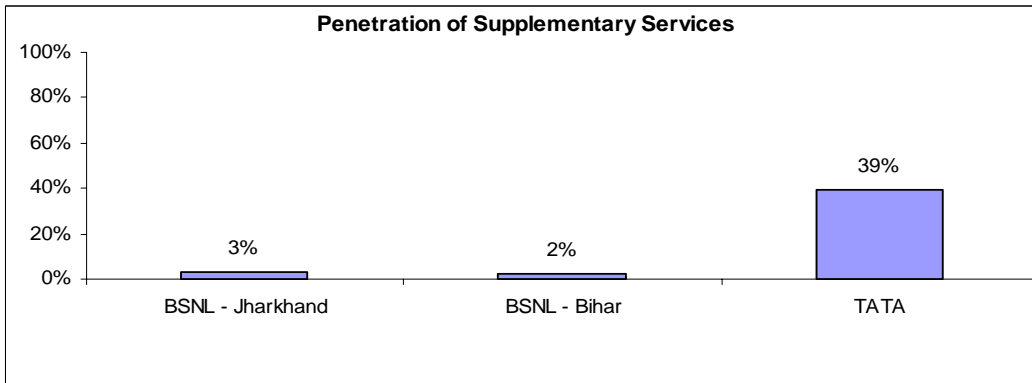
Overall Very Satisfied & Satisfied scores	BSNL - Jharkhand	BSNL - Bihar	TATA
Very Satisfied	2%	1%	0%
Satisfied	54%	53%	79%
Total	56%	54%	79%



As far as percentage of total satisfied subscribers with the maintainability aspects is concerned, scores are relatively less for BSNL. Although TATA scores high on the same the reason for the above can be limited presence in which service provider has requisite infrastructure.

5.1.6 Supplementary services

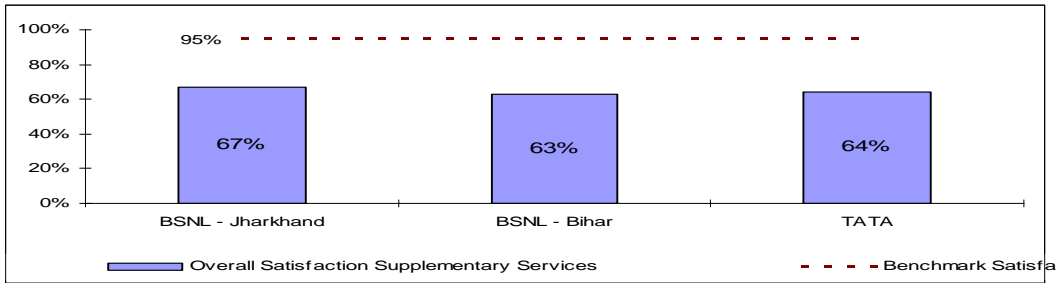
a. Percentage of subscribers opting for Supplementary Services



The penetration of supplementary services is quite low across BSNL subscribers. TATA scores high at 39%, largely owing to corporate clientele.

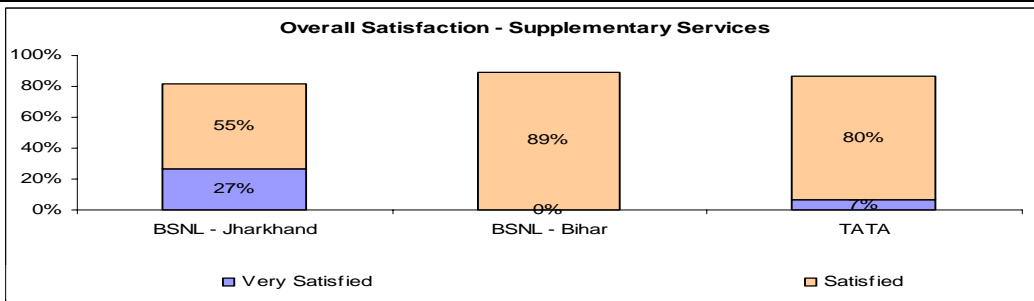
b. Satisfaction with Supplementary Services

Level of satisfaction with supplementary services



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

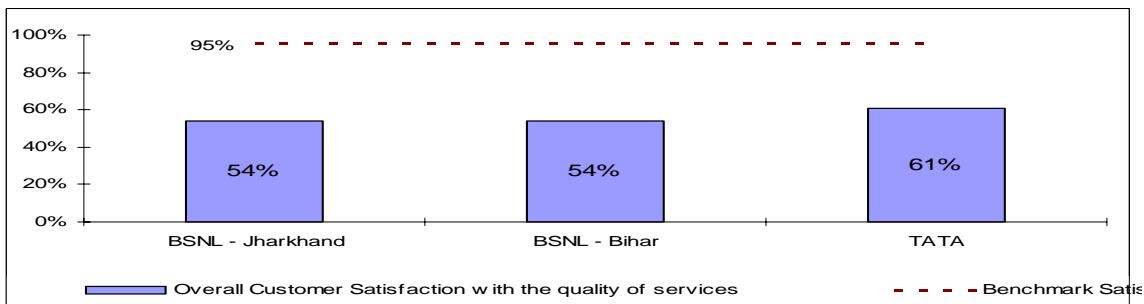
Overall Very Satisfied & Satisfied scores	BSNL - Jharkhand	BSNL - Bihar	TATA
Very Satisfied	27%	0%	7%
Satisfied	55%	89%	80%
Total	82%	89%	87%



The total satisfaction percentage is highest for BSNL subscribers in Bihar with 89% of subscribers who were using supplementary services claimed that they are satisfied with supplementary services provided. However, it should be noted that not even a single subscriber met claimed to be very satisfied with supplementary services.

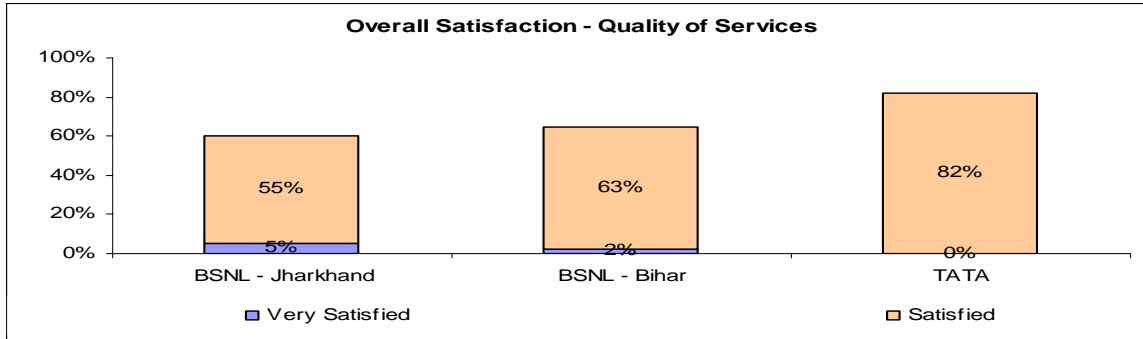
5.1.7 Overall Customer Satisfaction

Level of satisfaction with Quality of Service (Overall):



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

Overall Very Satisfied & Satisfied scores	BSNL - Jharkhand	BSNL - Bihar	TATA
Very Satisfied	5%	2%	0%
Satisfied	55%	63%	82%
Total	60%	65%	82%



As far as overall customer satisfaction with the 'Quality of Services' is concerned only 60% of BSNL subscribers Jharkhand and 65% of BSNL subscribers in Jharkhand were satisfied with overall quality of services.

5.1.8 Redressal Mechanism

Consumer Protection and Redressal of Grievances	BSNL - Jharkhand	BSNL - Bihar	TATA
Awareness of three stage grievance redressal mechanism	10%	16%	26%
<i>Awareness of the names of following stages of grievance redressal set up by service provider</i>			
Call Center	58%	80%	68%
Nodal Officer	5%	3%	29%
Appellate Authority	1%	1%	13%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	1%	2%	16%

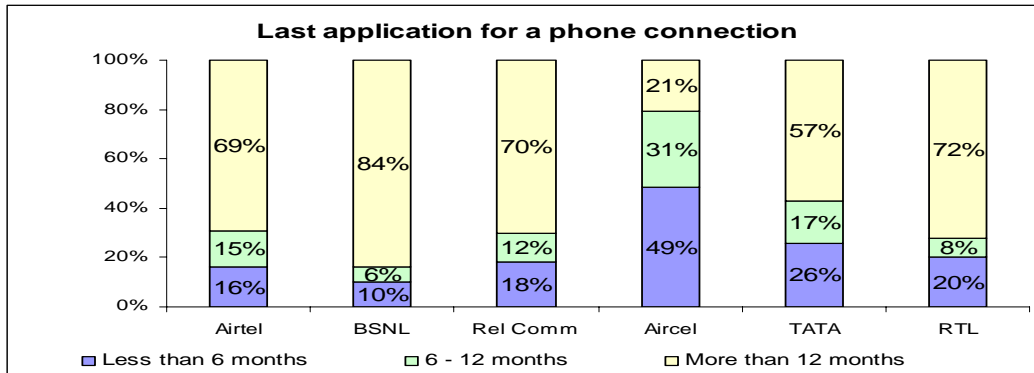
As already explained, It is observed that awareness of three stage redressal grievances mechanism for customers remains low across subscribers of all service providers.

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.

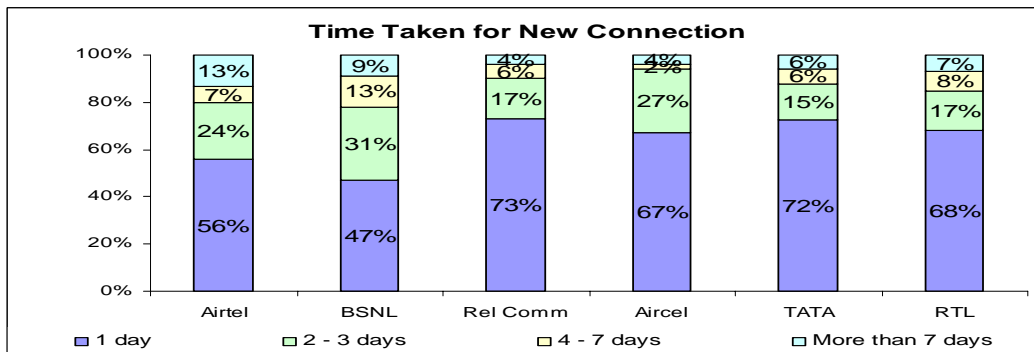
5.2.1 Service Provision

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.



Incidence of customers subscribing for new connection in last six months was observed to be highest for Aircel at 49%

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.

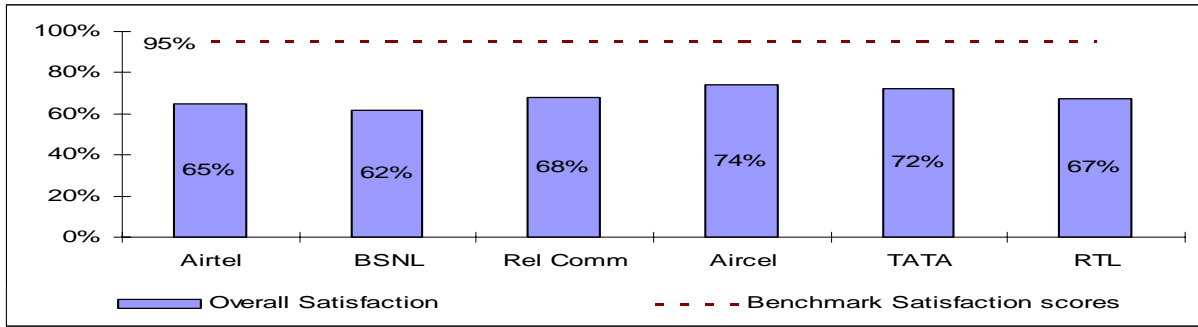


RCOM followed by TATA seem to be doing well on time taken to activate a new connections with more than 70% of the subscribers for both the service providers claiming that connection was activated within one day

c. Satisfaction on sub-aspects of service provision:

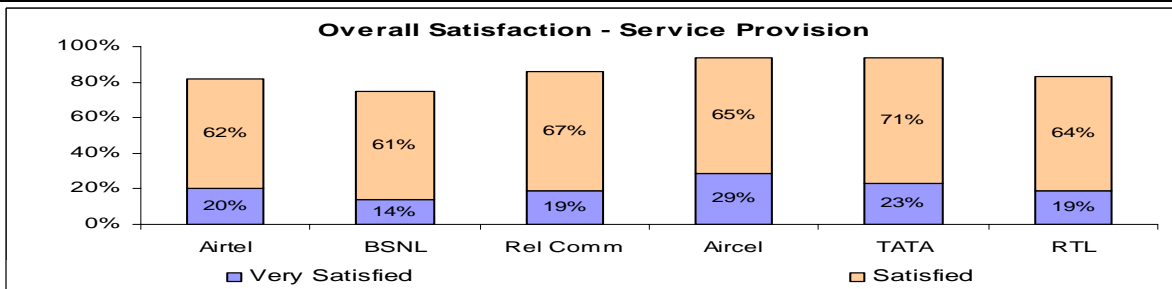
Satisfaction with Service Provision	Airtel	BSNL	RCOM	Aircel	TATA	RTL
Satisfaction with time taken to provide new connection	71%	66%	72%	74%	72%	68%
Satisfaction with re-activation	48%	54%	54%	69%	71%	63%
Overall Satisfaction	65%	62%	68%	74%	72%	67%

Level of satisfaction with service provisioning:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	20%	14%	19%	29%	23%	19%
Satisfied	62%	61%	67%	65%	71%	64%
Total	82%	75%	86%	94%	94%	83%



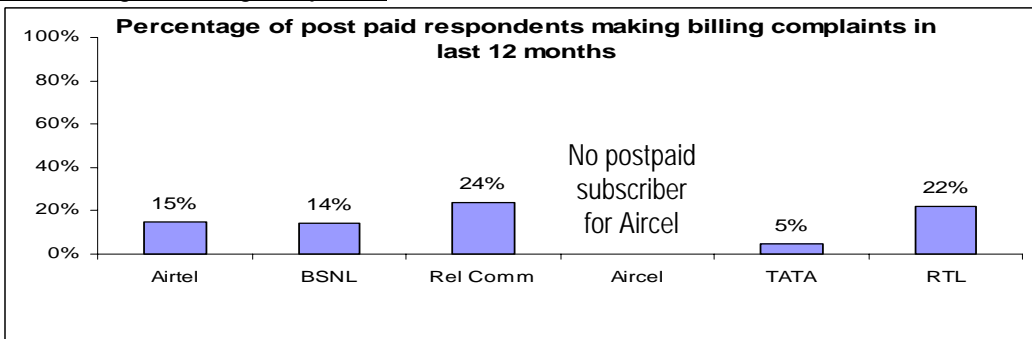
As expected Aircel and TATA (at 94%) score the highest on top 2 box scores for service provisioning whereas BSNL scores relatively low at 75% on the same

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 low across all the operators. Interestingly as high as 24% subscribers for RCOM and 22% for RTL had made billing complaints in last 12 months.

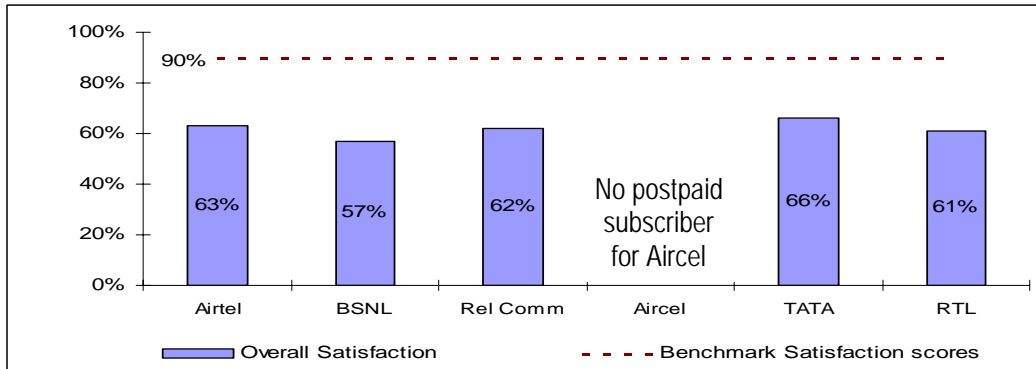
ii. Satisfaction with various billing parameters

Satisfaction with Billing Parameters	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Postpaid customers -						
Timely delivery of bills	66%	51%	62%	No postpaid subscribers for Aircel	65%	62%
Accuracy of bills	64%	60%	60%		66%	60%
Process of resolution of billing complaints	36%	30%	46%		60%	48%
Clarity i.e. transparency and understandability of bills	61%	61%	67%		67%	64%
Overall Satisfaction	63%	57%	62%		66%	61%

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 30%. TATA does well at 60% satisfaction level on the same

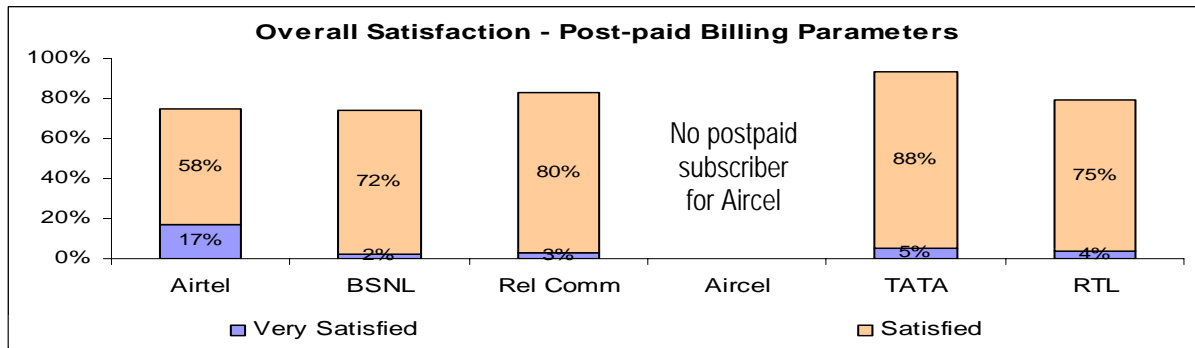
iii. Percentage of subscribers satisfied

Level of satisfaction with billing performance (Post paid customers)



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

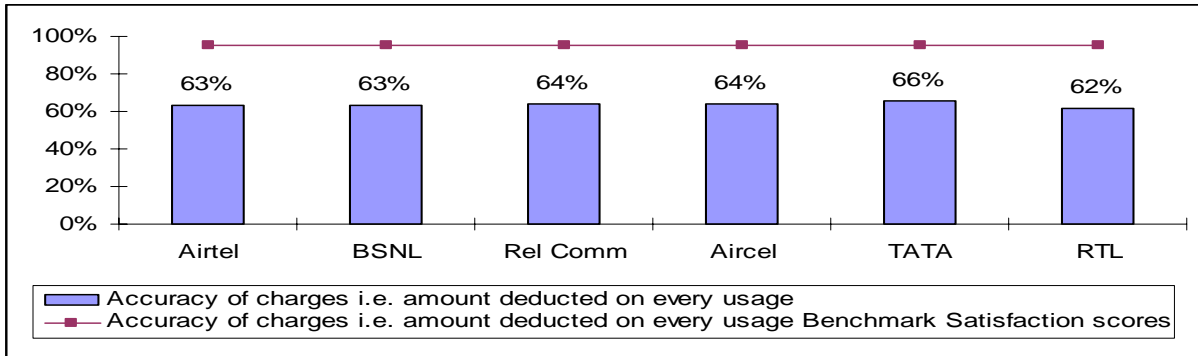
Overall Very Satisfied & Satisfied scores	Airtel	BSNL	RCOM	Aircel	TATA	RTL
Very Satisfied	17%	2%	3%	No postpaid subscriber for Aircel	5%	4%
Satisfied	58%	72%	80%		88%	75%
Total	75%	74%	83%		93%	79%



The top two box score is highest for TATA at 93% for post paid billing satisfaction, whereas Airtel and BSNL score relatively low at with scores of 75% and 74%

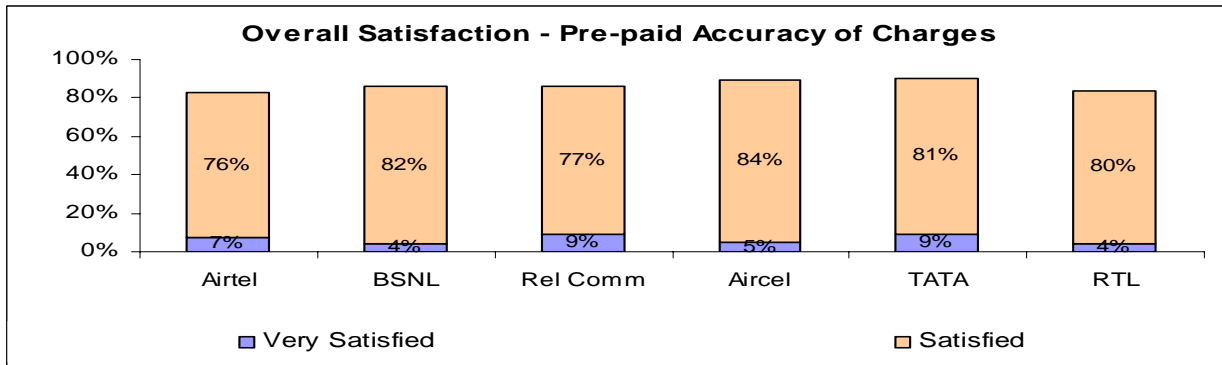
c. Prepaid subscribers:

Level of satisfaction with billing parameters (Prepaid customers):



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	7%	4%	9%	5%	9%	4%
Satisfied	76%	82%	77%	84%	81%	80%
Total	83%	86%	86%	89%	90%	84%

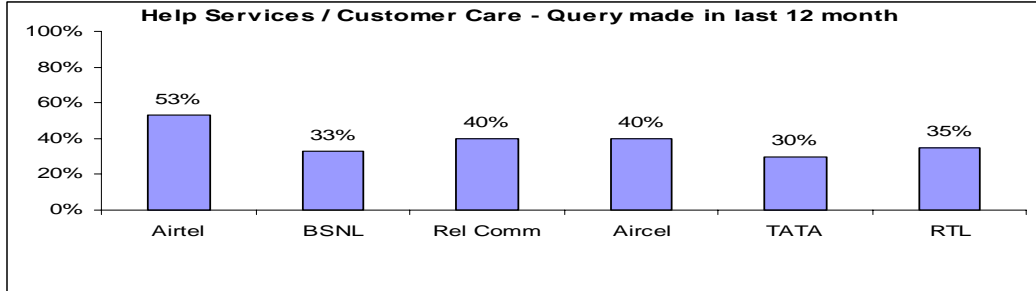


For prepaid subscribers, TATA has the maximum number of subscribers with 90% followed closely by Aircel at 89%.

