

Telecom Regulatory Authority of India

FINAL REPORT

(Madhya Pradesh Circle (including Chattisgarh))



Assessment of

Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and Customer Perception of Service

A MARKET PULSE RESEARCH REPORT

MARKET PULSE

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a large number of complaints from the telecom consumers relating to the telecom services provided by the service providers. In this regard, TRAI had passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (2005), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic telephone, cellular mobile and broadband service, so that they provide better service to their customers.

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

Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and Customer Perception of Service through Survey

It is planned that for this survey, customers of Basic Telephone Service (Wire-line), Cellular Mobile Telephone Service and Broadband Service will be interviewed to obtain their feedback on various parameters of service.

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

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

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

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

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

With regard to the afore-mentioned survey, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Cellular Mobile (including FWP), Basic Telephone (Wire-line) and Broadband customers, in the Western region of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (Including Chattisgarh).

1. EXECUTIVE SUMMARY

In the Third quarter (1st July to 30th September) of 2008, we have carried out the customer satisfaction survey in Madhya Pradesh circle.

Three basic telephone service providers present in the circle as of date have been covered. Across 37 cities of Madhya Pradesh circle, a sample of 2,439 basic wire-line customers has been covered. Of this sample, 2,434 were postpaid customers and 5 were prepaid customers.

Six cellular mobile telephone service providers present in the circle as of date have been covered. Across 7 cities of Madhya Pradesh circle, a sample of 4,222 cellular mobile phone customers was covered. Of this, 3,468 were prepaid customers and 754 were postpaid customers.

Four broadband service providers present in the circle as of date have been covered. Across various points of presence of the Madhya Pradesh circle, a sample of 2,739 broadband customers was covered. Of this, 2,502 were postpaid customers and 237 were prepaid customers.

The following feedback was obtained from the sample of customers:

- Satisfaction on the Quality of Service parameters as laid down by TRAI, namely...
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help/ customer care service
 - Network performance, reliability and availability
 - Maintainability of the network
 - Supplementary / value added service
 - Services provided by the service provider on an overall basis
- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below. Performance scores mentioned herein, refer to the level of satisfaction computed as per an agreed formula (detailed in the methodology section)

1.1 Basic Telephone Service QoS Survey

Overall Satisfaction with Quality of Service:

- None of the service providers met the benchmark of 95%.
- Level of customer satisfaction for Airtel (64%) was slightly higher as compared to other service providers.
- Satisfaction scores of BSNL and Reliance were in the range of 62 - 63%.

1.1.2 Satisfaction with Provision of Service:

- None of the service providers met the benchmark of 95%.
- Scores of Airtel, BSNL and Reliance were in the range of 65 -66%.

1.1.3 Satisfaction with Billing Performance - Postpaid:

- None of the service providers met the benchmark of 90%.
- Level of customer satisfaction for Airtel (62%) was slightly lower as compared to others.
- Satisfaction scores for BSNL and Reliance were at 64%.

1.1.4 Satisfaction with Billing Performance- Prepaid:

- Reliance performance scores were much lower than the benchmark of 90%.

1.1.5 Experience with Customer Care:

- None of the service providers met the benchmark of 90%.
- Performance of Reliance (59%) was slightly weaker than that of others.
- Airtel (62%) scored slightly higher than other service providers.

1.1.6 Satisfaction with Network Performance, Reliability & Availability:

- None of the service providers met the benchmark of 95%.
- Airtel's (68%) satisfaction score was slightly higher than that of other service providers.
- The satisfaction scores of BSNL and Reliance stood at 65%

1.1.7 Satisfaction with Maintainability:

- None of the service providers met the benchmark of 95%.
- Performances of Airtel (59%) were better than the others.
- Satisfaction score of BSNL (49%) was lower than the others.