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



Penetration of customers who have contacted customer care in the last 12 months is maximum for Airtel at 53%

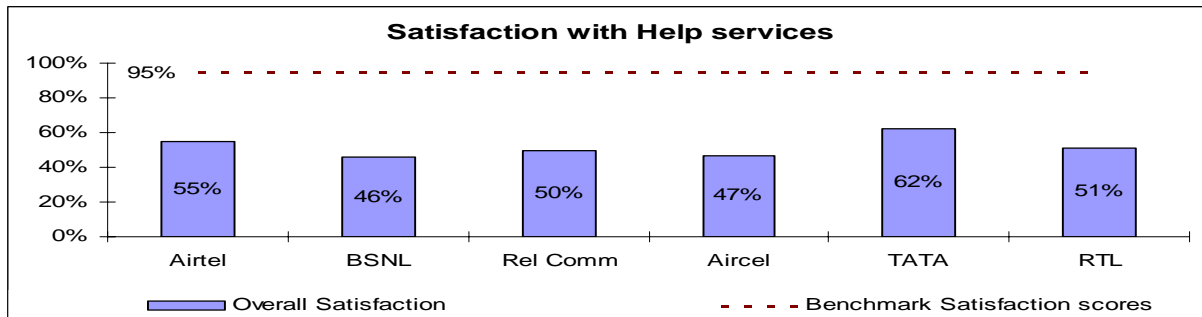
b. Level of satisfaction on various sub-aspects of help services

Satisfaction with Help Services / Customer Care	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Ease of access of call center toll free number	55%	43%	40%	48%	63%	46%
Response time to answer call by customer care executive	56%	43%	53%	48%	63%	51%
Problem solving ability of customer care executive	56%	50%	55%	47%	62%	55%
Time taken by customer care executive in resolving complaints	55%	49%	52%	45%	62%	52%
Overall Satisfaction	55%	46%	50%	47%	62%	51%

Subscribers across all the operators score low on all the sub aspects of call centre as score remain below 60% for all except TATA which does relatively well.

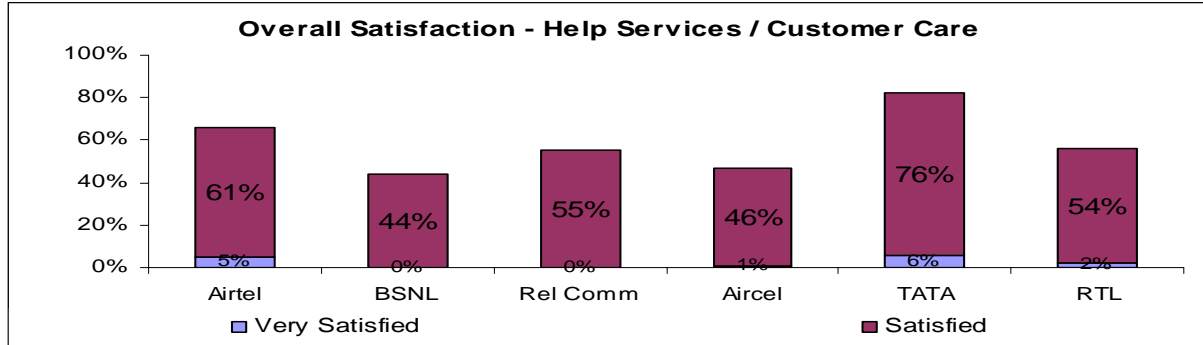
c. Percentage of subscribers satisfied

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	5%	0%	0%	1%	6%	2%
Satisfied	61%	44%	55%	46%	76%	54%
Total	66%	44%	55%	47%	82%	56%



As expected even top two box scores remain low for all the service providers for 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.

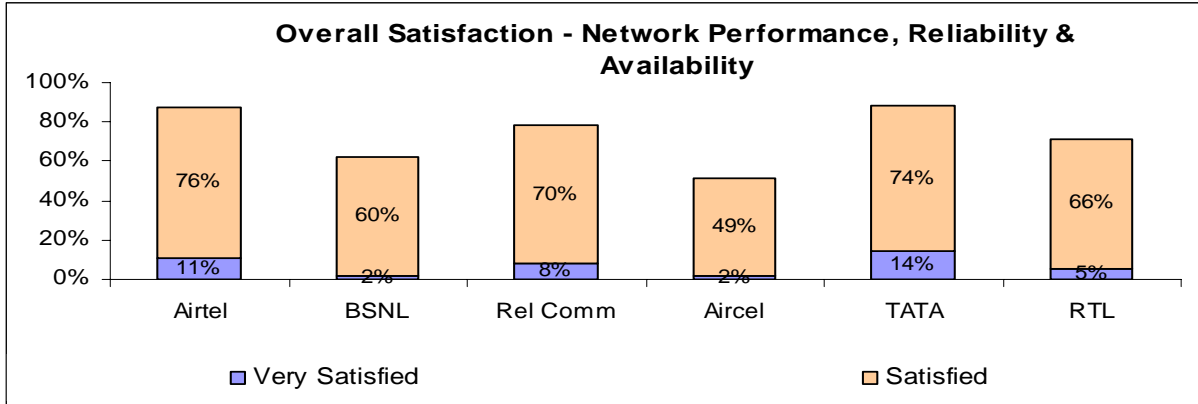
a. Level of satisfaction on various sub-aspects of network related parameters

Satisfaction Scores	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Availability of signal	64%	48%	56%	44%	65%	54%
Ability to make or receive calls easily	64%	51%	61%	45%	68%	57%
Voice quality	68%	60%	66%	58%	69%	63%
Overall Satisfaction	65%	53%	61%	49%	67%	58%

Airtel and TATA are observed to be doing better than other operators in Bihar and Jharkhand circle on Network performance. Level of satisfaction of BSNL, RCOM and Aircel subscribers is relatively low across most of the sub-aspects of network related parameters.

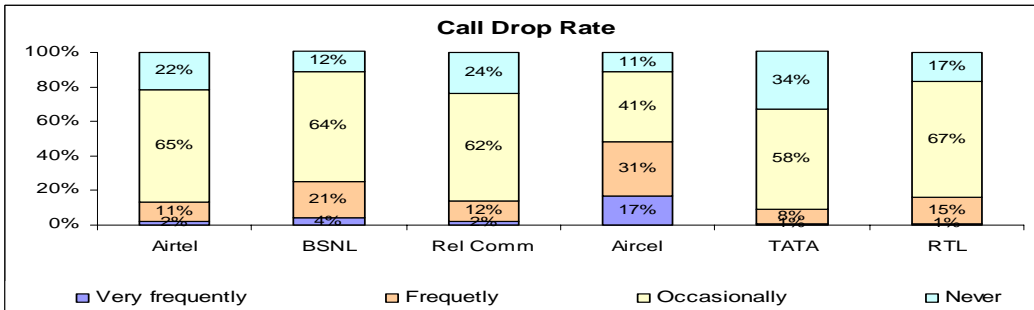
b. Percentage of subscribers satisfied with network related parameters

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	11%	2%	8%	2%	14%	5%
Satisfied	76%	60%	70%	49%	74%	66%
Total	87%	62%	78%	51%	88%	71%



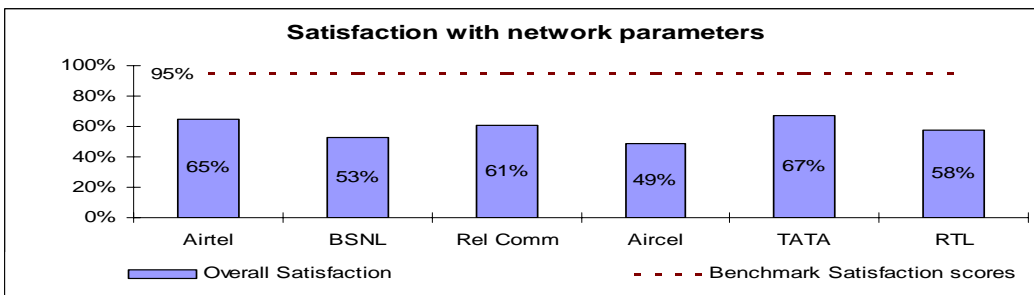
Aircel scores the lowest for top two box score as only 51% of its subscribers claimed that they were either satisfied or very satisfied with network performance

c. Call drop rate:



According to survey results call drops are more frequent for Aircel with more than 40% of subscribers claiming that they experience frequent call drops.

Level of satisfaction:



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

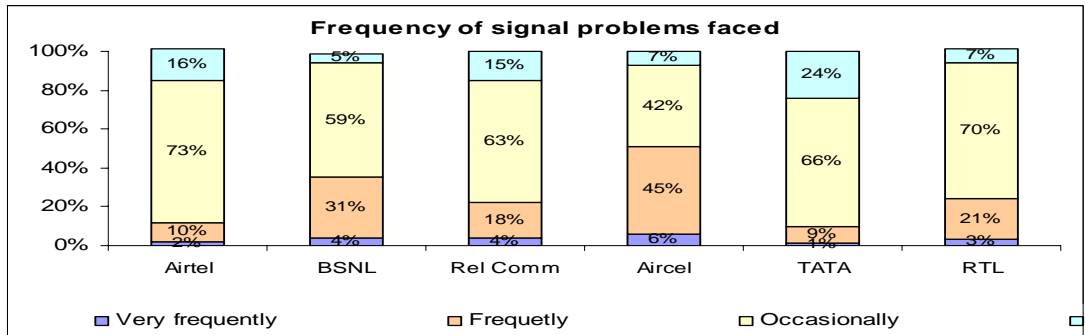
5.2.5 Maintainability:

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	Rel Comm	Aircel	TATA	RTL
Availability of signal	65%	52%	59%	47%	66%	56%
Restoration of signal problems	64%	53%	60%	49%	65%	57%
Overall Satisfaction Maintainability -	65%	52%	59%	48%	66%	56%

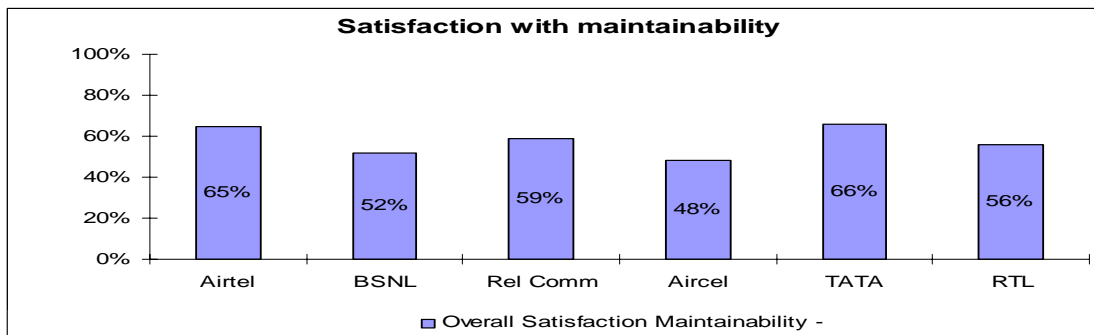
b. Frequency of signal problems faced:



As seen with call drop, Aircel again performs the weakest on signal strength with more than 50% of the subscribers claiming that they frequent problems with the signals

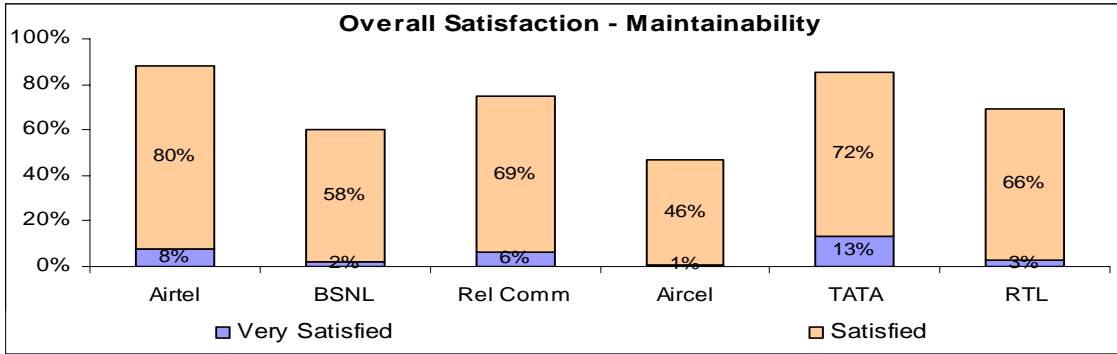
c. Percentage of subscribers satisfied with maintainability

Level of satisfaction with maintainability:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	8%	2%	6%	1%	13%	3%
Satisfied	80%	58%	69%	46%	72%	66%
Total	88%	60%	76%	47%	85%	67%

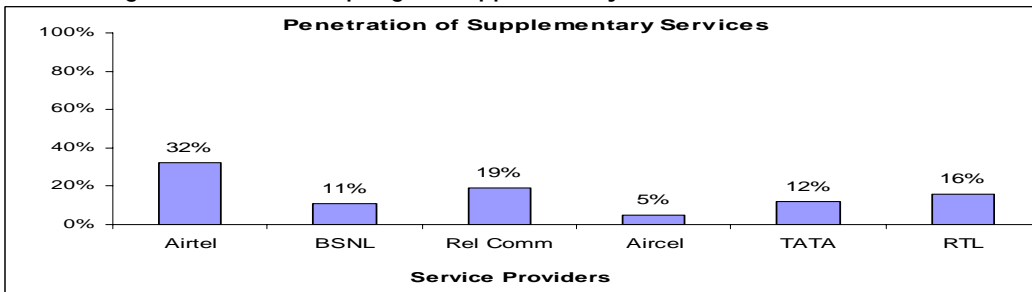


Airtel and TATA emerges out to be the better performing operators on maintainability as far as top two box score is concerned

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.

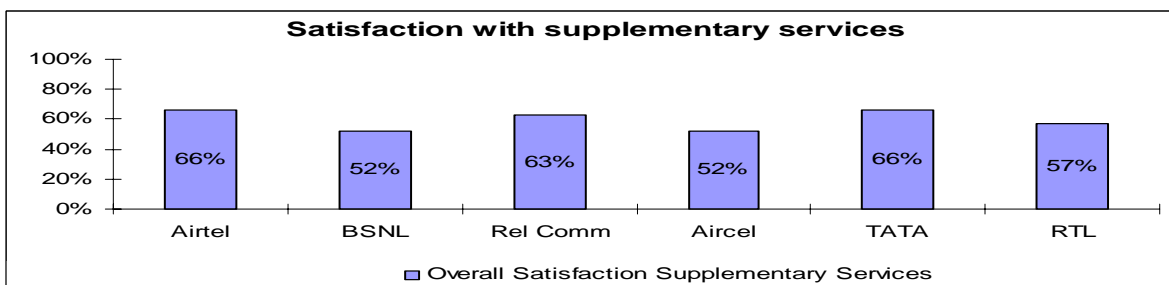
a. Percentage of subscribers opting for supplementary services:



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 5% for Aircel and 11% for BSNL.

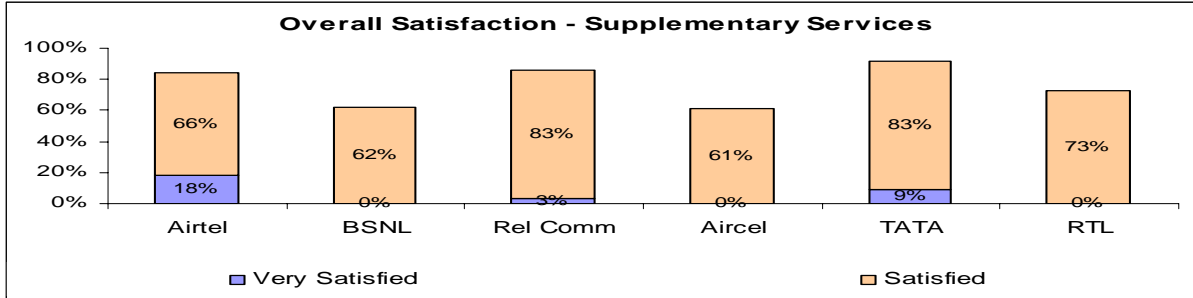
b. Percentage of subscribers satisfied with supplementary services:

Level of satisfaction with supplementary services:



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

Overall Very Satisfied & Satisfied scores	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Very Satisfied	18%	0%	3%	0%	9%	0%
Satisfied	66%	62%	83%	61%	83%	73%
Total	84%	62%	86%	61%	91%	73%

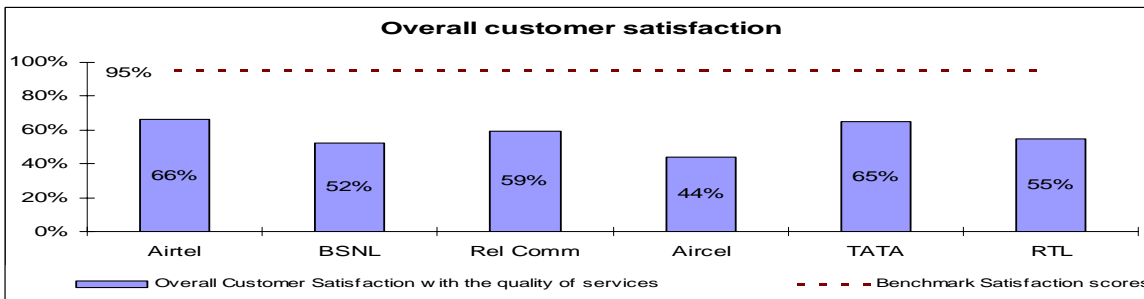


TATA emerges as the leader on this aspect with 91% of its subscribers saying that they are either “satisfied” or “very satisfied” with the supplementary services provided.

5.2.7 Overall percentage of subscribers satisfied:

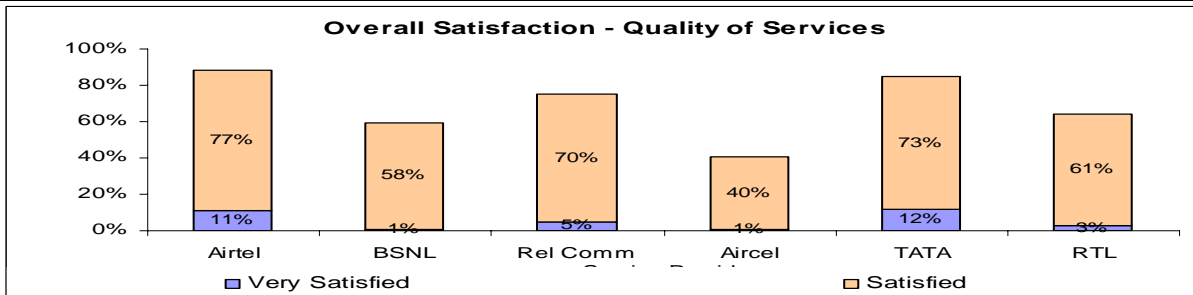
This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.

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	Rel Comm	Aircel	TATA	RTL
Very Satisfied	11%	1%	5%	1%	12%	3%
Satisfied	77%	58%	70%	40%	73%	61%
Total	88%	59%	75%	41%	85%	64%



88% of subscribers for Airtel claim that they are either satisfied or very satisfied with overall quality of services.

5.2.8 Three stage redressal mechanism:

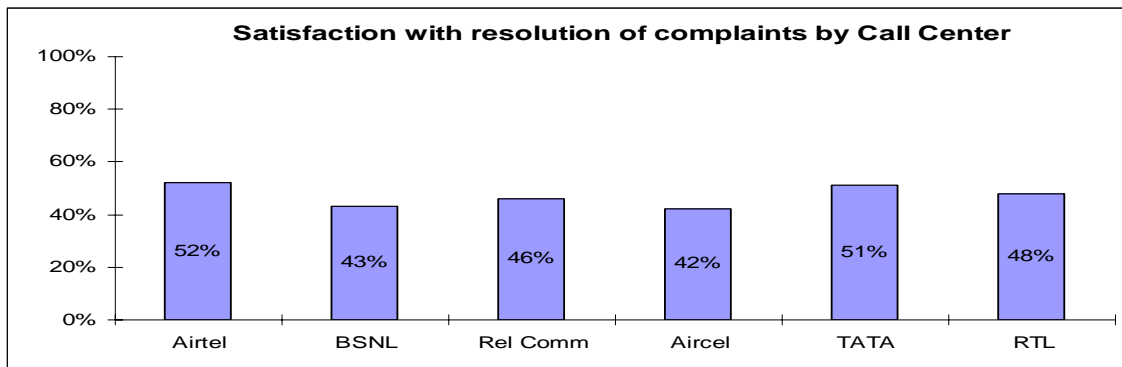
TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. From this round of the customer satisfaction study of subscribers, TRAI has decided to test the awareness, implementation and effectiveness of these regulations. These set up 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.

Awareness of Grievance Redressal Mechanism	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Awareness of three stage grievance redressal mechanism	16%	17%	11%	17%	18%	16%
Awareness of the names of following stages of grievance redressal set up by service provider						
Call Center	88%	84%	88%	78%	83%	88%
Nodal Officer	1%	2%	2%	4%	2%	1%

Details of awareness related parameters have already been explained in the executive summary

Stage 1: Customer Care	Airtel	BSNL	RCOM	Aircel	TATA	RTL
Percentage - Complaints made to customer care within last 6 months						
Made complain to the customer care within last 6 months	32%	18%	17%	27%	15%	19%
If lodged a complaint, provisioning of docket number:						
- No docket number received even on request	34%	65%	45%	65%	46%	57%
- No docket number received for most of the complaints	20%	20%	18%	21%	25%	18%
- Docket number received for most of the complaints	45%	15%	36%	15%	29%	26%
Customer care informing about the action taken on the complaint	59%	45%	52%	40%	56%	35%
Resolution of complaint by customer care within 4 weeks of lodging complaint	12%	18%	8%	11%	14%	7%

Level of satisfaction with resolution of complaints by call centre



Level of satisfaction with resolution of complaints (for those customers who had made complaint in last 12 months) is observed to be highest for Airtel at 52% and lowest for Aircel at 43%

Reasons for dissatisfaction with resolution of complaints by call centre

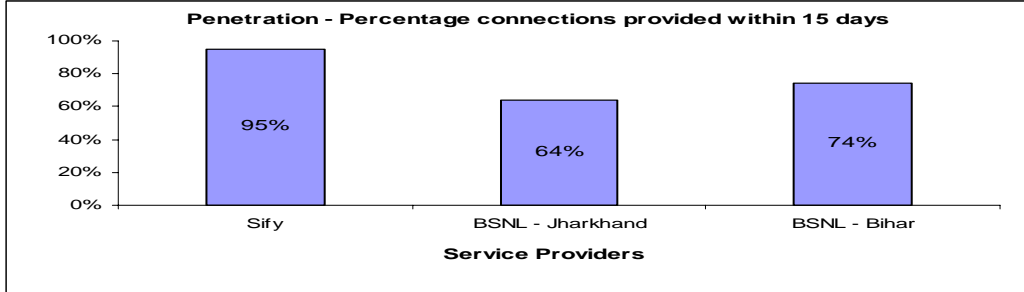
	Airtel	BSNL	RCOM	Aircel	TATA	RTL
Difficult to connect call center executive	25%	52%	48%	53%	32%	45%
Customer care executive not polite/courteous	23%	35%	33%	44%	20%	28%
Customer care executive not equipped with adequate information	31%	45%	35%	49%	52%	40%
Time taken by call center for redressal of complaint is too long	29%	42%	35%	30%	44%	43%
The customer care executive was unable to understand the problem	42%	49%	25%	29%	24%	43%
Others	21%	0%	0%	0%	4%	0%

For subscribers who were dissatisfied with call centre, difficulty in connecting to a call center executive, customer care executive not equipped with adequate information and time taken to resolve the complaint emerged out as major pain points.

5.3 Detailed Findings – Broadband Services

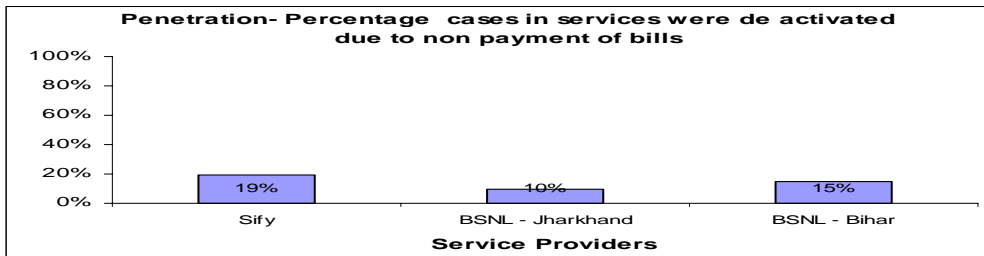
5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



Sify leads the way with 95% of the subscribers saying that they were provided a working within 15 days. One of the reasons could be the fact that the service provider has limited presence and operates in areas which are technically feasible.

Cases in which services de-activated

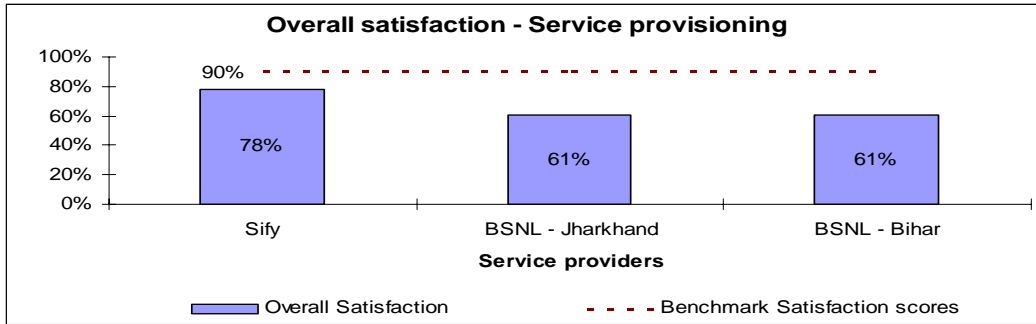


Percentage cases in which services were deactivated remained low across all service providers. It is highest for Sify at 19%. However, it should be noted that majority of service providers customers are prepaid in the circle

Satisfaction level with sub parameters of Service Provision	Sify	BSNL - Jharkhand	BSNL - Bihar
Satisfaction with time taken to provide a new connection	79%	61%	61%
Satisfaction with time taken time taken to reactivate the service	73%	56%	63%
Overall Satisfaction	78%	61%	61%

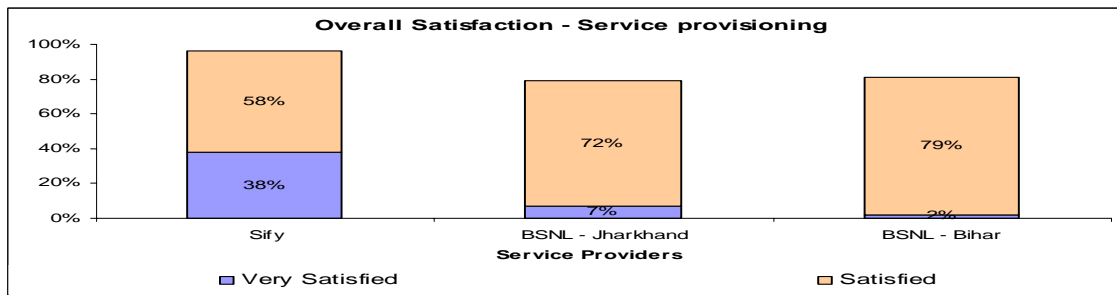
Sify leads the way with 79% subscriber satisfaction level with the time taken to provide a new connection after submitting a request.

Level of satisfaction with service provisioning:



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

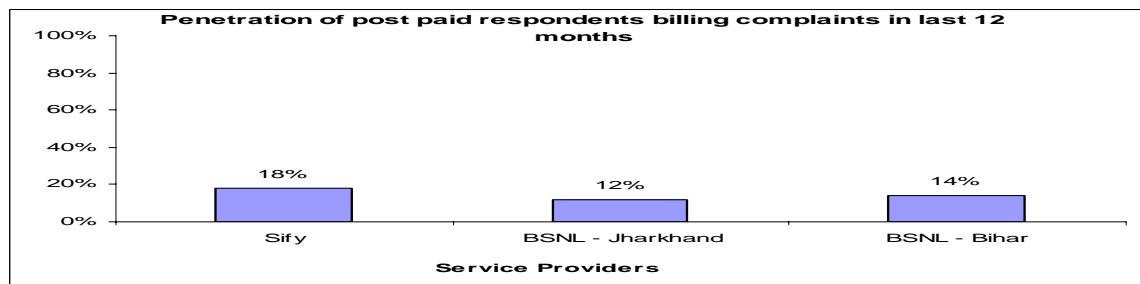
Overall Very Satisfied & Satisfied scores for service provisioning	Sify	BSNL - Jharkhand	BSNL - Bihar
Very Satisfied	38%	7%	2%
Satisfied	58%	72%	79%
Total	96%	79%	81%



96% subscribers of Sify say that they are either “Very Satisfied” or “Satisfied” with the service provision. Contrastingly, only 79% of BSNL (Jharkhand) and 81% BSNL (Bihar) subscribers say that they are either “Very Satisfied” or “Satisfied”.

5.3.2 Billing Performance:

Billing related complaints

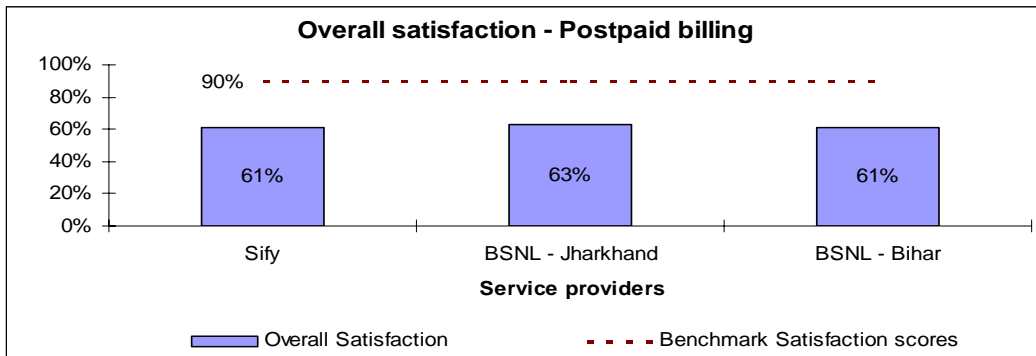


Penetration of post paid subscribers making billing complaints has also remained low for all the service providers with scores varying from 12% to 18%.

Satisfaction with Billing Parameters - Post paid customers	Sify	BSNL - Jharkhand	BSNL - Bihar
Timely delivery of bills	62%	62%	59%
Accuracy of bills	63%	64%	64%
Process of resolution of billing complaints	33%	46%	42%
Clarity i.e. transparency and understandability of bills	64%	65%	63%
Overall Satisfaction	61%	63%	61%

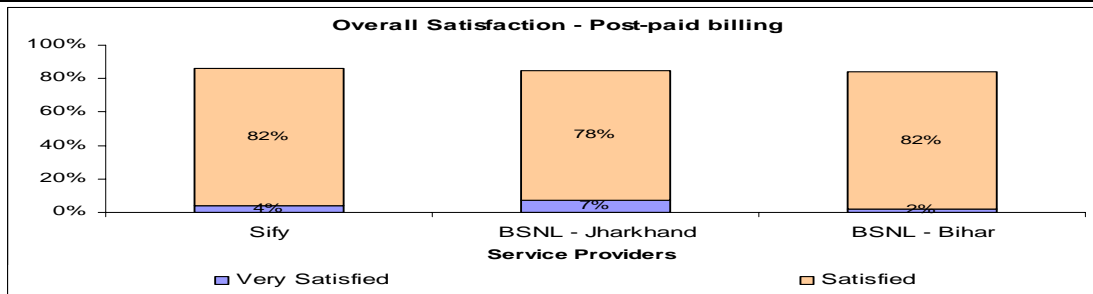
Level of satisfaction with timely delivery of bills is lowest for BSNL Bihar at 59%. The process of resolution of billing complaint remains the pain area across all the operators. However, it should be noted that Sify has a lowest score (33%) which is primarily due to the reason that service provider has very few postpaid customers.

Level of satisfaction with post paid billing



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

Overall Very Satisfied & Satisfied scores with post paid billing	Sify	BSNL - Jharkhand	BSNL - Bihar
Very Satisfied	4%	7%	2%
Satisfied	82%	78%	82%
Total	86%	85%	84%

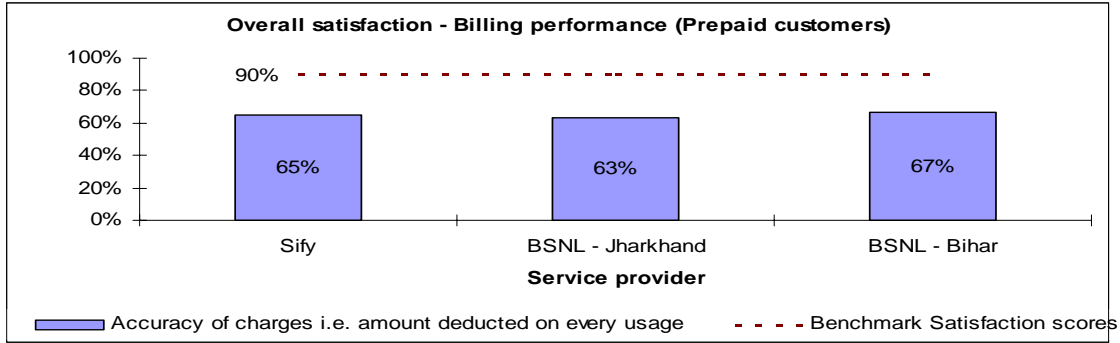


As compared to other parameters relatively less variation is observed among various service providers. Scores vary from 84% for BSNL Bihar to 86% for Sify (On a low base of 28 subscribers)

Billing Accuracy

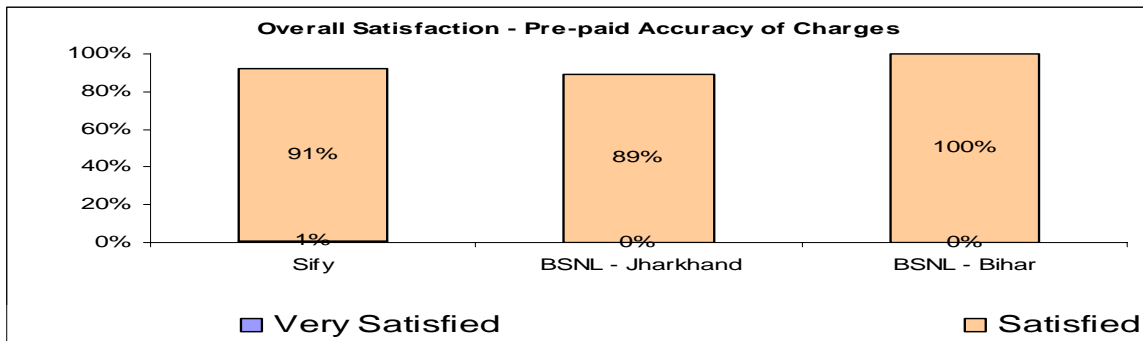
Level of satisfaction:

Satisfaction level with Billing performance - Prepaid customers	Sify	BSNL - Jharkhand	BSNL - Bihar
Accuracy of charges i.e. amount deducted on every usage	65%	63%	67%



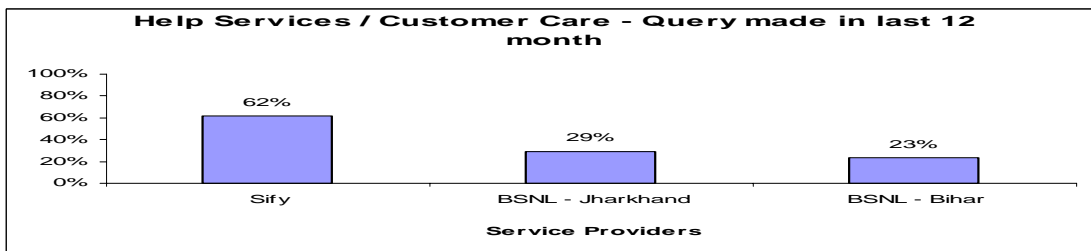
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores with billing performance - Prepaid customers	Sify	BSNL - Jharkhand	BSNL - Bihar
Very Satisfied	1%	0%	0%
Satisfied	91%	89%	100%
Total	92%	89% (On a low base)	100% (On a low base)



Interestingly 92% of the prepaid subscribers met for Sify claimed that they were satisfied with billing performance

5.3.3 Help Services:

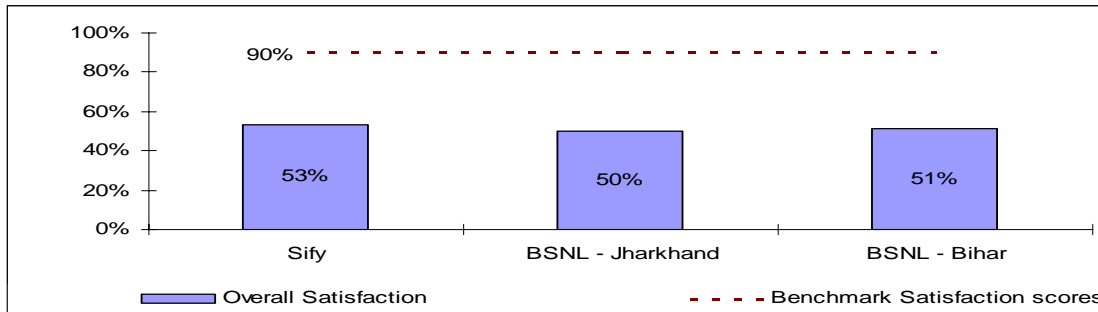


More than 60% of Sify subscribers claim to have made a query to the call center in the last 12 months as compared to BSNL where the same was observed to be less than 30% in both Jharkhand and Bihar.

Satisfaction level with Help Services / Customer Care	Sify	BSNL - Jharkhand	BSNL - Bihar
Ease of access of call center toll free number	53%	54%	53%
Response time to answer call by customer care executive	56%	49%	50%
Problem solving ability of customer care executive	51%	50%	52%
Time taken by customer care executive in resolving complaints	50%	47%	48%
Overall Satisfaction	53%	50%	51%

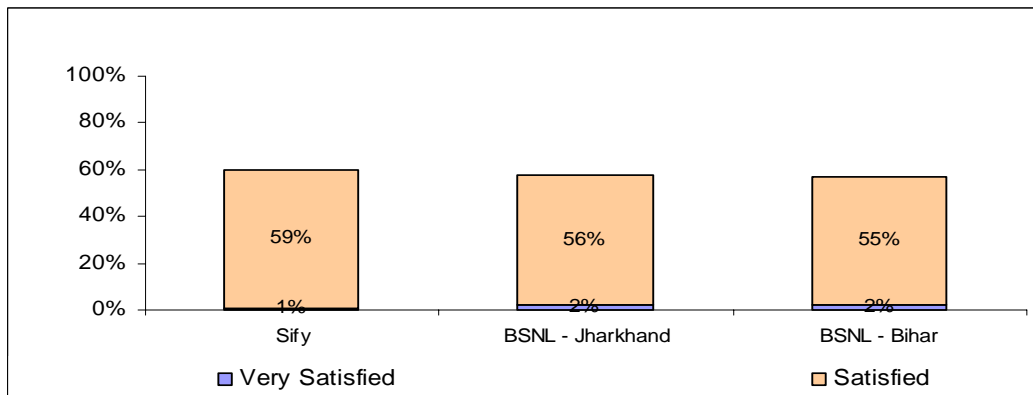
As already mentioned call centre has remained a pain point across all the service providers with scores observed to be less than 60% for all the sub parameters. Scores in general on all the sub parameters vary from 47% (Time taken to resolve complaint for BSNL Jharkhand) to 56% for response time to customer assistance for Sify

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores - customer care	Sify	BSNL - Jharkhand	BSNL - Bihar
Very Satisfied	1%	2%	2%
Satisfied	59%	56%	55%
Total	60%	58%	57%



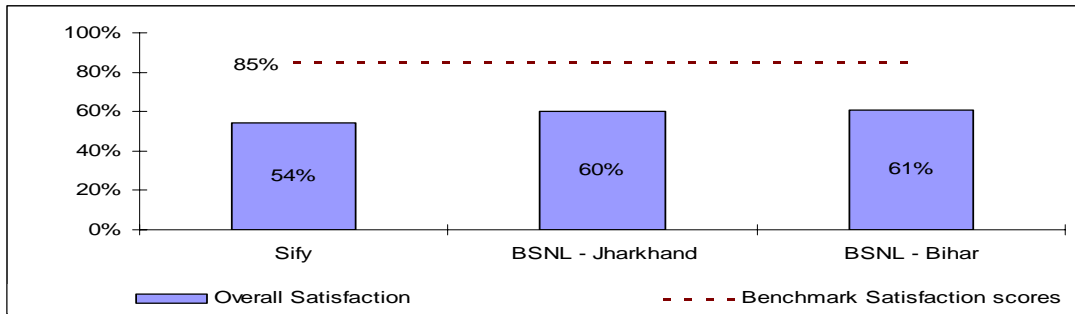
The above chart depicts that there is less variation in top to box score for customer care. Generally scores vary from 57% for BSNL (Bihar) to 60% for Sify

5.3.4 Network performance, reliability and availability:

Satisfaction level with Network Performance, Reliability and Availability	Sify	BSNL - Jharkhand	BSNL - Bihar
Speed of broadband connection	53%	61%	60%
Time for which the service is up and working	54%	59%	61%
Overall Satisfaction	54%	60%	61%

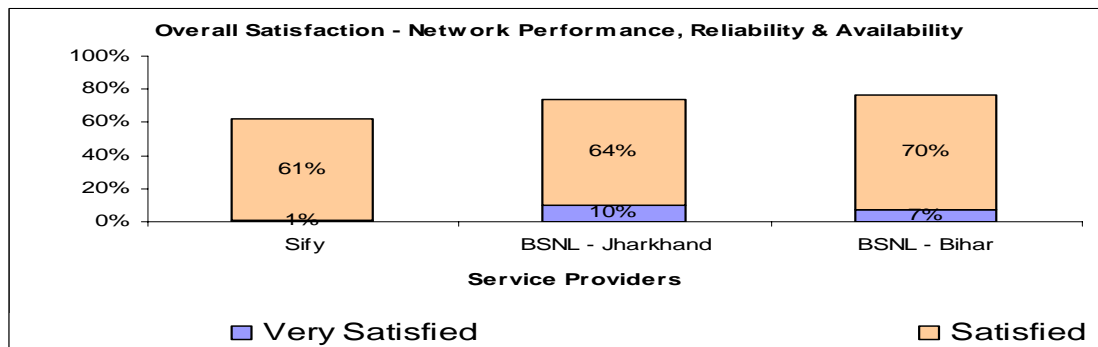
Interestingly Sify is observed to be scoring less than 60% among all the sub parameters of network performance. Whereas BSNL in Bihar scores more than 60% on all the sub parameters of network performance

Level of satisfaction:



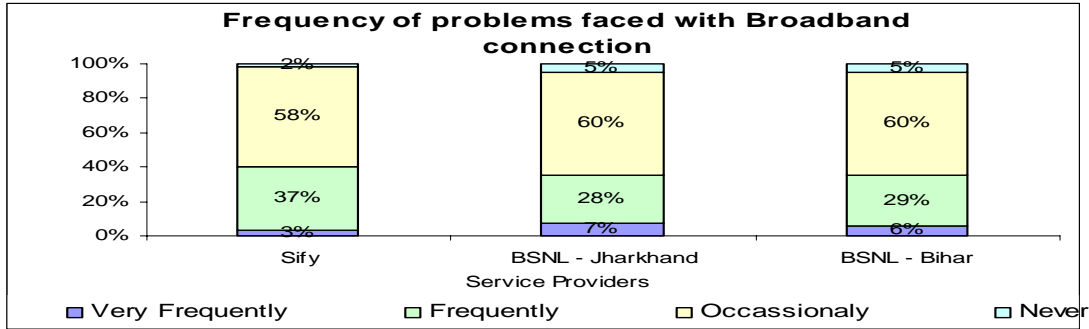
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied with Network performance	Sify	BSNL - Jharkhand	BSNL - Bihar
Very Satisfied	1%	10%	7%
Satisfied	61%	64%	70%
Total	62%	74%	77%

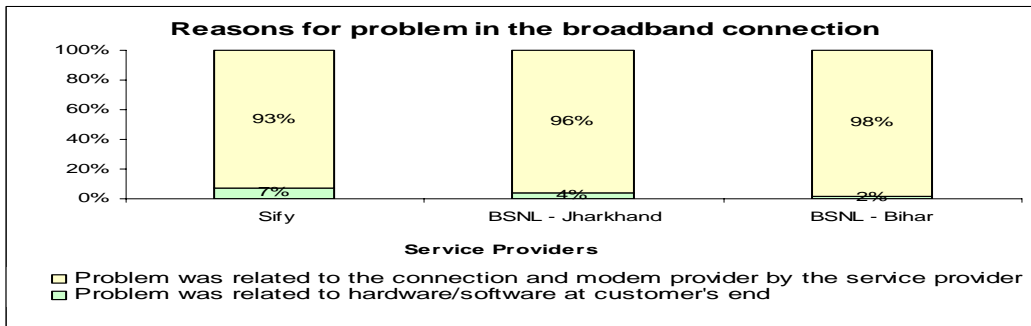


The top two box score for network performance is observed to be highest for BSNL (Bihar) at 77%

5.3.5 Maintainability:

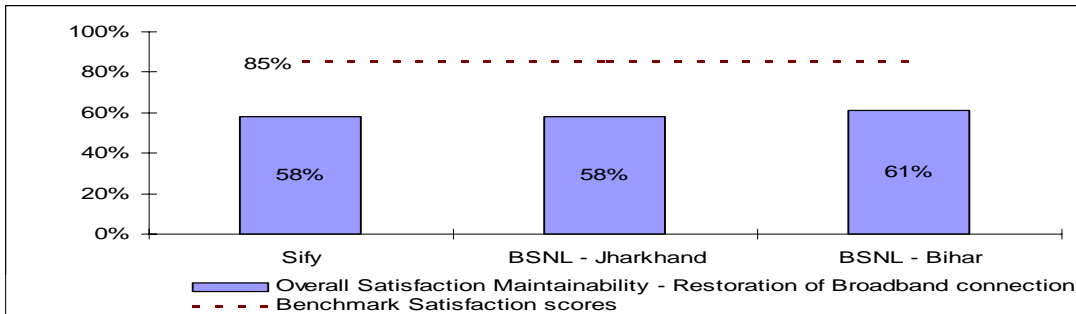


As high as 40% of Sify subscribers claim that they face frequent problems with their broadband connection. Also, there is scope for improvement for BSNL as well as 35% of its subscribers in Bihar and Jharkhand circle claimed to face frequent problems with Broadband connection



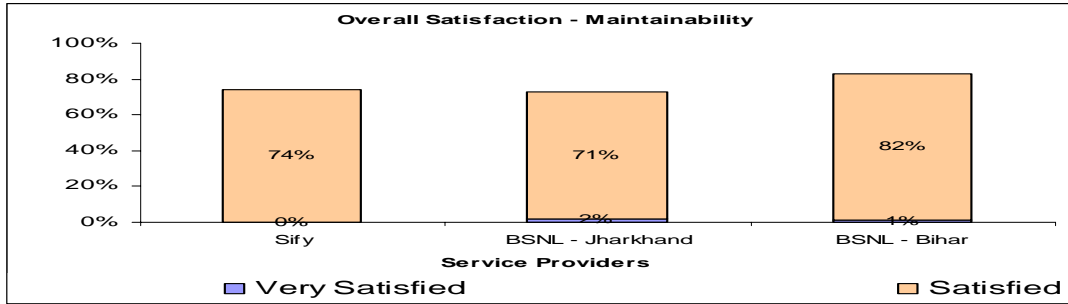
More than 90% of the subscribers of all service providers (and in some cases as high as 98% subscribers) say that the problem was related to the connection and modem which was provided by the service provider. The major source of problem could be faults that come in modems from time to time.