1.1.8 Satisfaction with Supplementary Services:

- None of the service providers met the benchmark of 95%.
- Airtel (68%) score was slightly higher on this parameter than that of other service providers.
- Satisfaction scores of BSNL and Reliance were in the range of 66-67%.

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

1.1.9 Awareness of 3 Stage Redressal Mechanism

- 94% of the customers claimed to be aware of the call center while less than 1% were aware of the nodal officer and the appellate authority.

1.1.10 Experience with Call Centre/ Customer Care/ Help-line

- 21% of all basic telephone service customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ Helpline telephone number. A higher proportion of Airtel customers had complained.
- 45% of the customers who had complained said that they had received a docket number for most of their complaints.
- Only 57% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre
- 62% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline. The main reason for dissatisfaction among customers was that the call centre took too much time complaints redressal.
- Only 29% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.

1.1.11 Experience with Nodal Officer

- Less than 1% of all basic telephone service customers said that they were aware about the contact details of the nodal officer. This basic telephone service customer claimed that nodal officer was easily approachable. The nodal officer was not reported to have intimated the decision taken on his complaint.
- The customer who contacted the nodal officer said that he was not satisfied with the redressal of the complaint by the nodal officer. The reason for dissatisfaction with the nodal officer was that nodal officer took a long time for redressal of complaint.

1.1.12 Experience with Appellate Authority

- None of the customers filed an appeal with the appellate authority.

1.1.13 Compliance with regard to other service benchmarks

- 2 out of 5 Reliance customers said that they were aware of the fact that they can get item-wise usage charge details on request.
- 51% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

1.2 Cellular Mobile Service

1.2.1 Overall Satisfaction with Quality of Service:

- None of the service providers met the benchmark of 95%.
- Performance of BSNL (58%) was weaker than others.
- TTSL (64%) performance was better than others.
- Satisfaction scores for Airtel, Reliance, Reliance Tel and Idea were 60 - 62%.

1.2.2 Satisfaction with Provision of Service:

- None of the service providers met the benchmark of 95%.
- Performance of Reliance (71%) was slightly better than the other service providers’.
- Satisfaction scores of Airtel, BSNL, TTSL, Reliance Tel and Idea ranged between 62 - 69%.

1.2.3 Satisfaction with Billing Performance - Postpaid:

- None of the service providers met the benchmark of 90%.
- Performance of Reliance (70%) was slightly better than the other service providers’.
- Satisfaction scores for Airtel, BSNL, TTSL, Reliance Tel and Idea stood at 66 - 69%.

1.2.4 Satisfaction with Billing Performance - Prepaid:

- None of the service providers met the benchmark of 90%.
- Reliance (65%) and Idea (65%) performance was slightly lower than the others.
- The performance of Airtel, BSNL, TTSL and Reliance Tel was in the range of 66 – 67%.

1.2.5 Experience with Help Service:

- None of the service providers met the benchmark of 90%.
- Level of satisfaction for Airtel (64%) was slightly higher than that of others.
- Satisfaction scores for BSNL, Reliance, TTSL, Reliance Tel and Idea ranged between 60-63%.

1.2.6 Satisfaction with Network Performance, Reliability & Availability:

- None of the service providers met the benchmark of 95%.
- BSNL's (62%) and Reliance Tel's (62%) performance was weaker as compared to others.
- Satisfaction scores for Airtel, Reliance and Idea were bunched in the range of 64 - 65% on this parameter.
- TTSL's (66%) performance was higher on this parameter.

1.2.7 Satisfaction with Maintainability:

- None of the service providers met the benchmark of 95%.
- BSNL's (64%) performance was weaker as compared to others.
- Satisfaction scores of Airtel, Reliance, Reliance Tel and Idea were in the range of 65 - 66% on this parameter.
- TTSL's (67%) performance was slightly higher on this parameter.