Level of satisfaction:



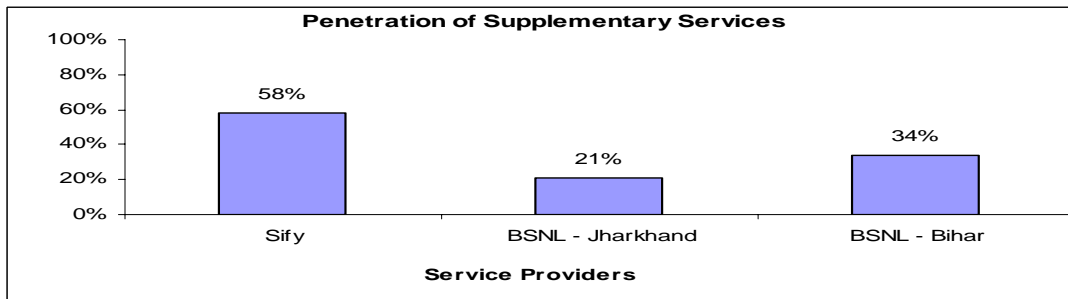
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores - Maintainability	Sify	BSNL - Jharkhand	BSNL - Bihar
Very Satisfied	0%	2%	1%
Satisfied	74%	71%	82%
Total	74%	73%	83%



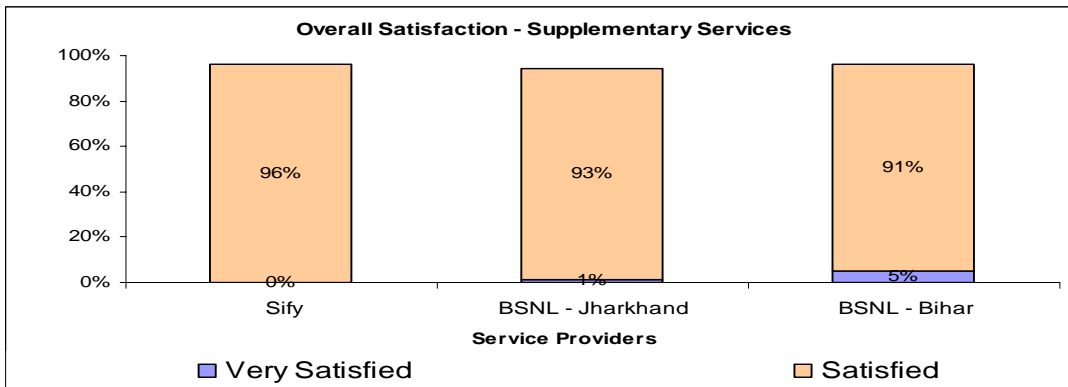
The top two box score for maintainability is highest for BSNL (Bihar) at 83% but the service provider seems to be doing relatively weaker in Jharkhand with the score being 73%

5.3.6 Supplementary Services:



As high as 58% Sify subscribers have subscribed to supplementary services. The lowest percentage of subscribers using supplementary services is for BSNL Jharkhand at 21%.

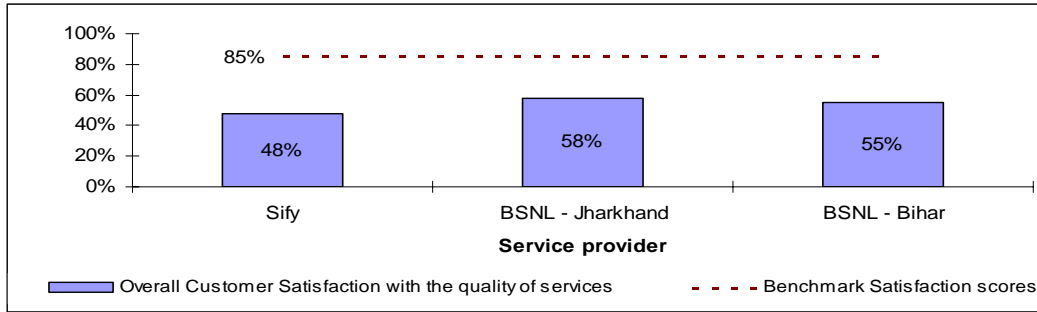
Overall Very Satisfied & Satisfied scores - Supplementary services	Sify	BSNL - Jharkhand	BSNL - Bihar
Very Satisfied	0%	1%	5%
Satisfied	96%	93%	91%
Total	96%	94%	96%



96% subscribers for Sify and BSNL (Bihar) claim that they are either satisfied or very satisfied with supplementary services.

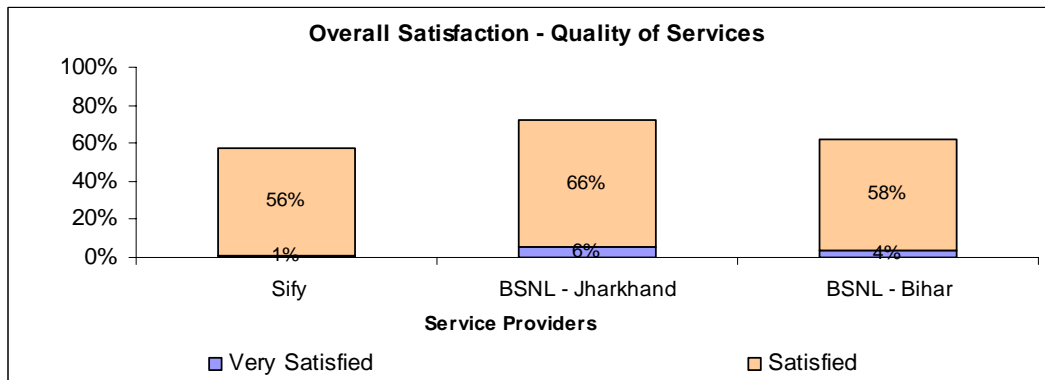
5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Sify	BSNL – Jharkhand	BSNL – Bihar
Very Satisfied	1%	6%	4%
Satisfied	56%	66%	58%
Total	57%	72%	62%



BSNL (Jharkhand) leads the way with 72% of the subscribers saying that they are either “satisfied” or “very satisfied” with the quality of broadband service provided.

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

Stage 1: Customer Care	Sify	BSNL - Jharkhand	BSNL - Bihar
Penetration - Complains made to customer care within last 6 months	52%	19%	15%
Customer care informing about the action taken on the complaint	46%	29%	39%
Resolution of complaint by customer care within 4 weeks of lodging complaint	9%	9%	7%
If lodged a complaint, provisioning of docket number:			
- No docket number received even on request	33%	13%	55%
- No docket number received for most of the complaints	40%	26%	13%
- Docket number received for most of the complaints	27%	61%	32%

61% of subscribers for BSNL (Jharkhand) who had registered a complaint with the call centre claimed to have received the docket number, whereas Sify scores the lowest with only 27% of its subscribers claiming the same

Reasons for dissatisfaction with call centre complaint resolution :-	Sify	BSNL - Jharkhand	BSNL - Bihar
Difficult to connect call center executive	27%	26%	19%
Customer care executive not polite/courteous	60%	6%	13%
Customer care executive not equipped with adequate information	60%	35%	44%
Time taken by call center for redressal of complaint is too long	33%	32%	19%
The customer care executive was unable to understand the problem	50%	23%	19%

As high as 60% of subscribers who had registered a complaint with sify call centre felt that the customer care executive was not polite and was not equipped with adequate information.

Also one out of every three subscribers who had made complaint with the call centre for BSNL (Jharkhand) and Sify claimed that the time taken by call centre for redressal of complaints was too long

6.1 Key Take Outs and Recommendations – Basic (Wireline)

Key Take outs: Overall Level

- ✓ It was observed that BSNL is the major operator in Bihar and Jharkhand circle. TATA was observed to have limited presence only in key areas and cities and caters only to corporate clientele.
- ✓ Also as expected penetration of prepaid subscribers was observed to be low in Bihar and Jharkhand circle for Wireline services.
- ✓ 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 for post paid customers’ and “Maintainability” of network of various service providers. These are three 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. 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. Most of the problem lies with time taken to resolve the complaint or the executive not being able to resolve the complaint of subscribers. The satisfaction levels for complaint resolution by call centre are observed to be less than 50% for all the three service providers

Key Take outs: Operator Wise

BSNL (Bihar and Jharkhand)

- ✓ The overall satisfaction level on all the parameters for BSNL subscribers (54%) was observed to be low when compared to its performance in Metro circles
- ✓ The customer care problem resolution mechanism should be made more robust as satisfaction levels on various sub parameters like time taken to resolve complain, capability of customer care officer etc
- ✓ BSNL in Bihar should look at improving its performance on timely delivery of bills as subscriber satisfaction level was observed to be only 50% for the same. Also, the service provider’s score on network performance was observed to be relatively less with scores of less than 60 % across all the sub parameters on satisfaction level.
- ✓ Faults and Fault repair also emerged as one of the key problems as a substantial of the subscribers met claimed that they have experience faults in last one month.
- ✓ Incidence of subscribers who have subscribed for supplementary services was found to be relatively low as compared to users of Broadband and Cellular Mobile Service

Tata Teleservices

- ✓ TATA teleservices has limited presence in Bihar and Jharkhand circle and caters primarily to corporate customers.
- ✓ Although at an overall level it is observed that TATA is doing better than BSNL in Bihar and Jharkhand circle but the reason for the same is largely the low subscriber base (Only in key cities) and hence low sample size covered.
- ✓ Although TATA teleservices is doing relatively better on call centre performance, it also needs to improve its performance on the parameter as subscribers satisfaction level was observed to be significantly below the TRAI specified benchmark.

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.
- ✓ Also, when compared to subscriber satisfaction level observed in metro circles it was found that satisfaction levels in Bihar and Jharkhand are low across all the parameters.
- ✓ At an overall level TATA and Airtel were found to be best performing with relatively better score across all the parameters
- ✓ As in other circles and services, 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.
- ✓ Aircel and BSNL were found to be performing relatively poor on most of the aspects as far as satisfaction level is concerned
- ✓ 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.

Key Take outs: Operator Level

Airtel

- ✓ The service providers does relatively well and has scored below 60% only on one parameter i.e. Help services as far as satisfaction level of subscribers is concerned.
- ✓ Also when compared to other operators in the circle Airtel is performing relatively better on network performance with subscriber satisfaction level of 65% and Top two box score of 87%.

BSNL

- ✓ BSNL does not perform well on help services, network performance, maintainability and supplementary services as subscriber satisfaction level scores have remained below 55% on all these parameters.
- ✓ However, the service provider seems to be doing relatively well on billing performance (for prepaid customers)
- ✓ A significant proportion of BSNL subscribers met claimed that they experience frequent call drops.
- ✓ As with other operators BSNL needs to improve its performance on call centre significantly as it is scoring very low on most of the sub aspects as far as subscriber satisfaction level is concerned.

Tata Teleservices

- ✓ Tata Teleservices performs next to Airtel on overall satisfaction level at a score 65%.
- ✓ As far as performance on call centre related aspects is concerned, it is doing better than other operators with scores of over 60% satisfaction level on most of the parameters.

Aircel

- ✓ During survey it was learnt that the service provider has only prepaid subscribers in the circle.
- ✓ Aircel scores the lowest on overall satisfaction with subscriber satisfaction level of 44%.
- ✓ Importantly just less than half of its subscribers claimed that they experience frequent call drops.
- ✓ Also, Aircel needs to improve its performance on network related parameters where it is scoring lowest on all the sub parameters.

Reliance Communications and RTL

- ✓ Both the service providers do not perform well on Maintainability, Help services and Network performance where their satisfaction level scores were observed to be low
- ✓ Also, a significant proportion of the subscribers met for both the service providers claimed that they experience frequent call drops.
- ✓ At an overall level RTL is perhaps the 4th best performing service provider following RCOM which can be said to be performing marginally better than RTL.

6.3 Key Takeouts & Recommendations – Broadband

Key Take outs: Overall

- ✓ During the survey it was observed that there are only two major service providers operating in the circle i.e. BSNL and Sify (presence in primary cities). Reliance communications provides broadband connection in the circle but only to its internal customer i.e. Reliance Telecommunications Ltd (RTL)
- ✓ 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.
- ✓ Importantly satisfaction levels have remained low for most of the parameters when compared with the performance of service providers in metro circles.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’, “Network performance” and “Maintainability” of the network 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. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.

Key Take outs: Operator Level

BSNL (Bihar and Jharkhand)

- ✓ When compared with Sify which performs well on service provisioning (with satisfaction level score of 78%), BSNL is doing relatively poor. But the prime reason for same can be that the service provider is providing service in entire circle whereas Sify has limited presence in prime cities.
- ✓ Also, there is a need to improve performance on network related parameters as a substantial number of subscribers in both Bihar and Jharkhand claimed that they face frequent problems with Broadband connections.
- ✓ BSNL(Bihar) does relatively better on maintainability of network with subscriber satisfaction level of 61% and top two box score of 83%

SIFY

- ✓ Most of Sify customers are prepaid and only a negligible proportion of its subscribers were found to be post paid (corporate customers).
- ✓ As far as overall satisfaction level is concerned Sify is performing poor at 48%
- ✓ Also, there is a need to improve performance on network related parameters (satisfaction level score 54%) as approximately 40% of subscribers in Bihar and Jharkhand claimed that they face frequent problems with Broadband connections.

7.0 Annexure (Question wise Responses)

7.1 Basic (Wireline)

Gender of Respondent

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
GENDER	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
		Male	Count	594	12	32	260
		Percentage	72.5%	100.0%	84.2%	67.9%	75.1%
	Female	Count	225	0	6	123	96
		Percentage	27.5%	0.0%	15.8%	32.1%	24.9%

Age of Respondent

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
AGE	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
		< 25	Count	142	1	8	66
		Percentage	17.3%	8.3%	21.1%	17.2%	17.4%
	25-60	Count	628	11	26	295	296
		Percentage	76.7%	91.7%	68.4%	77.0%	76.7%
	> 60	Count	49	0	4	22	23
		Percentage	6.0%	0.0%	10.5%	5.7%	6.0%

Usage Type

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
TYPE	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
		Residential	Count	749	0	1	377
		Percentage	91.5%	0.0%	2.6%	98.4%	96.1%
	Commercial	Count	70	12	37	6	15
		Percentage	8.5%	100.0%	97.4%	1.6%	3.9%

Area

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
AREA	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
		Rural	Count	209	0	2	104
			Percentage	25.5%	0.0%	5.3%	27.2%
		Urban	Count	610	12	36	279
	Percentage		74.5%	100.0%	94.7%	72.8%	73.3%

User Type

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
USER_TYPE	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
		Postpaid	Count	803	11	34	375
			Percentage	98.0%	91.7%	89.5%	97.9%
		Prepaid	Count	16	1	4	8
	Percentage		2.0%	8.3%	10.5%	2.1%	0.8%

Q 1. Last application for a phone connection

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q1	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
		< 6 months	Count	23	1	15	3
			Percentage	2.8%	8.3%	39.5%	0.8%
		6-12 months	Count	20	7	8	2
	Percentage		2.4%	58.3%	21.1%	0.5%	0.8%
	> 12 months	Count	776	4	15	378	379
		Percentage	94.7%	33.3%	39.5%	98.7%	98.2%



Q 2. Time taken to get connection

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q2	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	43	8	23	5	7
		> 30 days	Count	19	6	8	2
		Percentage	44.2%	75.0%	34.8%	40.0%	42.9%
	16-30 days	Count	8	0	6	0	2
		Percentage	18.6%	0.0%	26.1%	0.0%	28.6%
	7-15 days	Count	10	0	8	1	1
		Percentage	23.3%	0.0%	34.8%	20.0%	14.3%
	<7 days	Count	6	2	1	2	1
Percentage		14.0%	25.0%	4.3%	40.0%	14.3%	

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

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	43	8	23	5	7
		Percentage	5.3%	66.7%	60.5%	1.3%	1.8%
	Not specified	Count	776	4	15	378	379
		Percentage	94.7%	33.3%	39.5%	98.7%	98.2%
Q3	Very Satisfied	Count	3	0	1	1	1
		Percentage	7.0%	0.0%	4.3%	20.0%	14.3%
	Satisfied	Count	27	2	18	2	5
		Percentage	62.8%	25.0%	78.3%	40.0%	71.4%
	Dissatisfied	Count	8	2	3	2	1
		Percentage	18.6%	25.0%	13.0%	40.0%	14.3%
	Very Dissatisfied	Count	5	4	1	0	0
		Percentage	11.6%	50.0%	4.3%	0.0%	0.0%

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

			Total	Operator			
				Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	43	1	8	16	18
		Percentage	5.3%	8.3%	21.1%	4.2%	4.7%
	Not specified	Count	776	11	30	367	368
		Percentage	94.7%	91.7%	78.9%	95.8%	95.3%
Q4	Very Satisfied	Count	13	0	0	6	7
		Percentage	30.2%	0.0%	0.0%	37.5%	38.9%
	Satisfied	Count	24	1	7	7	9
		Percentage	55.8%	100.0%	87.5%	43.8%	50.0%
	Dissatisfied	Count	4	0	1	2	1
		Percentage	9.3%	0.0%	12.5%	12.5%	5.6%
Very Dissatisfied	Count	2	0	0	1	1	
	Percentage	4.7%	0.0%	0.0%	6.3%	5.6%	

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

			Total	Operator			
				Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	66	1	4	17	44
		Percentage	8.1%	8.3%	10.5%	4.4%	11.4%
	Not specified	Count	753	11	34	366	342
		Percentage	91.9%	91.7%	89.5%	95.6%	88.6%
Q5	Very Satisfied	Count	6	0	0	2	4
		Percentage	9.1%	0.0%	0.0%	11.8%	9.1%
	Satisfied	Count	52	1	3	14	34
		Percentage	78.8%	100.0%	75.0%	82.4%	77.3%
	Dissatisfied	Count	7	0	1	1	5
		Percentage	10.6%	0.0%	25.0%	5.9%	11.4%
Very Dissatisfied	Count	1	0	0	0	1	
	Percentage	1.5%	0.0%	0.0%	0.0%	2.3%	

Q 6. Satisfaction with timely delivery of bills

			Total	Operator			
				Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	801	9	34	375	383
		Percentage	97.8%	75.0%	89.5%	97.9%	99.2%
	Not specified	Count	18	3	4	8	3
		Percentage	2.2%	25.0%	10.5%	2.1%	0.8%
Q6	Very Satisfied	Count	51	1	1	36	13
		Percentage	6.4%	11.1%	2.9%	9.6%	3.4%
	Satisfied	Count	492	5	32	246	209
		Percentage	61.4%	55.6%	94.1%	65.6%	54.6%
	Dissatisfied	Count	209	3	1	82	123
		Percentage	26.1%	33.3%	2.9%	21.9%	32.1%
	Very Dissatisfied	Count	49	0	0	11	38
		Percentage	6.1%	0.0%	0.0%	2.9%	9.9%

Q 7a. Satisfaction with accuracy of bills

			Total	Operator			
				Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	801	9	34	375	383
		Percentage	97.8%	75.0%	89.5%	97.9%	99.2%
	Not specified	Count	18	3	4	8	3
		Percentage	2.2%	25.0%	10.5%	2.1%	0.8%
Q7A	Very Satisfied	Count	34	1	1	23	9
		Percentage	4.2%	11.1%	2.9%	6.1%	2.3%
	Satisfied	Count	568	7	31	250	280
		Percentage	70.9%	77.8%	91.2%	66.7%	73.1%
	Dissatisfied	Count	180	1	2	93	84
		Percentage	22.5%	11.1%	5.9%	24.8%	21.9%
	Very Dissatisfied	Count	19	0	0	9	10
		Percentage	2.4%	0.0%	0.0%	2.4%	2.6%

Q 7b. Reasons for dissatisfaction

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q 7b. Reasons for dissatisfaction	Total	Count	199	1	2	102	94
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	199	1	2	102	94
		Percentage					
	Charges not as per tariff plan subscribed	Count	35	0	0	16	19
		Percentage	17.6%	0.0%	0.0%	15.7%	20.2%
	Tariff plan changed without information	Count	33	0	0	13	20
		Percentage	16.6%	0.0%	0.0%	12.7%	21.3%
	Charged for value added services not subscribed	Count	24	1	0	11	12
		Percentage	12.1%	100.0%	0.0%	10.8%	12.8%
	Charged for calls/services not made/used	Count	154	0	2	83	69
		Percentage	77.4%	0.0%	100.0%	81.4%	73.4%
	Others	Count	1	0	0	0	1
		Percentage	0.5%	0.0%	0.0%	0.0%	1.1%

Q 8. Billing related complaints made

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	803	11	34	375	383
		Percentage					
	Yes	Count	161	0	4	75	82
		Percentage	20.0%	0.0%	11.8%	20.0%	21.4%
	No	Count	642	11	30	300	301
		Percentage	80.0%	100.0%	88.2%	80.0%	78.6%

Q 9. Satisfaction with resolution process of billing complaints

			Operator			
			Total	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	161	4	75	82
		Percentage	100.0%	100.0%	100.0%	100.0%
Q9	Answering Base	Count	161	4	75	82
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Satisfied	Count	44	2	21	21
		Percentage	27.3%	50.0%	28.0%	25.6%
	Dissatisfied	Count	98	1	45	52
		Percentage	60.9%	25.0%	60.0%	63.4%
	Very Dissatisfied	Count	19	1	9	9
		Percentage	11.8%	25.0%	12.0%	11.0%

Q 10a. Satisfaction with clarity of bills

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	799	10	34	375	380
		Percentage	97.6%	83.3%	89.5%	97.9%	98.4%
	Not specified	Count	20	2	4	8	6
		Percentage	2.4%	16.7%	10.5%	2.1%	1.6%
Q10A	Very Satisfied	Count	26	0	1	10	15
		Percentage	3.3%	0.0%	2.9%	2.7%	3.9%
	Satisfied	Count	665	10	32	314	309
		Percentage	83.2%	100.0%	94.1%	83.7%	81.3%
	Dissatisfied	Count	96	0	1	46	49
		Percentage	12.0%	0.0%	2.9%	12.3%	12.9%
	Very Dissatisfied	Count	12	0	0	5	7
		Percentage	1.5%	0.0%	0.0%	1.3%	1.8%

Q 10b. Reasons for dissatisfaction

			Operator			
			Total	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	108	1	51	56
		Percentage	100.0%	100.0%	100.0%	100.0%
Q 10b. Reasons for dissatisfaction	Answering Base	Count	108	1	51	56
		Percentage	100.0%	100.0%	100.0%	100.0%
	Difficult to read the bill	Count	11	0	7	4
		Percentage	10.2%	0.0%	13.7%	7.1%
	Difficult to understand the language	Count	3	0	0	3
		Percentage	2.8%	0.0%	0.0%	5.4%
	Calculations not clear	Count	51	1	22	28
		Percentage	47.2%	100.0%	43.1%	50.0%
	Item-wise charges not given	Count	79	1	37	41
		Percentage	73.1%	100.0%	72.5%	73.2%
	Others	Count	5	0	3	2
		Percentage	4.6%	0.0%	5.9%	3.6%

Q 11. Accuracy of charges deducted

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	383	5	13	99	266
		Percentage	46.8%	41.7%	34.2%	25.8%	68.9%
	Not specified	Count	436	7	25	284	120
		Percentage	53.2%	58.3%	65.8%	74.2%	31.1%
Q11	Very Satisfied	Count	303	0	1	84	218
		Percentage	79.1%	0.0%	7.7%	84.8%	82.0%
	Satisfied	Count	46	4	9	6	27
		Percentage	12.0%	80.0%	69.2%	6.1%	10.2%
	Dissatisfied	Count	28	0	3	7	18
		Percentage	7.3%	0.0%	23.1%	7.1%	6.8%
	Very Dissatisfied	Count	6	1	0	2	3
		Percentage	1.6%	20.0%	0.0%	2.0%	1.1%