1.2.8 Satisfaction with Supplementary Services:

- None of the service providers met the benchmark of 95%.
- Reliance Tel's (68%) performance was better than others.
- Satisfaction scores for Airtel, BSNL, Reliance, TTSL and Idea were 63 - 66%

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

1.2.9 Awareness of 3 Stage Redressal Mechanism

- Only 5% of all cellular mobile customers were aware about the 3 stage grievances redressal mechanism. 96% of the customers claimed to be aware of the call center while only 5% were aware of the Nodal officer and less than 1% were aware about the appellate authority.

1.2.10 Experience with Call Centre/ Customer Care/ Help-line Number

- Almost 18% of all cellular mobile customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ help-line telephone number.
- 7% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints even on request while 23% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.
- 76% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The main reasons for dissatisfaction with customer care were: (i) the customer care executives were not equipped with adequate information and (ii) they took time in complaints redressal.
- Only 54% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

1.2.11 Experience with Nodal Officer

- Only 8% (1 out of 12) cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.
- The customer who approached the Nodal Officer reported that they were able to approach the nodal officer easily. The customer stated that the nodal officer intimated the decision taken on his complaints. However, they were satisfied with the redressal of the complaint by the nodal officer.

1.2.12 Experience with Appellate Authority

- 6 out of 4,222 cellular mobile customers were aware of the contact details of appellate authority. 1 out of 4,222 cellular mobile customers appealed to the appellate authority.
- The customer received the acknowledgement receipt from the appellate authority and the appellate authority took the decision on the customer appeal.

1.2.12 Compliance with other Service Benchmarks

- Only 8% of the cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. 9% of these customers said that they were denied item-wise usage charge details. 6% of the prepaid customers who had asked for item-wise charges said that technical reason was given for denying their request while 49% said that no reasons were quoted.
- 41% of the new customers had got the Manual of Practice. 54% of the Reliance Tel customers had got the Manual of Practice.

1.3 Broadband Service

1.3.1 Overall Satisfaction with Quality of Service:

- None of the service providers met the benchmark of 85%.
- Level of customer satisfaction for Tata was lower than other service providers.
- Satisfaction scores of BSNL, Airtel, and Reliance were between 59 - 61%

1.3.2 Satisfaction with Provision of Service:

- None of the service providers met the benchmark of 90%.
- Customer satisfaction for Airtel (67%) was slightly higher than others on this parameter.
- Customer satisfaction for Tata (64%) was slightly lower than others.
- Satisfaction scores for BSNL and Reliance stood at 65%.

1.3.3 Satisfaction with Billing Performance - Postpaid:

- None of the service providers met the benchmark of 90%.
- Performance scores of the service providers stood at 63 – 65%.
- On this parameter, performance of Airtel and BSNL stood at 65%.
- Tata scores were slightly lower on account of billing.

1.3.4 Satisfaction with Billing Performance - Prepaid:

- None of the service providers met the benchmark of 90%.
- Tata's satisfaction score of 60% was lower than other service providers.
- Performance scores of Airtel and Reliance stood at 67%.

1.3.5 Experience with Help Services:

- None of the service providers met the benchmark of 90%.
- Satisfaction scores for Airtel (63%) were higher than the other service providers
- Satisfaction scores for BSNL, Reliance and Tata stood at 55 - 57%.

1.3.6 Satisfaction with Network Performance, Reliability & Availability:

- None of the service providers met the benchmark of 85%.
- Airtel (62%) scored slightly higher than the other service providers.
- Tata (58%) performance was lower on this parameter.
- Satisfaction scores for BSNL and Reliance stood at 61% on this parameter

1.3.7 Satisfaction with Maintainability:

- None of the service providers met the benchmark of 85%.
- Performance of all service providers was significantly below par.

1.3.8 Satisfaction with Supplementary Services:

- None of the service providers met the benchmark of 85%.
- All service providers scored in the range of 65 – 66% with respect to supplementary services.

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

1.3.9 Awareness of 3 Stage Redressal Mechanism

- All of the broadband customers claimed to be aware of the call center while only 3% were aware of the Nodal officer and 2% were aware of the appellate authority.