Q 12. Complaints made to customer care

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q12	Answering Base	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	185	6	6	74	99
		Percentage	22.6%	50.0%	15.8%	19.3%	25.6%
	No	Count	634	6	32	309	287
		Percentage	77.4%	50.0%	84.2%	80.7%	74.4%

Q 13. Satisfaction with ease of access of number

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	185	6	6	74	99
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	185	6	6	74	99
		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%
Q13	Satisfied	Count	78	5	5	32	36
		Percentage	42.2%	83.3%	83.3%	43.2%	36.4%
	Dissatisfied	Count	97	1	1	37	58
		Percentage	52.4%	16.7%	16.7%	50.0%	58.6%
	Very Dissatisfied	Count	10	0	0	5	5
		Percentage	5.4%	0.0%	0.0%	6.8%	5.1%

Q 14. Satisfaction with response time

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	185	6	6	74	99
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	185	6	6	74	99
		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%
Q14	Satisfied	Count	73	4	4	29	36
		Percentage	39.5%	66.7%	66.7%	39.2%	36.4%
	Dissatisfied	Count	103	1	1	42	59
		Percentage	55.7%	16.7%	16.7%	56.8%	59.6%
	Very Dissatisfied	Count	9	1	1	3	4
		Percentage	4.9%	16.7%	16.7%	4.1%	4.0%

Q 15. Satisfaction with problem solving ability of CC executive

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	185	6	6	74	99
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	185	6	6	74	99
		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%
Q15	Very Satisfied	Count	2	1	0	0	1
		Percentage	1.1%	16.7%	0.0%	0.0%	1.0%
	Satisfied	Count	91	3	4	37	47
		Percentage	49.2%	50.0%	66.7%	50.0%	47.5%
	Dissatisfied	Count	82	2	1	32	47
		Percentage	44.3%	33.3%	16.7%	43.2%	47.5%
Very Dissatisfied	Count	10	0	1	5	4	
	Percentage	5.4%	0.0%	16.7%	6.8%	4.0%	

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

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	185	6	6	74	99
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	185	6	6	74	99
		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	2	1	0	0	1
		Percentage	1.1%	16.7%	0.0%	0.0%	1.0%
	Satisfied	Count	75	4	4	31	36
		Percentage	40.5%	66.7%	66.7%	41.9%	36.4%
	Dissatisfied	Count	98	1	1	39	57
		Percentage	53.0%	16.7%	16.7%	52.7%	57.6%
	Very Dissatisfied	Count	10	0	1	4	5
		Percentage	5.4%	0.0%	16.7%	5.4%	5.1%

Q 17. Satisfaction with availability of working phone

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	818	11	38	383	386
		Percentage	99.9%	91.7%	100.0%	100.0%	100.0%
	Not specified	Count	1	1	0	0	0
		Percentage	0.1%	8.3%	0.0%	0.0%	0.0%
Q17	Very Satisfied	Count	21	1	1	13	6
		Percentage	2.6%	9.1%	2.6%	3.4%	1.6%
	Satisfied	Count	525	7	32	254	232
		Percentage	64.2%	63.6%	84.2%	66.3%	60.1%
	Dissatisfied	Count	234	1	5	111	117
		Percentage	28.6%	9.1%	13.2%	29.0%	30.3%
	Very Dissatisfied	Count	38	2	0	5	31
		Percentage	4.6%	18.2%	0.0%	1.3%	8.0%

Q 18. Satisfaction with ease of amking / receiving calls

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	818	11	38	383	386
		Percentage	99.9%	91.7%	100.0%	100.0%	100.0%
	Not specified	Count	1	1	0	0	0
		Percentage	0.1%	8.3%	0.0%	0.0%	0.0%
Q18	Very Satisfied	Count	37	1	1	23	12
		Percentage	4.5%	9.1%	2.6%	6.0%	3.1%
	Satisfied	Count	598	9	34	286	269
		Percentage	73.1%	81.8%	89.5%	74.7%	69.7%
	Dissatisfied	Count	165	1	3	71	90
		Percentage	20.2%	9.1%	7.9%	18.5%	23.3%
Very Dissatisfied	Count	18	0	0	3	15	
	Percentage	2.2%	0.0%	0.0%	0.8%	3.9%	

Q 19. Satisfaction with voice quality

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	816	11	38	383	384
		Percentage	99.6%	91.7%	100.0%	100.0%	99.5%
	Not specified	Count	3	1	0	0	2
		Percentage	0.4%	8.3%	0.0%	0.0%	0.5%
Q19	Very Satisfied	Count	56	1	7	32	16
		Percentage	6.9%	9.1%	18.4%	8.4%	4.2%
	Satisfied	Count	574	9	28	267	270
		Percentage	70.3%	81.8%	73.7%	69.7%	70.3%
	Dissatisfied	Count	166	1	3	78	84
		Percentage	20.3%	9.1%	7.9%	20.4%	21.9%
Very Dissatisfied	Count	20	0	0	6	14	
	Percentage	2.5%	0.0%	0.0%	1.6%	3.6%	

Q 20. Experienced faulty in last 12 months

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q20	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
	Yes	Count	545	8	14	237	286
		Percentage	66.5%	66.7%	36.8%	61.9%	74.1%
	No	Count	274	4	24	146	100
Percentage		33.5%	33.3%	63.2%	38.1%	25.9%	

Q 21. Number of times fault faced in last month

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q21	Total	Count	545	8	14	237	286
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	545	8	14	237	286
	More than 3 times	Count	121	2	4	48	67
		Percentage	22.2%	25.0%	28.6%	20.3%	23.4%
	2-3 times	Count	206	2	3	88	113
		Percentage	37.8%	25.0%	21.4%	37.1%	39.5%
	One time	Count	132	1	2	54	75
		Percentage	24.2%	12.5%	14.3%	22.8%	26.2%
	Nil	Count	86	3	5	47	31
		Percentage	15.8%	37.5%	35.7%	19.8%	10.8%

Q 22. Time taken for repairing fault

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q22	Total	Count	545	8	14	237	286
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	540	8	14	237	281
	More than 7 days	Count	135	1	2	54	78
		Percentage	25.0%	12.5%	14.3%	22.8%	27.8%
	4 - 7 days	Count	138	0	0	64	74
		Percentage	25.6%	0.0%	0.0%	27.0%	26.3%
	2-3 days	Count	198	4	6	84	104
		Percentage	36.7%	50.0%	42.9%	35.4%	37.0%
	1 day	Count	69	3	6	35	25
		Percentage	12.8%	37.5%	42.9%	14.8%	8.9%

Q 23. Satisfaction with fault repair service

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	545	8	14	237	286
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	540	8	14	237	281
		Percentage	99.1%	100.0%	100.0%	100.0%	98.3%
	Not specified	Count	5	0	0	0	5
		Percentage	0.9%	0.0%	0.0%	0.0%	1.7%
	Very Satisfied	Count	9	1	0	5	3
		Percentage	1.7%	12.5%	0.0%	2.1%	1.1%
	Satisfied	Count	292	5	11	127	149
		Percentage	54.1%	62.5%	78.6%	53.6%	53.0%
	Dissatisfied	Count	192	2	2	87	101
		Percentage	35.6%	25.0%	14.3%	36.7%	35.9%
	Very Dissatisfied	Count	47	0	1	18	28
		Percentage	8.7%	0.0%	7.1%	7.6%	10.0%

Q 24. Use service like call waiting/forwarding

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	40	4	15	12	9
		Percentage	4.9%	33.3%	39.5%	3.1%	2.3%
No	Count	779	8	23	371	377	
	Percentage	95.1%	66.7%	60.5%	96.9%	97.7%	

Q 25. Satisfaction with supplementary services

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	40	4	15	12	9
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q25	Answering Base	Count	39	4	15	11	9
		Percentage	97.5%	100.0%	100.0%	91.7%	100.0%
	Not specified	Count	1	0	0	1	0
		Percentage	2.5%	0.0%	0.0%	8.3%	0.0%
	Very Satisfied	Count	4	0	1	3	0
		Percentage	10.3%	0.0%	6.7%	27.3%	0.0%
	Satisfied	Count	29	3	12	6	8
		Percentage	74.4%	75.0%	80.0%	54.5%	88.9%
	Dissatisfied	Count	5	1	2	1	1
		Percentage	12.8%	25.0%	13.3%	9.1%	11.1%
	Very Dissatisfied	Count	1	0	0	1	0
		Percentage	2.6%	0.0%	0.0%	9.1%	0.0%

Q 26a. Satisfaction with overall quality of telephone services

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q26A	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	811	12	38	377	384
		Percentage	99.0%	100.0%	100.0%	98.4%	99.5%
	Not specified	Count	8	0	0	6	2
		Percentage	1.0%	0.0%	0.0%	1.6%	0.5%
	Very Satisfied	Count	27	1	0	18	8
		Percentage	3.3%	8.3%	0.0%	4.8%	2.1%
	Satisfied	Count	489	7	31	208	243
		Percentage	60.3%	58.3%	81.6%	55.2%	63.3%
Dissatisfied	Count	258	4	7	138	109	
	Percentage	31.8%	33.3%	18.4%	36.6%	28.4%	
Very Dissatisfied	Count	37	0	0	13	24	
	Percentage	4.6%	0.0%	0.0%	3.4%	6.3%	

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

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q27	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	602	12	38	289	263
		Percentage	73.4%	100.0%	100.0%	75.4%	68.1%
	Yes	Count	29	3	14	4	8
		Percentage	4.8%	25.0%	36.8%	1.4%	3.0%
	No	Count	573	9	24	285	255
		Percentage	95.2%	75.0%	63.2%	98.6%	97.0%

Q 28. Terminated a phone connection in last 12 months

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	10	0	8	0	2
		Percentage	1.2%	0.0%	21.1%	0.0%	0.5%
	No	Count	809	12	30	383	384
Percentage		98.8%	100.0%	78.9%	100.0%	99.5%	

Q 29. Previous service provider

			Operator		
			Total	TATA	BSNL - Bihar
Q29	Total	Count	10	8	2
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	10	8	2
		Percentage	100.0%	100.0%	100.0%
	Airtel	Count	1	1	0
		Percentage	10.0%	12.5%	0.0%
	BSNL	Count	4	3	1
		Percentage	40.0%	37.5%	50.0%
	Rel Com	Count	1	1	0
		Percentage	10.0%	12.5%	0.0%
	TATA	Count	4	3	1
		Percentage	40.0%	37.5%	50.0%
	MTNL	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
HFCL	Count	0	0	0	
	Percentage	0.0%	0.0%	0.0%	
Shyam	Count	0	0	0	
	Percentage	0.0%	0.0%	0.0%	

Q 30. Days taken for termination of services

			Operator		
			Total	TATA	BSNL - Bihar
Q30	Total	Count	10	8	2
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	9	8	1
		Percentage	90.0%	100.0%	50.0%
	More than 7 days	Count	7	6	1
		Percentage	77.8%	75.0%	100.0%
	4 - 7 days	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	2-3 days	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	1 day	Count	2	2	0
		Percentage	22.2%	25.0%	0.0%

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

			Operator		
			Total	TATA	BSNL - Bihar
Q31	Total	Count	10	8	2
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	9	8	1
		Percentage	90.0%	100.0%	50.0%
	Yes	Count	4	4	0
		Percentage	44.4%	50.0%	0.0%
	No	Count	5	4	1
		Percentage	55.6%	50.0%	100.0%

Q 32. Registered number on Do Not Call registry

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	816	12	38	380	386
		Percentage	1.1%	16.7%	10.5%	0.3%	0.5%
	Yes	Count	9	2	4	1	2
		Percentage	1.1%	16.7%	10.5%	0.3%	0.5%
	No	Count	805	10	34	378	383
		Percentage	98.7%	83.3%	89.5%	99.5%	99.2%
Do not mind receiving such calls/SMS	Count	2	0	0	1	1	
	Percentage	0.2%	0.0%	0.0%	0.3%	0.3%	

Q 33. Still receiving unsolicited calls

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	9	2	4	1	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q33	Answering Base	Count	9	2	4	1	2
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Continued receiving	Count	4	0	2	0	2
		Percentage	44.4%	0.0%	50.0%	0.0%	100.0%
	Slight decrease	Count	4	1	2	1	0
		Percentage	44.4%	50.0%	50.0%	100.0%	0.0%
	Considerable decrease	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%
	Stopped receiving	Count	1	1	0	0	0
		Percentage	11.1%	50.0%	0.0%	0.0%	0.0%

Q 34. Aware of the 3 stage grievance redressal mechanism

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	108	1	10	37	60
		Percentage	13.2%	8.3%	26.3%	9.7%	15.5%
	No	Count	711	11	28	346	326
		Percentage	86.8%	91.7%	73.7%	90.3%	84.5%

Q 35. Which stage aware of

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q 35. Which stage aware of	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
	Call Centre	Count	566	9	26	221	310
		Percentage	69.1%	75.0%	68.4%	57.7%	80.3%
	Nodal Officer	Count	43	1	11	21	10
		Percentage	5.3%	8.3%	28.9%	5.5%	2.6%
	Appellate Authority	Count	12	1	5	3	3
		Percentage	1.5%	8.3%	13.2%	0.8%	0.8%
	None of these	Count	237	3	10	149	75
Percentage		28.9%	25.0%	26.3%	38.9%	19.4%	

Q 36. made complaints within last 6 months

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q36	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	819	12	38	383	386
	Yes	Count	184	6	5	64	109
		Percentage	22.5%	50.0%	13.2%	16.7%	28.2%
	No	Count	635	6	33	319	277
		Percentage	77.5%	50.0%	86.8%	83.3%	71.8%

Q 37. Docket number

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q37	Total	Count	184	6	5	64	109
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	184	6	5	64	109
	No docket number received even on request	Count	111	1	0	39	71
		Percentage	60.3%	16.7%	0.0%	60.9%	65.1%
	No docket number received for most of the complaints	Count	31	0	1	7	23
		Percentage	16.8%	0.0%	20.0%	10.9%	21.1%
	Docket number received for most of the complaints	Count	42	5	4	18	15
		Percentage	22.8%	83.3%	80.0%	28.1%	13.8%

Q 38. Information given by call center

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q38	Total	Count	184	6	5	64	109
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	183	6	5	63	109
		Yes	Count	79	3	4	18
		Percentage	43.2%	50.0%	80.0%	28.6%	49.5%
	No	Count	104	3	1	45	55
Percentage		56.8%	50.0%	20.0%	71.4%	50.5%	

Q 39. Satisfaction with clarity of bills

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	184	6	5	64	109
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	184	6	5	64	109
		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%
Q39	Satisfied	Count	72	3	2	25	42
		Percentage	39.1%	50.0%	40.0%	39.1%	38.5%
	Dissatisfied	Count	100	2	3	37	58
		Percentage	54.3%	33.3%	60.0%	57.8%	53.2%
	Very Dissatisfied	Count	12	1	0	2	9
		Percentage	6.5%	16.7%	0.0%	3.1%	8.3%

Q 40. Reasons for dissatisfaction

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
Q 40. Reasons for dissatisfaction	Total	Count	112	3	3	39	67
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	112	3	3	39	67
		Percentage					
	Difficult to connect to the call centre executive	Count	44	0	0	11	33
		Percentage	39.3%	0.0%	0.0%	28.2%	49.3%
	Customer care executive not polite/courteous	Count	53	0	0	15	38
		Percentage	47.3%	0.0%	0.0%	38.5%	56.7%
	Customer care executive not equipped with adequate informat	Count	47	0	1	16	30
		Percentage	42.0%	0.0%	33.3%	41.0%	44.8%
	Time taken by call centre for redressal of complaint is long	Count	42	3	0	18	21
		Percentage	37.5%	100.0%	0.0%	46.2%	31.3%
	Customer care executive was unable to understand the problem	Count	45	0	2	14	29
		Percentage	40.2%	0.0%	66.7%	35.9%	43.3%
Others	Count	1	0	0	0	1	
	Percentage	0.9%	0.0%	0.0%	0.0%	1.5%	

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

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	184	6	5	64	109
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	184	6	5	64	109
		Percentage					
	Yes	Count	24	0	0	6	18
		Percentage	13.0%	0.0%	0.0%	9.4%	16.5%
	No	Count	116	1	4	36	75
		Percentage	63.0%	16.7%	80.0%	56.3%	68.8%
Not Applicable	Count	44	5	1	22	16	
	Percentage	23.9%	83.3%	20.0%	34.4%	14.7%	

Q 42. Awareness of contact details of nodal officer

			Operator				
			Total	Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	819	12	38	383	386
		Percentage					
	Yes	Count	16	0	3	7	6
		Percentage	2.0%	0.0%	7.9%	1.8%	1.6%
	No	Count	803	12	35	376	380
		Percentage	98.0%	100.0%	92.1%	98.2%	98.4%

Q 43. Made a complaint to nodal officer						
			Operator			
			Total	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	16	3	7	6
		Percentage	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	16	3	7	6
		Percentage	6.3%	0.0%	0.0%	16.7%
	Yes	Count	1	0	0	1
		Percentage	93.8%	100.0%	100.0%	83.3%
No	Count	15	3	7	5	
	Percentage	93.8%	100.0%	100.0%	83.3%	

Q 44. Nodal officer can be approached easily				
			Operator	
			Total	BSNL - Bihar
	Total	Count	1	1
		Percentage	100.0%	100.0%
Q44	Answering Base	Count	1	1
		Percentage	0.0%	0.0%
	Yes	Count	0	0
		Percentage	100.0%	100.0%
No	Count	1	1	
	Percentage	100.0%	100.0%	

Q 45. Decision on complaint intimated by Nodal officer				
			Operator	
			Total	BSNL - Bihar
	Total	Count	1	1
		Percentage	100.0%	100.0%
Q45	Answering Base	Count	1	1
		Percentage	0.0%	0.0%
	Yes	Count	0	0
		Percentage	100.0%	100.0%
No	Count	1	1	
	Percentage	100.0%	100.0%	

Q 46. Satisfaction with redressal of complaint by nodal officer				
			Operator	
			Total	BSNL - Bihar
	Total	Count	1	1
		Percentage	100.0%	100.0%
	Answering Base	Count	1	1
		Percentage	100.0%	100.0%
	Not specified	Count	0	0
		Percentage	0.0%	0.0%
Q46	Dissatisfied	Count	1	1
		Percentage	100.0%	100.0%



Q 47. Reasons for dissatisfaction				
			Total	Operator BSNL - Bihar
	Total	Count	1	1
		Percentage	100.0%	100.0%
Q 47. Reasons for dissatisfaction	Answering Base	Count	1	1
		Percentage	100.0%	100.0%
	Difficult to connect to the Nodal Officer	Count	1	1
		Percentage	100.0%	100.0%
	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							
			Total	Operator			
				Rel Comm	TATA	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q48	Answering Base	Count	819	12	38	383	386
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	8	0	2	2	4
		Percentage	1.0%	0.0%	5.3%	0.5%	1.0%
	No	Count	811	12	36	381	382
		Percentage	99.0%	100.0%	94.7%	99.5%	99.0%

7.2 Cellular Mobile (Wireless)

Gender of Respondent									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GEN	Answering Base	Count	2,694	387	775	381	382	384	385
	Male	Count	2,428	348	687	336	366	341	350
		Percentage	90.1%	89.9%	88.6%	88.2%	95.8%	88.8%	90.9%
	Female	Count	266	39	88	45	16	43	35
Percentage		9.9%	10.1%	11.4%	11.8%	4.2%	11.2%	9.1%	

Age of Respondent									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	2,694	387	775	381	382	384	385
	Less than 25	Count	764	111	130	133	170	102	118
		Percentage	28.4%	28.7%	16.8%	34.9%	44.5%	26.6%	30.6%
	25-60	Count	1,889	268	628	244	209	280	260
		Percentage	70.1%	69.3%	81.0%	64.0%	54.7%	72.9%	67.5%
	More than 60	Count	41	8	17	4	3	2	7
Percentage		1.5%	2.1%	2.2%	1.0%	0.8%	0.5%	1.8%	

Occupation of Respondent									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
OCC	Answering Base	Count	2,682	385	772	380	379	381	385
	Service	Count	531	122	182	60	34	78	55
		Percentage	19.8%	31.7%	23.6%	15.8%	9.0%	20.5%	14.3%
	Business/self employed	Count	1,328	149	405	187	198	186	203
		Percentage	49.5%	38.7%	52.5%	49.2%	52.2%	48.8%	52.7%
	Student	Count	590	90	107	92	129	84	88
		Percentage	22.0%	23.4%	13.9%	24.2%	34.0%	22.0%	22.9%
	Housewife	Count	178	15	57	37	16	29	24
		Percentage	6.6%	3.9%	7.4%	9.7%	4.2%	7.6%	6.2%
	Retired	Count	55	9	21	4	2	4	15
		Percentage	2.1%	2.3%	2.7%	1.1%	0.5%	1.0%	3.9%
	Unemployed	Count	0	0	0	0	0	0	0
Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Area									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	2,692	386	774	381	382	384	385
		Rural	Count	706	101	206	100	98	101
		Percentage	26.2%	26.2%	26.6%	26.2%	25.7%	26.3%	26.0%
	Urban	Count	1,986	285	568	281	284	283	285
		Percentage	73.8%	73.8%	73.4%	73.8%	74.3%	73.7%	74.0%

User Type									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
U_TYPE	Answering Base	Count	2,694	387	775	381	382	384	385
		Prepaid	Count	2,118	290	583	286	382	288
		Percentage	78.6%	74.9%	75.2%	75.1%	100.0%	75.0%	75.1%
	Postpaid	Count	576	97	192	95	0	96	96
		Percentage	21.4%	25.1%	24.8%	24.9%	0.0%	25.0%	24.9%

Type									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE	Answering Base	Count	2,692	387	774	380	382	384	385
		GSM	Count	1,911	385	693	35	370	47
	Percentage		71.0%	99.5%	89.5%	9.2%	96.9%	12.2%	99.0%
	CDMA	Count	781	2	81	345	12	337	4
		Percentage	29.0%	0.5%	10.5%	90.8%	3.1%	87.8%	1.0%

Q 1. Last application for a phone connection									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q1	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,694	387	775	381	382	384	385
		Less than 6 month	Count	574	63	79	70	186	98
		Percentage	21.3%	16.3%	10.2%	18.4%	48.7%	25.5%	20.3%
		6-12 month	Count	359	57	44	45	117	66
		Percentage	13.3%	14.7%	5.7%	11.8%	30.6%	17.2%	7.8%
		More than 12 month	Count	1,761	267	652	266	79	220
		Percentage	65.4%	69.0%	84.1%	69.8%	20.7%	57.3%	71.9%

Q 2. Time taken to get connection									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	933	120	123	115	303	164	108
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q2	Answering Base	Count	926	117	123	114	302	162	108
		More than 7 days	Count	60	15	11	5	11	10
		Percentage	6.5%	12.8%	8.9%	4.4%	3.6%	6.2%	7.4%
		4 - 7 days	Count	57	8	16	7	7	10
		Percentage	6.2%	6.8%	13.0%	6.1%	2.3%	6.2%	8.3%
		2-3 days	Count	209	28	38	19	81	25
		Percentage	22.6%	23.9%	30.9%	16.7%	26.8%	15.4%	16.7%
		1 day	Count	600	66	58	83	203	117
		Percentage	64.8%	56.4%	47.2%	72.8%	67.2%	72.2%	67.6%

Q 3. Satisfaction with time taken for activation of mobile connection									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	933	120	123	115	303	164	108
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	924	117	122	114	301	162	108
		Percentage	99.0%	97.5%	99.2%	99.1%	99.3%	98.8%	100.0%
	Not specified	Count	9	3	1	1	2	2	0
		Percentage	1.0%	2.5%	0.8%	0.9%	0.7%	1.2%	0.0%
Q3	Very Satisfied	Count	222	28	19	26	89	38	22
		Percentage	24.0%	23.9%	15.6%	22.8%	29.6%	23.5%	20.4%
	Satisfied	Count	619	79	84	80	192	114	70
		Percentage	67.0%	67.5%	68.9%	70.2%	63.8%	70.4%	64.8%
	Dissatisfied	Count	69	7	15	8	18	7	14
		Percentage	7.5%	6.0%	12.3%	7.0%	6.0%	4.3%	13.0%
	Very Dissatisfied	Count	14	3	4	0	2	3	2
		Percentage	1.5%	2.6%	3.3%	0.0%	0.7%	1.9%	1.9%

Q 4. Satisfaction with time taken for re-activation									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	178	41	45	32	15	15	30
		Percentage	6.6%	10.6%	5.8%	8.4%	3.9%	3.9%	7.8%
	Not specified	Count	2,516	346	730	349	367	369	355
		Percentage	93.4%	89.4%	94.2%	91.6%	96.1%	96.1%	92.2%
Q4	Very Satisfied	Count	19	3	5	2	2	3	4
		Percentage	10.7%	7.3%	11.1%	6.3%	13.3%	20.0%	13.3%
	Satisfied	Count	97	19	18	18	12	11	19
		Percentage	54.5%	46.3%	40.0%	56.3%	80.0%	73.3%	63.3%
	Dissatisfied	Count	53	12	22	10	1	1	7
		Percentage	29.8%	29.3%	48.9%	31.3%	6.7%	6.7%	23.3%
	Very Dissatisfied	Count	9	7	0	2	0	0	0
		Percentage	5.1%	17.1%	0.0%	6.3%	0.0%	0.0%	0.0%

Q 5a. Satisfaction with accuracy of charges									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,118	290	583	286	382	288	289
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,113	290	582	284	381	288	288
		Percentage	99.8%	100.0%	99.8%	99.3%	99.7%	100.0%	99.7%
	Not specified	Count	5	0	1	2	1	0	1
		Percentage	0.2%	0.0%	0.2%	0.7%	0.3%	0.0%	0.3%
Q5A	Very Satisfied	Count	127	19	26	25	19	27	11
		Percentage	6.0%	6.6%	4.5%	8.8%	5.0%	9.4%	3.8%
	Satisfied	Count	1,698	219	477	218	320	233	231
		Percentage	80.4%	75.5%	82.0%	76.8%	84.0%	80.9%	80.2%
	Dissatisfied	Count	253	49	65	31	38	26	44
		Percentage	12.0%	16.9%	11.2%	10.9%	10.0%	9.0%	15.3%
	Very Dissatisfied	Count	35	3	14	10	4	2	2
		Percentage	1.7%	1.0%	2.4%	3.5%	1.0%	0.7%	0.7%

Q 5b. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q 5b. Reasons for dissatisfaction	Total	Count	288	52	79	41	42	28	46
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	273	48	77	38	39	25	46
		Percentage							
	Charges not as per tariff plan subscribed	Count	115	28	32	15	13	10	17
		Percentage	42.1%	58.3%	41.6%	39.5%	33.3%	40.0%	37.0%
	Tariff plan changed without information	Count	48	8	7	7	8	6	12
		Percentage	17.6%	16.7%	9.1%	18.4%	20.5%	24.0%	26.1%
	Charged for value added services not requested	Count	11	1	1	2	0	2	5
		Percentage	4.0%	2.1%	1.3%	5.3%	0.0%	8.0%	10.9%
	Charged for calls/services not made/used	Count	155	26	46	19	23	14	27
		Percentage	56.8%	54.2%	59.7%	50.0%	59.0%	56.0%	58.7%
	Others	Count	4	1	3	0	0	0	0
		Percentage	1.5%	2.1%	3.9%	0.0%	0.0%	0.0%	0.0%

Q 6. Satisfaction with timely delivery of bills									
			Operator						
			Total	Airtel	BSNL	Rel Comm	TATA	RTL	
	Total	Count	576	97	192	95	96	96	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	574	97	191	95	96	95	
		Percentage	99.7%	100.0%	99.5%	100.0%	100.0%	99.0%	
	Not specified	Count	2	0	1	0	0	1	
		Percentage	0.3%	0.0%	0.5%	0.0%	0.0%	1.0%	
Q6	Very Satisfied	Count	41	23	6	1	6	5	
		Percentage	7.1%	23.7%	3.1%	1.1%	6.3%	5.3%	
	Satisfied	Count	393	55	107	81	79	71	
		Percentage	68.5%	56.7%	56.0%	85.3%	82.3%	74.7%	
	Dissatisfied	Count	117	13	63	12	10	19	
		Percentage	20.4%	13.4%	33.0%	12.6%	10.4%	20.0%	
	Very Dissatisfied	Count	23	6	15	1	1	0	
		Percentage	4.0%	6.2%	7.9%	1.1%	1.0%	0.0%	

Q 7a. Satisfaction with accuracy of bills								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	576	97	192	95	96	96
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	564	88	191	94	96	95
		Percentage	97.9%	90.7%	99.5%	98.9%	100.0%	99.0%
	Not specified	Count	12	9	1	1	0	1
		Percentage	2.1%	9.3%	0.5%	1.1%	0.0%	1.0%
Q7A	Very Satisfied	Count	31	14	3	5	5	4
		Percentage	5.5%	15.9%	1.6%	5.3%	5.2%	4.2%
	Satisfied	Count	428	57	152	64	85	70
		Percentage	75.9%	64.8%	79.6%	68.1%	88.5%	73.7%
	Dissatisfied	Count	96	14	33	25	6	18
		Percentage	17.0%	15.9%	17.3%	26.6%	6.3%	18.9%
	Very Dissatisfied	Count	9	3	3	0	0	3
		Percentage	1.6%	3.4%	1.6%	0.0%	0.0%	3.2%

Q 7b. Reasons for dissatisfaction								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	105	17	36	25	6	21
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 7b. Reasons for dissatisfaction	Answering Base	Count	100	15	33	25	6	21
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Charges not as per tariff plan subscribed	Count	49	1	17	17	2	12
		Percentage	49.0%	6.7%	51.5%	68.0%	33.3%	57.1%
	Tariff plan changed without information	Count	17	3	12	1	0	1
		Percentage	17.0%	20.0%	36.4%	4.0%	0.0%	4.8%
	Charged for value added services not subscribed	Count	14	1	10	1	1	1
		Percentage	14.0%	6.7%	30.3%	4.0%	16.7%	4.8%
	Charged for calls/services not made/used	Count	36	6	15	6	3	6
		Percentage	36.0%	40.0%	45.5%	24.0%	50.0%	28.6%
	Others	Count	7	5	1	0	0	1
		Percentage	7.0%	33.3%	3.0%	0.0%	0.0%	4.8%



Q 8. Billing related complaints made in last 12 months								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	576	97	192	95	96	96
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	575	97	191	95	96	96
		Yes	Count	91	15	27	23	5
		Percentage	15.8%	15.5%	14.1%	24.2%	5.2%	21.9%
	No	Count	484	82	164	72	91	75
		Percentage	84.2%	84.5%	85.9%	75.8%	94.8%	78.1%

Q 9. Satisfaction with process of resolutions of these complaints								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	91	15	27	23	5	21
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	90	14	27	23	5	21
		Percentage	98.9%	93.3%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	1	0	0	0	0
		Percentage	1.1%	6.7%	0.0%	0.0%	0.0%	0.0%
Q9	Very Satisfied	Count	1	0	0	0	0	1
		Percentage	1.1%	0.0%	0.0%	0.0%	0.0%	4.8%
	Satisfied	Count	27	3	3	9	4	8
		Percentage	30.0%	21.4%	11.1%	39.1%	80.0%	38.1%
	Dissatisfied	Count	53	9	18	14	1	11
		Percentage	58.9%	64.3%	66.7%	60.9%	20.0%	52.4%
	Very Dissatisfied	Count	9	2	6	0	0	1
		Percentage	10.0%	14.3%	22.2%	0.0%	0.0%	4.8%

Q 10a. Satisfaction with clarity of bills								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	576	97	192	95	96	96
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	563	90	191	92	95	95
		Percentage	97.7%	92.8%	99.5%	96.8%	99.0%	99.0%
	Not specified	Count	13	7	1	3	1	1
		Percentage	2.3%	7.2%	0.5%	3.2%	1.0%	1.0%
Q10A	Very Satisfied	Count	20	12	0	2	3	3
		Percentage	3.6%	13.3%	0.0%	2.2%	3.2%	3.2%
	Satisfied	Count	479	53	167	88	89	82
		Percentage	85.1%	58.9%	87.4%	95.7%	93.7%	86.3%
	Dissatisfied	Count	54	23	18	2	3	8
		Percentage	9.6%	25.6%	9.4%	2.2%	3.2%	8.4%
	Very Dissatisfied	Count	10	2	6	0	0	2
		Percentage	1.8%	2.2%	3.1%	0.0%	0.0%	2.1%

Q 10b. Reasons for dissatisfaction								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	64	25	24	2	3	10
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 10b. Reasons for dissatisfaction	Answering Base	Count	57	24	19	2	3	9
		Percentage						
	Difficult to read the bill	Count	2	0	2	0	0	0
		Percentage	3.5%	0.0%	10.5%	0.0%	0.0%	0.0%
	Difficult to understand the language	Count	3	0	2	0	1	0
		Percentage	5.3%	0.0%	10.5%	0.0%	33.3%	0.0%
	Calculations not clear	Count	21	6	9	2	2	2
		Percentage	36.8%	25.0%	47.4%	100.0%	66.7%	22.2%
	Item-wise charges not given	Count	32	13	13	0	0	6
		Percentage	56.1%	54.2%	68.4%	0.0%	0.0%	66.7%
	Others	Count	10	7	2	0	0	1
		Percentage	17.5%	29.2%	10.5%	0.0%	0.0%	11.1%

Q 11. Complaints made to customer care									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Airtel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q11	Answering Base	Count	2,694	387	775	381	382	384	385
		Percentage							
	Yes	Count	1,021	205	258	152	154	117	135
		Percentage	37.9%	53.0%	33.3%	39.9%	40.3%	30.5%	35.1%
No	Count	1,673	182	517	229	228	267	250	
	Percentage	62.1%	47.0%	66.7%	60.1%	59.7%	69.5%	64.9%	

Q 12. Satisfaction with ease of access of number									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	1,021	205	258	152	154	117	135
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,020	205	257	152	154	117	135
		Percentage	99.9%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0	0	0
		Percentage	0.1%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	16	7	1	0	1	7	0
		Percentage	1.6%	3.4%	0.4%	0.0%	0.6%	6.0%	0.0%
	Satisfied	Count	487	126	90	46	74	91	60
		Percentage	47.7%	61.5%	35.0%	30.3%	48.1%	77.8%	44.4%
	Dissatisfied	Count	457	64	150	91	69	18	65
		Percentage	44.8%	31.2%	58.4%	59.9%	44.8%	15.4%	48.1%
	Very Dissatisfied	Count	60	8	16	15	10	1	10
		Percentage	5.9%	3.9%	6.2%	9.9%	6.5%	0.9%	7.4%

Q 13. Satisfaction with response time									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	1,021	205	258	152	154	117	135
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,020	205	257	152	154	117	135
		Percentage	99.9%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0	0	0
		Percentage	0.1%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	22	9	0	1	2	7	3
		Percentage	2.2%	4.4%	0.0%	0.7%	1.3%	6.0%	2.2%
	Satisfied	Count	544	126	91	94	73	89	71
		Percentage	53.3%	61.5%	35.4%	61.8%	47.4%	76.1%	52.6%
	Dissatisfied	Count	410	63	152	51	69	21	54
		Percentage	40.2%	30.7%	59.1%	33.6%	44.8%	17.9%	40.0%
	Very Dissatisfied	Count	44	7	14	6	10	0	7
		Percentage	4.3%	3.4%	5.4%	3.9%	6.5%	0.0%	5.2%

Q 14. Satisfaction with problem solving ability of CC executive									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	1,021	205	258	152	154	117	135
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,020	205	257	152	154	117	135
		Percentage	99.9%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	1	0	0	0	0
		Percentage	0.1%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	23	11	0	1	1	6	4
		Percentage	2.3%	5.4%	0.0%	0.7%	0.6%	5.1%	3.0%
	Satisfied	Count	615	128	141	102	71	88	85
		Percentage	60.3%	62.4%	54.9%	67.1%	46.1%	75.2%	63.0%
	Dissatisfied	Count	338	57	103	43	71	23	41
		Percentage	33.1%	27.8%	40.1%	28.3%	46.1%	19.7%	30.4%
	Very Dissatisfied	Count	44	9	13	6	11	0	5
		Percentage	4.3%	4.4%	5.1%	3.9%	7.1%	0.0%	3.7%

Q 15. Satisfaction with time taken by CC executive to solve problem									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	1,021	205	258	152	154	117	135
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,017	203	256	152	154	117	135
		Percentage	99.6%	99.0%	99.2%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	4	2	2	0	0	0	0
		Percentage	0.4%	1.0%	0.8%	0.0%	0.0%	0.0%	0.0%
Q15	Very Satisfied	Count	21	10	0	1	0	7	3
		Percentage	2.1%	4.9%	0.0%	0.7%	0.0%	6.0%	2.2%
	Satisfied	Count	571	121	132	91	63	87	77
		Percentage	56.1%	59.6%	51.6%	59.9%	40.9%	74.4%	57.0%
	Dissatisfied	Count	379	61	111	54	81	23	49
		Percentage	37.3%	30.0%	43.4%	35.5%	52.6%	19.7%	36.3%
	Very Dissatisfied	Count	46	11	13	6	10	0	6
		Percentage	4.5%	5.4%	5.1%	3.9%	6.5%	0.0%	4.4%

Q16. Satisfaction with availability of signal									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,693	386	775	381	382	384	385
		Percentage	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	1	0	0	0	0	0
		Percentage	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Q16	Very Satisfied	Count	153	43	8	30	6	49	17
		Percentage	5.7%	11.1%	1.0%	7.9%	1.6%	12.8%	4.4%
	Satisfied	Count	1,508	281	376	223	137	273	218
		Percentage	56.0%	72.8%	48.5%	58.5%	35.9%	71.1%	56.6%
	Dissatisfied	Count	891	53	335	108	208	54	133
		Percentage	33.1%	13.7%	43.2%	28.3%	54.5%	14.1%	34.5%
	Very Dissatisfied	Count	141	9	56	20	31	8	17
		Percentage	5.2%	2.3%	7.2%	5.2%	8.1%	2.1%	4.4%

Q17. Satisfaction with ease of making / receiving calls									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q17	Very Satisfied	Count	153	34	14	27	6	56	16
		Percentage	5.7%	8.8%	1.8%	7.1%	1.6%	14.6%	4.2%
	Satisfied	Count	1,684	296	431	271	152	286	248
		Percentage	62.5%	76.5%	55.6%	71.1%	39.8%	74.5%	64.4%
	Dissatisfied	Count	755	52	286	70	196	39	112
		Percentage	28.0%	13.4%	36.9%	18.4%	51.3%	10.2%	29.1%
	Very Dissatisfied	Count	102	5	44	13	28	3	9
		Percentage	3.8%	1.3%	5.7%	3.4%	7.3%	0.8%	2.3%

Q18. Rate of call drop									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q18	Answering Base	Count	2,690	387	774	381	381	383	384
		Percentage	100.0%	100.0%	99.7%	100.0%	99.7%	100.0%	99.7%
	Very Frequently	Count	119	8	33	6	66	2	4
		Percentage	4.4%	2.1%	4.3%	1.6%	17.3%	0.5%	1.0%
	Frequently	Count	453	44	159	45	118	29	58
		Percentage	16.8%	11.4%	20.5%	11.8%	31.0%	7.6%	15.1%
	Occasionally	Count	1,614	251	492	238	155	222	256
		Percentage	60.0%	64.9%	63.6%	62.5%	40.7%	58.0%	66.7%
Never	Count	504	84	90	92	42	130	66	
	Percentage	18.7%	21.7%	11.6%	24.1%	11.0%	33.9%	17.2%	

Q19. Satisfaction with voice quality									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,690	387	773	381	381	384	384
		Percentage	99.9%	100.0%	99.7%	100.0%	99.7%	100.0%	99.7%
	Not specified	Count	4	0	2	0	1	0	1
		Percentage	0.1%	0.0%	0.3%	0.0%	0.3%	0.0%	0.3%
Q19	Very Satisfied	Count	205	47	25	36	10	62	25
		Percentage	7.6%	12.1%	3.2%	9.4%	2.6%	16.1%	6.5%
	Satisfied	Count	2,054	303	583	304	276	289	299
		Percentage	76.4%	78.3%	75.4%	79.8%	72.4%	75.3%	77.9%
	Dissatisfied	Count	393	37	152	35	84	31	54
		Percentage	14.6%	9.6%	19.7%	9.2%	22.0%	8.1%	14.1%
	Very Dissatisfied	Count	38	0	13	6	11	2	6
		Percentage	1.4%	0.0%	1.7%	1.6%	2.9%	0.5%	1.6%

Q20. Problems of signal faced									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	2,693	387	775	381	382	384	384
		Percentage	99.9%	100.0%	99.7%	100.0%	99.7%	100.0%	99.7%
	Very Dissatisfied	Count	92	7	33	14	23	5	10
		Percentage	3.4%	1.8%	4.3%	3.7%	6.0%	1.3%	2.6%
	Dissatisfied	Count	635	39	242	69	171	35	79
		Percentage	23.6%	10.1%	31.2%	18.1%	44.8%	9.1%	20.6%
	Satisfied	Count	1,662	281	460	241	160	253	267
		Percentage	61.7%	72.6%	59.4%	63.3%	41.9%	65.9%	69.5%
Very Satisfied	Count	304	60	40	57	28	91	28	
	Percentage	11.3%	15.5%	5.2%	15.0%	7.3%	23.7%	7.3%	

Q21. Satisfaction with availability of network									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,693	386	775	381	382	384	385
		Percentage	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	1	0	0	0	0	0
		Percentage	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Q21	Very Satisfied	Count	145	34	14	26	5	54	12
		Percentage	5.4%	8.8%	1.8%	6.8%	1.3%	14.1%	3.1%
	Satisfied	Count	1,689	308	437	252	172	272	248
		Percentage	62.7%	79.8%	56.4%	66.1%	45.0%	70.8%	64.4%
	Dissatisfied	Count	767	39	287	90	182	54	115
		Percentage	28.5%	10.1%	37.0%	23.6%	47.6%	14.1%	29.9%
	Very Dissatisfied	Count	92	5	37	13	23	4	10
		Percentage	3.4%	1.3%	4.8%	3.4%	6.0%	1.0%	2.6%

Q22. Satisfaction with restoration of network problems									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,693	387	775	381	382	384	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%
	Not specified	Count	1	0	0	0	0	0	1
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
Q22	Very Satisfied	Count	124	25	14	22	6	48	9
		Percentage	4.6%	6.5%	1.8%	5.8%	1.6%	12.5%	2.3%
	Satisfied	Count	1,752	308	455	273	180	278	258
		Percentage	65.1%	79.6%	58.7%	71.7%	47.1%	72.4%	67.2%
	Dissatisfied	Count	739	51	273	74	178	54	109
		Percentage	27.4%	13.2%	35.2%	19.4%	46.6%	14.1%	28.4%
	Very Dissatisfied	Count	78	3	33	12	18	4	8
		Percentage	2.9%	0.8%	4.3%	3.1%	4.7%	1.0%	2.1%

Q23. Value added services used									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	401	122	83	71	19	46	60
		Percentage	14.9%	31.5%	10.7%	18.6%	5.0%	12.0%	15.6%
No	Count	2,293	265	692	310	363	338	325	
	Percentage	85.1%	68.5%	89.3%	81.4%	95.0%	88.0%	84.4%	

Q24. Explicit consent taken before providing chargeable value added services									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	401	122	83	71	19	46	60
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	383	120	69	69	19	46	60
		Percentage	95.3%	98.4%	83.1%	98.6%	94.7%	100.0%	98.3%
	Yes	Count	312	88	56	63	12	39	54
		Percentage	81.5%	73.3%	81.2%	91.3%	63.2%	84.8%	90.0%
	No	Count	71	32	13	6	7	7	6
		Percentage	18.5%	26.7%	18.8%	8.7%	36.8%	15.2%	10.0%

Q25. Satisfaction with value added services									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	401	122	83	71	19	46	60
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	382	120	69	70	18	46	59
		Percentage	95.3%	98.4%	83.1%	98.6%	94.7%	100.0%	98.3%
	Not specified	Count	19	2	14	1	1	0	1
		Percentage	4.7%	1.6%	16.9%	1.4%	5.3%	0.0%	1.7%
Q25	Very Satisfied	Count	28	22	0	2	0	4	0
		Percentage	7.3%	18.3%	0.0%	2.9%	0.0%	8.7%	0.0%
	Satisfied	Count	272	79	43	58	11	38	43
		Percentage	71.2%	65.8%	62.3%	82.9%	61.1%	82.6%	72.9%
	Dissatisfied	Count	70	15	21	10	6	3	15
		Percentage	18.3%	12.5%	30.4%	14.3%	33.3%	6.5%	25.4%
	Very Dissatisfied	Count	12	4	5	0	1	1	1
		Percentage	3.1%	3.3%	7.2%	0.0%	5.6%	2.2%	1.7%

Q26a. Satisfaction with overall quality									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,671	382	770	381	379	381	378
		Percentage	99.1%	98.7%	99.4%	100.0%	99.2%	99.2%	98.2%
	Not specified	Count	23	5	5	0	3	3	7
		Percentage	0.9%	1.3%	0.6%	0.0%	0.8%	0.8%	1.8%
Q26A	Very Satisfied	Count	131	41	9	19	5	44	13
		Percentage	4.9%	10.7%	1.2%	5.0%	1.3%	11.5%	3.4%
	Satisfied	Count	1,670	295	447	267	150	280	231
		Percentage	62.5%	77.2%	58.1%	70.1%	39.6%	73.5%	61.1%
	Dissatisfied	Count	767	43	274	81	190	55	124
		Percentage	28.7%	11.3%	35.6%	21.3%	50.1%	14.4%	32.8%
	Very Dissatisfied	Count	103	3	40	14	34	2	10
		Percentage	3.9%	0.8%	5.2%	3.7%	9.0%	0.5%	2.6%

Q27. Informed in writing about tariff plan									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base	Count	1,610	238	376	206	333	244	213
		Yes	Count	362	68	46	42	105	65
		Percentage	22.5%	28.6%	12.2%	20.4%	31.5%	26.6%	16.9%
	No	Count	1,248	170	330	164	228	179	177
Percentage		77.5%	71.4%	87.8%	79.6%	68.5%	73.4%	83.1%	

Q28. Mobile connection terminated in last 12 months									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	2,694	387	775	381	382	384	385
		Yes	Count	37	16	8	3	3	3
		Percentage	1.4%	4.1%	1.0%	0.8%	0.8%	0.8%	1.0%
	No	Count	2,657	371	767	378	379	381	381
Percentage		98.6%	95.9%	99.0%	99.2%	99.2%	99.2%	99.0%	