1.3.10 Experience with Call Centre/ Customer Care/ Helpline

- 38% of all broadband customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Help-line telephone number.
- 4% of all broadband customers who had complained said that they did not receive docket numbers even on request. Almost 70% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. 26% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.
- Only 54% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was lower among BSNL customers but significantly higher for Airtel.
- The main reason for dissatisfaction with customer care was the time taken to redress complaints. Ease of accessibility was also cited as a reason for dissatisfaction
- Only 27% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint. BSNL customers were less satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

1.3.11 Experience with Nodal Officer

- None of the broadband customers said that they were aware of the contact details of the Nodal Officer.

1.3.12 Experience with Appellate Authority

- None of the broadband customers said that they were aware of the contact details of the Appellate Authority.

1.3.13 Compliance with other Service Benchmarks

- Only 6% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request. However, lesser proportion of Reliance customers was aware about this.

- Only 21% of the new customers claimed to have got the Manual of Practice.

2 SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (2005), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic telephone, cellular mobile and broadband service, so service providers provide better services to their customers. To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Cellular (including FWP), Basic Wireline and Broadband customers, in the Western region of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (Including Chattisgarh).

The current report presents the findings of the survey for Madhya Pradesh circle.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

1. To measure the level of satisfaction among customers with respect to:
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help/ customer care service
 - Network performance, reliability and availability
 - Maintainability of the network
 - Supplementary / value added service
 - Services provided by the service provider on an overall basis

2. To measure the awareness among customers with respect to the grievance redressal mechanism set up by service providers based on the regulations laid down by TRAI.

2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.

- In the survey of basic telephone service and cellular mobile service customers, 75% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.

- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.

- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and upto 50% through a web-based survey. We used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey.

2.4 Coverage of the Survey

In the Third quarter (1st July to 30th September, 2008), we conducted the Customer Satisfaction Survey (CSS) in Madhya Pradesh circle. The following service providers have been covered in the Madhya Pradesh circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Reliance Communications (Referred as Reliance in the report)

Note: Tata Teleservices Limited was not present in the Madhya Pradesh circle at the time of survey.

2.4.2 Cellular (including FWP) Service

1. Idea Cellular Limited (Referred as Idea in the report)
2. Reliance Telecom Limited (Referred as Reliance Tel in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Bharti Airtel Limited (Referred as Airtel in the report)
5. Reliance Communications (Referred as Reliance in the report)
6. Tata Teleservices Limited (Referred as TTSL in the report)

2.4.3 Broadband Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Tata Communications (Referred as Tata in the report)
4. Reliance Communications (Referred as Reliance in the report)

Note: We have not covered Satyam Infoway Limited, You India Private Limited and Hathway Datacom Private Limited as they had very few subscribers base or they were not present in the Madhya Pradesh circle.

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
Madhya Pradesh and Chattisgarh	Betul, Ghoradongri, Bhopal, Sehore, Chhatarpur, Chhindwara, Guna, Dewas, Dhar, Gwalior, Dabra, Indore, Mhow, Hoshangabad, Jabalpur, Sihora, Khandwa, Burhanpur, Khargone, Mandsaur, Morena, Ratlam, Rewa, Sagar, Satna, Vindhyanagar, Ambah, Shajapur, Shujalpur, Ujjain, Barnagar, Bilaspur, Janjgir, Kathghora, Korba, Kota, Dhamda, Durg, Patan, Bagbahera, Bhatapara, Dhamtari, Raipur Jagdalpur Raigarh and Ambikapur

Note: For the Customer satisfaction Survey (CSS) we also contacted the Consumer Organizations/NGO registered with TRAI.

2.6 Respondent Profile

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

2.6.1 Individual/ Household users

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

2.6.2 Commercial users

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

2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified in Mumbai for this survey. Random sampling was done in the selected areas to select the respondents.