Q29. Previous service provider									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q29	Total	Count	37	16	8	3	3	3	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	37	16	8	3	3	3	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Airtel	Count	12	7	2	1	1	0	1
		Percentage	32.4%	43.8%	25.0%	33.3%	33.3%	0.0%	25.0%
	Vodafone	Count	3	2	0	1	0	0	0
		Percentage	8.1%	12.5%	0.0%	33.3%	0.0%	0.0%	0.0%
	Idea	Count	1	0	1	0	0	0	0
		Percentage	2.7%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
	BSNL	Count	11	7	3	0	0	1	0
		Percentage	29.7%	43.8%	37.5%	0.0%	0.0%	33.3%	0.0%
	Rel Comm	Count	4	0	0	0	0	1	3
		Percentage	10.8%	0.0%	0.0%	0.0%	0.0%	33.3%	75.0%
	Aircel	Count	2	0	1	0	1	0	0
		Percentage	5.4%	0.0%	12.5%	0.0%	33.3%	0.0%	0.0%
	TATA	Count	1	0	0	0	0	1	0
		Percentage	2.7%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
	MTNL	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Spice	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	BPL	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	HFCL	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Shyam	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	RTL	Count	3	0	1	1	1	0	0
		Percentage	8.1%	0.0%	12.5%	33.3%	33.3%	0.0%	0.0%
RISL	Count	0	0	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Dishnet	Count	0	0	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Others	Count	0	0	0	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Q30. Time taken for termination of connection									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q30	Total	Count	37	16	8	3	3	3	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	31	14	7	2	3	1	4
		Percentage	83.8%	87.5%	87.5%	66.7%	100.0%	33.3%	100.0%
	More than 7 days	Count	11	8	1	0	1	0	1
		Percentage	29.7%	50.0%	12.5%	0.0%	33.3%	0.0%	25.0%
	4 - 7 days	Count	5	3	2	0	0	0	0
		Percentage	13.5%	18.8%	25.0%	0.0%	0.0%	0.0%	0.0%
	2-3 days	Count	4	1	0	1	1	0	1
		Percentage	10.8%	6.3%	0.0%	33.3%	33.3%	0.0%	25.0%
	1 day	Count	11	2	4	1	1	1	2
		Percentage	29.7%	12.5%	50.0%	33.3%	33.3%	33.3%	50.0%

Q31. Security deposit adjusted in the bill raised after termination									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	37	16	8	3	3	3	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q31	Answering Base	Count	28	12	5	2	3	2	4
		Percentage	75.7%	75.0%	62.5%	66.7%	100.0%	66.7%	100.0%
	Yes	Count	11	6	2	2	0	0	1
		Percentage	29.7%	37.5%	25.0%	66.7%	0.0%	0.0%	25.0%
	No	Count	17	6	3	0	3	2	3
		Percentage	45.7%	37.5%	37.5%	0.0%	33.3%	66.7%	75.0%

Q32. Number registered on Do Not Call (DNC registry)									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q32	Answering Base	Count	2,685	386	772	379	381	384	383
		Percentage	99.7%	99.7%	99.0%	99.5%	99.8%	99.8%	98.2%
	Yes	Count	28	14	5	2	0	3	4
		Percentage	1.0%	3.6%	0.6%	0.5%	0.0%	0.8%	1.0%
	No	Count	2,648	370	764	374	380	381	379
		Percentage	98.6%	96.4%	99.4%	98.7%	99.7%	99.2%	99.0%
	Do not mind receiving such calls/SMS	Count	9	2	3	3	1	0	0
		Percentage	0.3%	0.5%	0.4%	0.8%	0.3%	0.0%	0.0%

Q33a. Still receive unsolicited material								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	28	14	5	2	3	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33a	Answering Base	Count	28	14	5	2	3	4
		Continued receiving	Count	7	3	2	1	0
	Percentage	25.0%	21.4%	40.0%	50.0%	0.0%	25.0%	
	Slight decrease	Count	8	2	2	1	2	1
		Percentage	28.6%	14.3%	40.0%	50.0%	66.7%	25.0%
	Considerable decrease	Count	2	1	0	0	0	1
		Percentage	7.1%	7.1%	0.0%	0.0%	0.0%	25.0%
	Stopped receiving	Count	11	8	1	0	1	1
		Percentage	39.3%	57.1%	20.0%	0.0%	33.3%	25.0%

Q33b. Complained to service provider								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	28	14	5	2	3	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33b	Answering Base	Count	19	8	3	1	3	4
		Yes	Count	5	2	2	1	0
	Percentage	26.3%	25.0%	66.7%	100.0%	0.0%	0.0%	
	No	Count	14	6	1	0	3	4
		Percentage	73.7%	75.0%	33.3%	0.0%	100.0%	100.0%

Q33c. Outcome of complaint								
			Operator					
			Total	Airtel	BSNL	Rel Comm	TATA	RTL
	Total	Count	28	14	5	2	3	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33c	Answering Base	Count	5	2	2	1	0	0
		Complaint registered by service provider	Count	4	1	2	1	0
	Percentage	80.0%	50.0%	100.0%	100.0%	0.0%	0.0%	
	Service Provider refused to register complaint	Count	1	1	0	0	0	0
		Percentage	20.0%	50.0%	0.0%	0.0%	0.0%	0.0%

Q 34. Aware of the 3 stage grievance redressal mechanism									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q34	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,692	387	775	381	381	384	384
		Yes	Count	433	63	134	42	64	70
		Percentage	16.1%	16.3%	17.3%	11.0%	16.8%	18.2%	15.6%
	No	Count	2,259	324	641	339	317	314	324
		Percentage	83.9%	83.7%	82.7%	89.0%	83.2%	81.8%	84.4%

Q 35. Which stage aware of									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 35. Which stage aware of	Answering Base	Count	2,692	387	775	381	382	383	384
		Call Centre	Count	2,280	340	649	334	297	320
		Percentage	84.7%	87.9%	83.7%	87.7%	77.7%	83.6%	88.5%
	Nodal Officer	Count	47	4	13	6	14	8	2
		Percentage	1.7%	1.0%	1.7%	1.6%	3.7%	2.1%	0.5%
	Appellate Authority	Count	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	None of these	Count	365	43	113	41	71	55	42
		Percentage	13.6%	11.1%	14.6%	10.8%	18.6%	14.4%	10.9%

Q 36. made complaints within last 6 months									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q36	Answering Base	Count	2,694	387	775	381	382	384	385
		Yes	Count	565	122	141	66	103	59
		Percentage	21.0%	31.5%	18.2%	17.3%	27.0%	15.4%	19.2%
	No	Count	2,129	265	634	315	279	325	311
Percentage		79.0%	68.5%	81.8%	82.7%	73.0%	84.6%	80.8%	

Q 37. Docket number									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	565	122	141	66	103	59	74
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q37	Answering Base	Count	562	122	139	66	102	59	74
		Percentage							
	No docket number received even on request	Count	297	42	90	30	66	27	42
		Percentage	52.8%	34.4%	64.7%	45.5%	64.7%	45.8%	56.8%
	No docket number received for most of the complaints	Count	114	25	28	12	21	15	13
		Percentage	20.3%	20.5%	20.1%	18.2%	20.6%	25.4%	17.6%
Docket number received for most of the complaints	Count	151	55	21	24	15	17	19	
	Percentage	26.9%	45.1%	15.1%	36.4%	14.7%	28.8%	25.7%	

Q 38. Information given by call center									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	565	122	141	66	103	59	74
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	564	121	141	66	103	59	74
		Percentage							
	Yes	Count	268	71	63	34	41	33	26
		Percentage	47.5%	58.7%	44.7%	51.5%	39.8%	55.9%	35.1%
	No	Count	296	50	78	32	62	26	48
		Percentage	52.5%	41.3%	55.3%	48.5%	60.2%	44.1%	64.9%

Q 39. Satisfaction with clarity of bills									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	565	122	141	66	103	59	74
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	562	119	141	66	103	59	74
		Percentage	99.5%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	3	3	0	0	0	0	0
		Percentage	0.5%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Q39	Very Satisfied	Count	9	4	2	0	1	0	2
		Percentage	1.6%	3.4%	1.4%	0.0%	1.0%	0.0%	2.7%
	Satisfied	Count	238	67	47	26	32	34	32
		Percentage	42.3%	56.3%	33.3%	39.4%	31.1%	57.6%	43.2%
	Dissatisfied	Count	285	40	81	40	64	23	37
		Percentage	50.7%	33.6%	57.4%	60.6%	62.1%	39.0%	50.0%
	Very Dissatisfied	Count	30	8	11	0	6	2	3
		Percentage	5.3%	6.7%	7.8%	0.0%	5.8%	3.4%	4.1%

Q 40. Reasons for dissatisfaction									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	315	48	92	40	70	25	40
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Answering Base	Count	311	47	92	38	70	25	39
		Percentage							
	Difficult to connect to the call centre executive	Count	142	12	48	19	37	8	18
		Percentage	45.7%	25.5%	52.2%	50.0%	52.9%	32.0%	46.2%
	Customer care executive not polite/courteous	Count	103	11	32	13	31	5	11
		Percentage	33.1%	23.4%	34.8%	34.2%	44.3%	20.0%	28.2%
	Customer care executive not equipped with adequate in format	Count	133	15	41	14	34	13	16
		Percentage	42.8%	31.9%	44.6%	36.8%	48.6%	52.0%	41.0%
	Time taken by call centre for redressal of complaint is long	Count	116	14	39	14	21	11	17
		Percentage	37.3%	29.8%	42.4%	36.8%	30.0%	44.0%	43.6%
	Customer care executive was unable to understand the problem	Count	118	20	45	10	20	6	17
		Percentage	37.9%	42.6%	48.9%	26.3%	28.6%	24.0%	43.6%
	Others	Count	11	10	0	0	0	1	0
		Percentage	3.5%	21.3%	0.0%	0.0%	0.0%	4.0%	0.0%

Q 41. Billing complaint solved within 4 weeks by CC executive									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	565	122	141	66	103	59	74
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	564	122	141	66	103	59	73
		Percentage							
	Yes	Count	70	15	26	5	11	8	5
		Percentage	12.4%	12.3%	18.4%	7.6%	10.7%	13.6%	6.8%
	No	Count	233	36	69	30	42	29	27
		Percentage	41.3%	29.5%	48.9%	45.5%	40.8%	49.2%	37.0%
	Not Applicable	Count	261	71	46	31	50	22	41
		Percentage	46.3%	58.2%	32.6%	47.0%	48.5%	37.3%	56.2%

Q 42. Awareness of contact details of nodal officer									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	50	7	15	4	3	13	8
		Percentage	1.9%	1.8%	1.9%	1.0%	0.8%	3.4%	2.1%
No	Count	2,644	380	760	377	379	371	377	
	Percentage	98.1%	98.2%	98.1%	99.0%	99.2%	96.6%	97.9%	

Q 43. Made a complaint to nodal officer									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	50	7	15	4	3	13	8
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	50	7	15	4	3	13	8
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	5	1	1	2	0	0	1
		Percentage	10.0%	14.3%	6.7%	50.0%	0.0%	0.0%	12.5%
No	Count	45	6	14	2	3	13	7	
	Percentage	90.0%	85.7%	93.3%	50.0%	100.0%	100.0%	87.5%	

Q 44. Nodal officer can be approached easily							
			Operator				
			Total	Airtel	BSNL	Rel Comm	RTL
	Total	Count	5	1	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q44	Answering Base	Count	5	1	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	3	0	1	2	0
		Percentage	60.0%	0.0%	100.0%	100.0%	0.0%
No	Count	2	1	0	0	1	
	Percentage	40.0%	100.0%	0.0%	0.0%	100.0%	

Q 45. Decision on complaint intimated by Nodal officer							
			Operator				
			Total	Airtel	BSNL	Rel Comm	RTL
	Total	Count	5	1	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q45	Answering Base	Count	5	1	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	2	0	0	2	0
		Percentage	40.0%	0.0%	0.0%	100.0%	0.0%
No	Count	3	1	1	0	1	
	Percentage	60.0%	100.0%	100.0%	0.0%	100.0%	

Q 46. Satisfaction with redressal of complaint by nodal officer							
			Operator				
			Total	Airtel	BSNL	Rel Comm	RTL
	Total	Count	5	1	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	5	1	1	2	1
		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%
Q46	Satisfied	Count	2	0	0	1	1
		Percentage	40.0%	0.0%	0.0%	50.0%	100.0%
	Dissatisfied	Count	2	0	1	1	0
		Percentage	40.0%	0.0%	100.0%	50.0%	0.0%
	Very Dissatisfied	Count	1	1	0	0	0
		Percentage	20.0%	100.0%	0.0%	0.0%	0.0%

Q 47. Reasons for dissatisfaction							
			Operator				
			Total	Airtel	BSNL	Rel Comm	
	Total	Count	3	1	1	1	
		Percentage	100.0%	100.0%	100.0%	100.0%	
Q 47. Reasons for dissatisfaction	Answering Base	Count	3	1	1	1	
		Percentage					
	Difficult to connect to the Nodal Officer	Count	1	1	0	0	
		Percentage	33.3%	100.0%	0.0%	0.0%	
	Nodal Officer not polite/courteous	Count	1	1	0	0	
		Percentage	33.3%	100.0%	0.0%	0.0%	
	Nodal Officer not equipped with adequate information	Count	2	0	1	1	
		Percentage	66.7%	0.0%	100.0%	100.0%	
	Time taken by Nodal Off. for redressal of complaint is long	Count	1	1	0	0	
		Percentage	33.3%	100.0%	0.0%	0.0%	
	Nodal Officer was unable to understand the problem	Count	0	0	0	0	
		Percentage	0.0%	0.0%	0.0%	0.0%	
	Others	Count	0	0	0	0	
		Percentage	0.0%	0.0%	0.0%	0.0%	

Q 48. Awareness of contact details of appellate authority									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q48	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,694	387	775	381	382	384	385
		Yes	Count	24	4	10	1	2	4
	Percentage		0.9%	1.0%	1.3%	0.3%	0.5%	1.0%	0.8%
	No	Count	2,670	383	765	380	380	380	382
		Percentage	99.1%	99.0%	98.7%	99.7%	99.5%	99.0%	99.2%

Q 49. Filed complaints in last 6 months									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q49	Total	Count	24	4	10	1	2	4	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	24	4	10	1	2	4	3
		Yes	Count	0	0	0	0	0	0
	Percentage		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	No	Count	24	4	10	1	2	4	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q 52. Aware of item wise usage charge details									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q52	Total	Count	2,118	290	583	286	382	288	289
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	2,118	290	583	286	382	288	289
		Yes	Count	371	51	125	49	45	55
	Percentage		17.5%	17.6%	21.4%	17.1%	11.8%	19.1%	15.9%
	No	Count	1,747	239	458	237	337	233	243
		Percentage	82.5%	82.4%	78.6%	82.9%	88.2%	80.9%	84.1%

Q 53. Denied request of item wise usage charge details									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
Q53	Total	Count	2,118	290	583	286	382	288	289
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	371	51	125	49	45	55	46
		Yes	Count	13	2	6	1	2	1
	Percentage		3.5%	3.9%	4.8%	2.0%	4.4%	1.8%	2.2%
	No	Count	358	49	119	48	43	54	45
		Percentage	96.5%	96.1%	95.2%	98.0%	95.6%	98.2%	97.8%

Q 54. Reasons for denying request									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	13	2	6	1	2	1	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	Answering Base	Count	11	2	5	0	2	1	1
		Percentage							
	No reason given	Count	7	2	1	0	2	1	1
		Percentage	63.6%	100.0%	20.0%	0.0%	100.0%	100.0%	100.0%
	Technical problem	Count	4	0	4	0	0	0	0
		Percentage	36.4%	0.0%	80.0%	0.0%	0.0%	0.0%	0.0%
	Others	Count	1	0	1	0	0	0	0
		Percentage	9.1%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%

Q 55. Manual of practice provided									
			Operator						
			Total	Airtel	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	2,694	387	775	381	382	384	385
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	1,435	202	347	194	279	215	198
		Percentage							
	Yes	Count	608	64	60	86	206	115	77
		Percentage	42.4%	31.7%	17.3%	44.3%	73.8%	53.5%	38.9%
	No	Count	827	138	287	108	73	100	121
Percentage		57.6%	68.3%	82.7%	55.7%	26.2%	46.5%	61.1%	

7.3 Broadband Services

Gender							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
GEN	Answering Base	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Male	Count	981	2	350	301	328
		Percentage	85.4%	100.0%	90.0%	80.5%	85.4%
	Female	Count	168	0	39	73	56
		Percentage	14.6%	0.0%	10.0%	19.5%	14.6%

Age							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	1,146	2	386	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Less than 25	Count	204	0	32	81	91
		Percentage	17.8%	0.0%	8.3%	21.7%	23.7%
	25-60	Count	918	2	354	276	286
		Percentage	80.1%	100.0%	91.7%	73.8%	74.5%
	More than 60	Count	24	0	0	17	7
		Percentage	2.1%	0.0%	0.0%	4.5%	1.8%

Usage Type							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
USG_TYPE	Answering Base	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Residential	Count	968	0	313	303	352
		Percentage	84.2%	0.0%	80.5%	81.0%	91.7%
	Commercial	Count	181	2	76	71	32
		Percentage	15.8%	100.0%	19.5%	19.0%	8.3%

Area							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	1,149	2	389	374	384
		Rural	Count	25	0	21	3
		Percentage	2.2%	0.0%	5.4%	0.8%	0.3%
	Urban	Count	1,124	2	368	371	383
		Percentage	97.8%	100.0%	94.6%	99.2%	99.7%

User Type							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
USR_TYP E	Answering Base	Count	1,149	2	389	374	384
		Prepaid	Count	376	2	361	9
	Percentage		32.7%	100.0%	92.8%	2.4%	1.0%
	Postpaid	Count	773	0	28	365	380
		Percentage	67.3%	0.0%	7.2%	97.6%	99.0%

Q1. Number of days in getting BB connection activated							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q1	Answering Base	Count	1,149	2	389	374	384
		Within 15 working days	Count	897	2	370	240
	Percentage		78.1%	100.0%	95.1%	64.2%	74.2%
	> 15 working Days	Count	252	0	19	134	99
		Percentage	21.9%	0.0%	4.9%	35.8%	25.8%

Q2. Satisfaction with time taken in getting BB connection activated

			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,138	2	388	365	383
		Percentage	99.0%	100.0%	99.7%	97.6%	99.7%
	Not specified	Count	11	0	1	9	1
		Percentage	1.0%	0.0%	0.3%	2.4%	0.3%
Q2	Very Satisfied	Count	196	1	158	28	9
		Percentage	17.2%	50.0%	40.7%	7.7%	2.3%
	Satisfied	Count	780	1	215	264	300
		Percentage	68.5%	50.0%	55.4%	72.3%	78.3%
	Dissatisfied	Count	142	0	14	57	71
		Percentage	12.5%	0.0%	3.6%	15.6%	18.5%
	Very Dissatisfied	Count	20	0	1	16	3
		Percentage	1.8%	0.0%	0.3%	4.4%	0.8%

Q3. Satisfaction with time taken in getting BB connection re-activated

			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	171	2	74	38	57
		Percentage	14.9%	100.0%	19.0%	10.2%	14.8%
	Not specified	Count	978	0	315	336	327
		Percentage	85.1%	0.0%	81.0%	89.8%	85.2%
Q3	Very Satisfied	Count	19	0	18	0	1
		Percentage	11.1%	0.0%	24.3%	0.0%	1.8%
	Satisfied	Count	128	2	51	27	48
		Percentage	74.9%	100.0%	68.9%	71.1%	84.2%
	Dissatisfied	Count	23	0	5	10	8
		Percentage	13.5%	0.0%	6.8%	26.3%	14.0%
	Very Dissatisfied	Count	1	0	0	1	0
		Percentage	0.6%	0.0%	0.0%	2.6%	0.0%

Q4. Satisfaction with timely delivery of bills						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	773	28	365	380
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	766	23	363	380
		Percentage	99.1%	82.1%	99.5%	100.0%
	Not specified	Count	7	5	2	0
		Percentage	0.9%	17.9%	0.5%	0.0%
Q4	Very Satisfied	Count	35	1	25	9
		Percentage	4.6%	4.3%	6.9%	2.4%
	Satisfied	Count	585	19	274	292
		Percentage	76.4%	82.6%	75.5%	76.8%
	Dissatisfied	Count	115	2	48	65
		Percentage	15.0%	8.7%	13.2%	17.1%
	Very Dissatisfied	Count	31	1	16	14
		Percentage	4.0%	4.3%	4.4%	3.7%

Q5a. Satisfaction with accuracy of bills						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	773	28	365	380
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	762	24	358	380
		Percentage	98.6%	85.7%	98.1%	100.0%
	Not specified	Count	11	4	7	0
		Percentage	1.4%	14.3%	1.9%	0.0%
Q5A	Very Satisfied	Count	44	1	29	14
		Percentage	5.8%	4.2%	8.1%	3.7%
	Satisfied	Count	626	21	276	329
		Percentage	82.2%	87.5%	77.1%	86.6%
	Dissatisfied	Count	78	0	48	30
		Percentage	10.2%	0.0%	13.4%	7.9%
	Very Dissatisfied	Count	14	2	5	7
		Percentage	1.8%	8.3%	1.4%	1.8%

Q5b. Reasons for dissatisfaction						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	92	2	53	37
		Percentage	100.0%	100.0%	100.0%	100.0%
Q5b. Reasons for dissatisfaction	Answering Base	Count	77	2	42	33
		Percentage				
	Charges not as per tariff plan subscribed	Count	23	1	11	11
		Percentage	29.9%	50.0%	26.2%	33.3%
	Tariff plan changed without information	Count	7	0	5	2
		Percentage	9.1%	0.0%	11.9%	6.1%
	Charged for value added services not requested	Count	1	0	1	0
		Percentage	1.3%	0.0%	2.4%	0.0%
	Charged for calls/services not made/used	Count	59	2	37	20
		Percentage	76.6%	100.0%	88.1%	60.6%
	Others	Count	4	0	4	0
		Percentage	5.2%	0.0%	9.5%	0.0%

Q6. Billing related complaints made in last 12 months						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	773	28	365	380
		Percentage	100.0%	100.0%	100.0%	100.0%
Q6	Answering Base	Count	773	28	365	380
		Percentage				
	Yes	Count	99	5	42	52
		Percentage	12.8%	17.9%	11.5%	13.7%
	No	Count	674	23	323	328
		Percentage	87.2%	82.1%	88.5%	86.3%

Q7. Satisfaction with process of resolution of billing complaints						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	99	5	42	52
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	95	4	40	51
		Percentage	96.0%	80.0%	95.2%	98.1%
	Not specified	Count	4	1	2	1
		Percentage	4.0%	20.0%	4.8%	1.9%
Q7	Satisfied	Count	35	1	17	17
		Percentage	36.8%	25.0%	42.5%	33.3%
	Dissatisfied	Count	54	2	21	31
		Percentage	56.8%	50.0%	52.5%	60.8%
	Very Dissatisfied	Count	6	1	2	3
		Percentage	6.3%	25.0%	5.0%	5.9%

Q8a. Satisfaction with Clarity of bills						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	773	28	365	380
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	755	23	357	375
		Percentage	97.7%	82.1%	97.8%	98.7%
	Not specified	Count	18	5	8	5
		Percentage	2.3%	17.9%	2.2%	1.3%
Q8A	Very Satisfied	Count	27	1	22	4
		Percentage	3.6%	4.3%	6.2%	1.1%
	Satisfied	Count	654	20	300	334
		Percentage	86.6%	87.0%	84.0%	89.1%
	Dissatisfied	Count	65	1	33	31
		Percentage	8.6%	4.3%	9.2%	8.3%
	Very Dissatisfied	Count	9	1	2	6
		Percentage	1.2%	4.3%	0.6%	1.6%

Q8b. Reasons for dissatisfaction						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	74	2	35	37
		Percentage	100.0%	100.0%	100.0%	100.0%
Q8b. Reasons for dissatisfaction	Answering Base	Count	71	2	35	34
		Percentage				
	Difficult to read the bill	Count	5	1	2	2
		Percentage	7.0%	50.0%	5.7%	5.9%
	Difficult to understand the language	Count	10	0	4	6
		Percentage	14.1%	0.0%	11.4%	17.6%
	Calculations not clear	Count	29	1	14	14
		Percentage	40.8%	50.0%	40.0%	41.2%
	Item-wise charges not given	Count	41	1	20	20
		Percentage	57.7%	50.0%	57.1%	58.8%
	Others	Count	1	0	1	0
		Percentage	1.4%	0.0%	2.9%	0.0%

Q9a. Satisfaction with accuracy of charges							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	376	2	361	9	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	368	2	355	9	2
		Percentage	97.9%	100.0%	98.3%	100.0%	50.0%
	Not specified	Count	8	0	6	0	2
		Percentage	2.1%	0.0%	1.7%	0.0%	50.0%
Q9A	Very Satisfied	Count	5	0	5	0	0
		Percentage	1.4%	0.0%	1.4%	0.0%	0.0%
	Satisfied	Count	334	2	322	8	2
		Percentage	90.8%	100.0%	90.7%	88.9%	100.0%
	Dissatisfied	Count	29	0	28	1	0
		Percentage	7.9%	0.0%	7.9%	11.1%	0.0%

Q9b. Reasons for dissatisfaction					
			Operator		
			Total	Sify	BSNL - Jharkhand
	Total	Count	29	28	1
		Percentage	100.0%	100.0%	100.0%
Q9b. Reasons for dissatisfaction	Answering Base	Count	29	28	1
		Percentage	100.0%	100.0%	100.0%
	charges not as per tariff plan subscribed	Count	6	6	0
		Percentage	20.7%	21.4%	0.0%
	tariff plan changed without information	Count	4	4	0
		Percentage	13.8%	14.3%	0.0%
	charged for value added services not requested	Count	6	6	0
		Percentage	20.7%	21.4%	0.0%
	charged for calls/services not made/used	Count	19	19	0
		Percentage	65.5%	67.9%	0.0%
	Others	Count	1	0	1
		Percentage	3.4%	0.0%	100.0%

Q10. Complaint made to customer care							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q10	Answering Base	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	442	0	243	110	89
		Percentage	38.5%	0.0%	62.5%	29.4%	23.2%
	No	Count	707	2	146	264	295
		Percentage	61.5%	100.0%	37.5%	70.6%	76.8%

Q11. Satisfaction with ease of access of number						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	442	243	110	89
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	442	243	110	89
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q11	Very Satisfied	Count	1	0	1	0
		Percentage	0.2%	0.0%	0.9%	0.0%
	Satisfied	Count	276	150	70	56
		Percentage	62.4%	61.7%	63.6%	62.9%
	Dissatisfied	Count	154	89	36	29
		Percentage	34.8%	36.6%	32.7%	32.6%
Very Dissatisfied	Count	11	4	3	4	
	Percentage	2.5%	1.6%	2.7%	4.5%	

Q12. Satisfaction with response time						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	442	243	110	89
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	442	243	110	89
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	3	0	2	1
		Percentage	0.7%	0.0%	1.8%	1.1%
	Satisfied	Count	279	171	59	49
		Percentage	63.1%	70.4%	53.6%	55.1%
	Dissatisfied	Count	139	67	39	33
		Percentage	31.4%	27.6%	35.5%	37.1%
Very Dissatisfied	Count	21	5	10	6	
	Percentage	4.8%	2.1%	9.1%	6.7%	

Q13. Satisfaction with problem solving ability of CC executive						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	442	243	110	89
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	442	243	110	89
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	7	3	2	2
		Percentage	1.6%	1.2%	1.8%	2.2%
	Satisfied	Count	241	127	62	52
		Percentage	54.5%	52.3%	56.4%	58.4%
	Dissatisfied	Count	172	108	35	29
		Percentage	38.9%	44.4%	31.8%	32.6%
	Very Dissatisfied	Count	22	5	11	6
		Percentage	5.0%	2.1%	10.0%	6.7%

Q14. Satisfaction with time taken by CC executive to solve problem						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	442	243	110	89
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	442	243	110	89
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	7	2	2	3
		Percentage	1.6%	0.8%	1.8%	3.4%
	Satisfied	Count	221	126	55	40
		Percentage	50.0%	51.9%	50.0%	44.9%
	Dissatisfied	Count	189	110	39	40
		Percentage	42.8%	45.3%	35.5%	44.9%
	Very Dissatisfied	Count	25	5	14	6
		Percentage	5.7%	2.1%	12.7%	6.7%

Q15. Satisfaction with speed of BB connection							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,146	2	389	373	382
		Percentage	99.7%	100.0%	100.0%	99.7%	99.5%
	Not specified	Count	3	0	0	1	2
		Percentage	0.3%	0.0%	0.0%	0.3%	0.5%
Q15	Very Satisfied	Count	76	0	3	47	26
		Percentage	6.6%	0.0%	0.8%	12.6%	6.8%
	Satisfied	Count	724	2	232	231	259
		Percentage	63.2%	100.0%	59.6%	61.9%	67.8%
	Dissatisfied	Count	317	0	151	78	88
		Percentage	27.7%	0.0%	38.8%	20.9%	23.0%
	Very Dissatisfied	Count	29	0	3	17	9
		Percentage	2.5%	0.0%	0.8%	4.6%	2.4%

Q16. Satisfaction with amount of time service is up & working							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,144	2	389	371	382
		Percentage	99.6%	100.0%	100.0%	99.2%	99.5%
	Not specified	Count	5	0	0	3	2
		Percentage	0.4%	0.0%	0.0%	0.8%	0.5%
Q16	Very Satisfied	Count	57	0	3	27	27
		Percentage	5.0%	0.0%	0.8%	7.3%	7.1%
	Satisfied	Count	766	2	246	245	273
		Percentage	67.0%	100.0%	63.2%	66.0%	71.5%
	Dissatisfied	Count	293	0	126	91	76
		Percentage	25.6%	0.0%	32.4%	24.5%	19.9%
	Very Dissatisfied	Count	28	0	14	8	6
		Percentage	2.4%	0.0%	3.6%	2.2%	1.6%

Q17. Problems faced with BB connection							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q17	Answering Base	Count	1,149	2	389	374	384
		Very frequently	Count	61	0	11	26
		Percentage	5.3%	0.0%	2.8%	7.0%	6.3%
	Frequently	Count	360	0	145	105	110
		Percentage	31.3%	0.0%	37.3%	28.1%	28.6%
	Occasionally	Count	681	2	226	223	230
		Percentage	59.3%	100.0%	58.1%	59.6%	59.9%
	Never	Count	47	0	7	20	20
Percentage		4.1%	0.0%	1.8%	5.3%	5.2%	

Q18. What sort of problems							
			Operator				
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar	
	Total	Count	421	156	131	134	
		Percentage	100.0%	100.0%	100.0%	100.0%	
Q18	Answering Base	Count	406	150	131	125	
		Problem was related to my computer hardware / software	Count	17	10	5	2
	Percentage		4.2%	6.7%	3.8%	1.6%	
	Problem was related to the broadband connection	Count	389	140	126	123	
		Percentage	95.8%	93.3%	96.2%	98.4%	

Q19. Satisfaction with time taken for restoration of BB connection							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,047	2	384	285	376
		Percentage	91.1%	100.0%	98.7%	76.2%	97.9%
	Not specified	Count	102	0	5	89	8
		Percentage	8.9%	0.0%	1.3%	23.8%	2.1%
Q19	Very Satisfied	Count	11	0	0	7	4
		Percentage	1.1%	0.0%	0.0%	2.5%	1.1%
	Satisfied	Count	801	2	286	203	310
		Percentage	76.5%	100.0%	74.5%	71.2%	82.4%
	Dissatisfied	Count	219	0	92	68	59
		Percentage	20.9%	0.0%	24.0%	23.9%	15.7%
	Very Dissatisfied	Count	16	0	6	7	3
		Percentage	1.5%	0.0%	1.6%	2.5%	0.8%

Q20. Value added services used							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	434	1	227	77	129
		Percentage	37.8%	50.0%	58.4%	20.6%	33.6%
No	Count	715	1	162	297	255	
	Percentage	62.2%	50.0%	41.6%	79.4%	66.4%	

Q21. Satisfaction with Value added services							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	434	1	227	77	129
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	426	1	220	76	129
		Percentage	98.2%	100.0%	96.9%	98.7%	100.0%
	Not specified	Count	8	0	7	1	0
		Percentage	1.8%	0.0%	3.1%	1.3%	0.0%
Q21	Very Satisfied	Count	8	0	0	1	7
		Percentage	1.9%	0.0%	0.0%	1.3%	5.4%
	Satisfied	Count	401	1	212	71	117
		Percentage	94.1%	100.0%	96.4%	93.4%	90.7%
	Dissatisfied	Count	16	0	8	3	5
		Percentage	3.8%	0.0%	3.6%	3.9%	3.9%
Very Dissatisfied	Count	1	0	0	1	0	
	Percentage	0.2%	0.0%	0.0%	1.3%	0.0%	

Q22a. Satisfaction with overall quality of BB connection							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,146	2	387	374	383
		Percentage	99.7%	100.0%	99.5%	100.0%	99.7%
	Not specified	Count	3	0	2	0	1
		Percentage	0.3%	0.0%	0.5%	0.0%	0.3%
Q22A	Very Satisfied	Count	38	0	2	22	14
		Percentage	3.3%	0.0%	0.5%	5.9%	3.7%
	Satisfied	Count	687	2	215	246	224
		Percentage	59.9%	100.0%	55.6%	65.8%	58.5%
	Dissatisfied	Count	349	0	122	90	137
		Percentage	30.5%	0.0%	31.5%	24.1%	35.8%
Very Dissatisfied	Count	72	0	48	16	8	
	Percentage	6.3%	0.0%	12.4%	4.3%	2.1%	

Q23. Aware of the facility that measures BB connection speed							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	1,145	2	386	373	384
		Yes	Count	397	0	132	114
		Percentage	34.7%	0.0%	34.2%	30.6%	39.3%
	No	Count	748	2	254	259	233
Percentage		65.3%	100.0%	65.8%	69.4%	60.7%	

Q24. Aware of the three stage grievance redressal mechanism							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	1,149	2	389	374	384
		Yes	Count	180	1	119	25
		Percentage	15.7%	50.0%	30.6%	6.7%	9.1%
	No	Count	969	1	270	349	349
Percentage		84.3%	50.0%	69.4%	93.3%	90.9%	

Q25. Which stage aware of							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q25. Which stage aware of	Answering Base	Count	935	2	331	261	341
		Call Centre	Count	933	2	331	260
		Percentage	99.8%	100.0%	100.0%	99.6%	99.7%
	Nodal Officer	Count	40	0	7	21	12
		Percentage	4.3%	0.0%	2.1%	8.0%	3.5%
	Appellate Authority	Count	22	0	4	9	9
		Percentage	2.4%	0.0%	1.2%	3.4%	2.6%
	None of these	Count	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%

Q26. Made complaints within last 6 months							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q26	Answering Base	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	330	0	203	70	57
		Percentage	28.7%	0.0%	52.2%	18.7%	14.8%
No	Count	819	2	186	304	327	
	Percentage	71.3%	100.0%	47.8%	81.3%	85.2%	

Q27. Docket Number							
			Operator				
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar	
	Total	Count	330	203	70	57	
		Percentage	100.0%	100.0%	100.0%	100.0%	
Q27	Answering Base	Count	327	202	69	56	
		Percentage	100.0%	100.0%	100.0%	100.0%	
	No docket number received even on request	Count	107	67	9	31	
		Percentage	32.7%	33.2%	13.0%	55.4%	
	No docket number received for most of the complaints	Count	106	81	18	7	
		Percentage	32.4%	40.1%	26.1%	12.5%	
Docket number received for most of the complaints	Count	114	54	42	18		
	Percentage	34.9%	26.7%	60.9%	32.1%		

Q28. Information given by call center							
			Operator				
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar	
	Total	Count	330	203	70	57	
		Percentage	100.0%	100.0%	100.0%	100.0%	
Q28	Answering Base	Count	325	201	68	56	
		Percentage	100.0%	100.0%	100.0%	100.0%	
	Yes	Count	134	92	20	22	
		Percentage	41.2%	45.8%	29.4%	39.3%	
No	Count	191	109	48	34		
	Percentage	58.8%	54.2%	70.6%	60.7%		

Q29. Satisfaction with Information given by call center executive						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	330	203	70	57
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	328	202	70	56
		Percentage	99.4%	99.5%	100.0%	98.2%
	Not specified	Count	2	1	0	1
		Percentage	0.6%	0.5%	0.0%	1.8%
Q29	Very Satisfied	Count	14	5	3	6
		Percentage	4.3%	2.5%	4.3%	10.7%
	Satisfied	Count	166	96	36	34
		Percentage	50.6%	47.5%	51.4%	60.7%
	Dissatisfied	Count	135	97	22	16
		Percentage	41.2%	48.0%	31.4%	28.6%
	Very Dissatisfied	Count	13	4	9	0
		Percentage	4.0%	2.0%	12.9%	0.0%

Q30. Reasons for dissatisfaction						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	148	101	31	16
		Percentage	100.0%	100.0%	100.0%	100.0%
Q30. Reasons for dissatisfaction	Answering Base	Count	148	101	31	16
		Percentage	100.0%	100.0%	100.0%	100.0%
	Difficult to connect to the call centre executive	Count	38	27	8	3
		Percentage	25.7%	26.7%	25.8%	18.8%
	Customer care executive not polite/courteous	Count	65	61	2	2
		Percentage	43.9%	60.4%	6.5%	12.5%
	Cust. care executive not equipped with adequate information	Count	79	61	11	7
		Percentage	53.4%	60.4%	35.5%	43.8%
	Time taken by call centre for redressal of compl. is too lon	Count	46	33	10	3
		Percentage	31.1%	32.7%	32.3%	18.8%
	Customer care executive was unable to understand problem	Count	60	50	7	3
		Percentage	40.5%	49.5%	22.6%	18.8%
	Others	Count	1	0	1	0
		Percentage	0.7%	0.0%	3.2%	0.0%

Q31. Billing complaint solved within 4 weeks by CC executive						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
Q31	Total	Count	330	203	70	57
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	330	203	70	57
		Yes	Count	28	18	6
		Percentage	8.5%	8.9%	8.6%	7.0%
	No	Count	191	165	7	19
		Percentage	57.9%	81.3%	10.0%	33.3%
	NA	Count	111	20	57	34
		Percentage	33.6%	9.9%	81.4%	59.6%

Q32. Awareness of contact details of nodal officer							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
Q32	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,149	2	389	374	384
		Yes	Count	28	0	4	15
		Percentage	2.4%	0.0%	1.0%	4.0%	2.3%
	No	Count	1,121	2	385	359	375
		Percentage	97.6%	100.0%	99.0%	96.0%	97.7%

Q33. Made a complaint to nodal officer						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
Q33	Total	Count	28	4	15	9
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	28	4	15	9
		Yes	Count	4	0	2
		Percentage	14.3%	0.0%	13.3%	22.2%
	No	Count	24	4	13	7
		Percentage	85.7%	100.0%	86.7%	77.8%

Q34. Nodal officer can be approached easily					
			Operator		
			Total	BSNL - Jharkhand	BSNL - Bihar
Q34	Total	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	4	2	2
		Yes	Count	2	1
		Percentage	50.0%	50.0%	50.0%
	No	Count	2	1	1
		Percentage	50.0%	50.0%	50.0%

Q35. Decision on complaint intimated by Nodal officer					
			Operator		
			Total	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
Q35	Answering Base	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	1	1	0
		Percentage	25.0%	50.0%	0.0%
No	Count	3	1	2	
	Percentage	75.0%	50.0%	100.0%	

Q36. Satisfaction with redressal of complaint by nodal officer					
			Operator		
			Total	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	4	2	2
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q36	Satisfied	Count	1	0	1
		Percentage	25.0%	0.0%	50.0%
	Dissatisfied	Count	3	2	1
		Percentage	75.0%	100.0%	50.0%

Q37. Reasons for dissatisfaction					
			Operator		
			Total	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	3	2	1
		Percentage	100.0%	100.0%	100.0%
Q37. Reasons for dissatisfaction	Answering Base	Count	3	2	1
		Percentage	100.0%	100.0%	100.0%
	Difficult to connect to the Nodal Officer	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Nodal Officer not polite/courteous	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	2	1	1
		Percentage	66.7%	50.0%	100.0%
	Time taken by Nodal Off for redressal of comp. is too long	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Nodal Officer was unable to understand the problem	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Others	Count	1	1	0
		Percentage	33.3%	50.0%	0.0%



Q38. Aware of contact details of appellate authority							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	1,149	2	389	374	384
		Percentage					
	Yes	Count	16	0	4	8	4
		Percentage	1.4%	0.0%	1.0%	2.1%	1.0%
	No	Count	1,133	2	385	366	380
		Percentage	98.6%	100.0%	99.0%	97.9%	99.0%

Q39. Filed complaint in last 6 months						
			Operator			
			Total	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	16	4	8	4
		Percentage	100.0%	100.0%	100.0%	100.0%
Q39	Answering Base	Count	16	4	8	4
		Percentage				
	Yes	Count	1	0	0	1
		Percentage	6.3%	0.0%	0.0%	25.0%
	No	Count	15	4	8	3
		Percentage	93.8%	100.0%	100.0%	75.0%

Q40. Acknowledgement received				
			Operator	
			Total	BSNL - Bihar
	Total	Count	1	1
		Percentage	100.0%	100.0%
Q40	Answering Base	Count	1	1
		Percentage		
	Yes	Count	0	0
		Percentage	0.0%	0.0%
	No	Count	1	1
		Percentage	100.0%	100.0%

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

Q42. Aware of item wise usage charge details							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	80	0	75	2	3
		Percentage	7.0%	0.0%	19.3%	0.5%	0.8%
No	Count	1,069	2	314	372	381	
	Percentage	93.0%	100.0%	80.7%	99.5%	99.2%	

Q43. Denied request of item wise usage charge details							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	78	0	74	2	2
		Percentage	6.8%	0.0%	19.0%	0.5%	0.5%
	Yes	Count	4	0	4	0	0
		Percentage	5.1%	0.0%	5.4%	0.0%	0.0%
No	Count	74	0	70	2	2	
	Percentage	94.9%	0.0%	94.6%	100.0%	100.0%	

Q44. Reasons for denying request				
			Operator	
			Total	Sify
	Total	Count	4	4
		Percentage	100.0%	100.0%
Q44. Reasons for denying request	Answering Base	Count	4	4
		Percentage	100.0%	100.0%
	No reason given	Count	3	3
		Percentage	75.0%	75.0%
	technical problem	Count	1	1
		Percentage	25.0%	25.0%
Others	Count	0	0	
	Percentage	0.0%	0.0%	

Q45. Manual of practice provided							
			Operator				
			Total	Rel Com	Sify	BSNL - Jharkhand	BSNL - Bihar
	Total	Count	1,149	2	389	374	384
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q45	Answering Base	Count	756	2	338	302	114
		Percentage	65.8%	100.0%	86.9%	80.8%	29.7%
	Yes	Count	219	1	114	45	59
		Percentage	29.0%	50.0%	33.7%	14.9%	51.8%
No	Count	537	1	224	257	55	
	Percentage	71.0%	50.0%	66.3%	85.1%	48.2%	

Questionnaire – Wireline Survey

Name: _____ **Gender:** 1 Male 2 Female

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

STD Code	Telephone Number

Usage Type : 1 Residential 2 Commercial

Area: 1 Rural 2 Urban

Operator: 1 Airtel 4 BSNL 5 RCOM **User Type:** 1 Postpaid 2 Prepaid

7 TATA 8 MTNL 11 HFCL 12 Shyam

State: _____ **District** _____

Address: _____

Name of SDCA (only for surveyor): **Mode of Interview:** 1 Telephonic 2 In-person

Name of Exchange (only for surveyor):

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"/> 1 Less than 6 months <input type="checkbox"/> 2 6-12 months <input type="checkbox"/> 3 More than 12 months → (If >12 month, go to Q 4)
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> 1 More than 30 days <input type="checkbox"/> 2 16-30 days <input type="checkbox"/> 3 7-15 days <input type="checkbox"/> 4 Less than 7 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 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"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 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"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 9 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>(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____</p>
<p>8. Have you made any billing related complaints in last 12 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 10 (a))</p>
<p>9. How satisfied are you with the process of resolution of billing complaints?</p>	<p><input type="checkbox"/> 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>(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</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
(Ask only if yes in Q32) 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? (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
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>(Ask this question only if 1 OR 2 is coded in Q.39)</p> <p>40. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</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 → (if no go to Q 48)</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 → (if no go to Q 48)</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>(Ask this question only if 1 OR 2 is coded in Q46)</p> <p>47. Please specify the reason(s) for your dissatisfaction(MULTI CODING POSSIBLE)</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>

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

THANK & TERMINATE

Questionnaire - Cellular mobile telephone service

Name: _____ Gender: Male Female

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

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Occupation: Service Business/self employed Student Housewife Retired

Operator: Airtel Vodafone Idea BSNL Area: Rural Urban
 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
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<p>(Ask this question only if 1 OR 2 is coded in Q5(a))</p> <p>5(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)</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>
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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>(Ask this question only if 1 OR 2 is coded in Q7(a))</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 —————▶ (If no, go to Q 10(a))</p>
<p>9. How satisfied are you with the process of resolution of billing complaints?</p>	<p><input type="checkbox"/> 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>(Ask this question only if 1 OR 2 is coded in Q10(a))</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
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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
(Ask this question only if 1 OR 2 is coded in Q26(a))	1. _____	
26(b) Please specify the reason(s) for your dissatisfaction (INTERVIEWER TO ASK REASONS FOR DISSATISFACTION, RECORD THE VERBATIM)	2. _____	
	3. _____	

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1)	<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 (If no, go to Q 32)
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
{Ask only if yes in Q32} 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
{Ask only if answered yes in Q 33 (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? (INTERVIEWER TO RECORD VERBATIM RESPONSE IN THE SPACE PROVIDED)	_____ _____ _____

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
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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? (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
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
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
(Ask this question only if 1 OR 2 is coded in Q.39) 40. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<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 —————> (if no go to Q 48)
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
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<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
(Q52 to Q54 are for prepaid customers only)	
52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 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)
For new customers only(Subscribed in last 6 months) 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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payment?	<input type="checkbox"/> 9 Not applicable
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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
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)
6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 8(a))
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 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
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b) Please specify the reason(s) for your dissatisfaction (MULTI CODING POSSIBLE)	<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
(Ask this question only if 1 OR 2 is coded	<input type="checkbox"/> 1 charges not as per tariff plan subscribed

<p>in Q9(a))</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>
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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>(Ask if response to Q17 is Frequently/Very Frequently)</p> <p>18. What was the broadband connection problem faced by you in last twelve months related to, please specify(MULTI CODING POSSIBLE)</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
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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>(Ask this question only if 1 OR 2 is coded in Q.29)</p> <p>30. Please specify the reason(s) for your dissatisfaction</p> <p>(MULTI CODING POSSIBLE)</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>(Ask this question only if 1 OR 2 is coded in Q36)</p> <p>37. Please specify the reason(s) for your dissatisfaction</p> <p>(MULTI CODING POSSIBLE)</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>(Q42 to Q44 are for prepaid customers only)</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>For new customers only(Subscribed in last 6 months)</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>

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