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

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

BSNL: In the Madhya Pradesh and Chattisgarh, there are 3311 exchanges and there are 361 SDCAs. 5% of these exchanges can be approximated to 167 exchanges and 10% of these SDCAs are 37 SDCAs. We have covered 167 exchanges and 37 SDCAs across 19 telecom districts, where the total no. of exchanges (Urban & Rural) are 80 or more than 80.

Airtel: We have covered Bhopal, Gwalior, Indore Jabalpur and Raipur in this circle.

Reliance: We have covered Betul, Bhopal, Dhar, Indore and Raipur in this circle..

For basic wire-line service survey, both residential and commercial areas were covered. In case of private operators, the sample was covered only in the urban areas.

Service Providers	Cities Covered	Sample Size
BSNL (Madhya Pradesh & Chattisgarh)	37	1200
Airtel	5	600
Reliance	5	570
Total		2370

Geographical Coverage	Cities Covered
Madhya Pradesh and Chattisgarh	Betul, Ghoradongri, Bhopal, Sehore, Chhatarpur, Chhindwara, Dewas, Dhar, Gwalior, Dabra, Indore, Mhow, Hoshangabad, Jabalpur, Sihora, Khandwa, Burhanpur, Khargone, Mandsaur, Morena, Ambah, Shajapur, Shujalpur, Ujjain, Barnagar, Bilaspur, Janjgir, Kathghora, Korba, Kota, Dhamda, Durg, Patan, Bagbahera, Bhatapara, Dhamtari and Raipur

2.7.2 Cellular Mobile Telephone Service (including FWP): 5% of the total sample comprised FWP customers. For post-paid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

The sample for cellular mobile telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

In all there, are 68 district headquarters in Madhya Pradesh and Chattisgarh. We have selected 7 district headquarters on the basis of their geographical spread namely Bhopal (Central), Gwalior (North), Indore (West), Ujjain (West), Jabalpur (Central), Bilaspur (East) and Raipur (East). Urban areas falling within 20 Km radius of the district headquarters were covered.

Service Providers	Cities Covered	Sample Size
Idea	7	600
Reliance Tel	7	600
BSNL (Madhya Pradesh & Chattisgarh)	7	1200
Airtel	7	600
Reliance	7	600
TTSL	7	600
Total		4200

Geographical Coverage	Cities Covered
Madhya Pradesh and Chattisgarh	Bhopal, Gwalior, Indore, Jabalpur, Ujjain, Raipur and Bilaspur

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

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

BSNL: There are 1879 exchanges Madhya Pradesh and Chattisgarh (where their broadband service is available) spread across 40 BSNL telecom districts; thus, we covered 10% of these exchanges i.e. 189 exchanges across 28 cities.

Airtel: Bharti Airtel reported presence in 38 cities. We have covered 6 cities namely Bhopal, Gwalior, Indore, Jabalpur, Bilaspur and Raipur.

Tata: They have 2 POPs in Bhopal and Indore, which we have covered.

Reliance: Reliance reported presence in 16 cities. We have covered Bhopal and Indore.

Service Providers	Cities Covered	Sample Size
BSNL (Madhya Pradesh & Chattisgarh)	28	600
Airtel	6	600
Tata	2	600
Reliance	2	600
Total		2400

Geographical Coverage	Areas Covered
Madhya Pradesh and Chattisgarh	Betul, Bhopal, Chhatarpur, Chhindwara, Dewas, Guna, Gwalior, Hoshangabad, Indore, Mhow, Jabalpur, Khandwa, Khargone, Mandsaur, Morena, Ratlam, Rewa, Sagar, Satna Vindhyanagar, Ujjain, Bilaspur, Korba, Durg, Raipur, Jagdalpur, Raigarh and Ambikapur

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Telephone Service (Wire-line)

For customer satisfaction survey of Basic Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone. For rural, customers face-to-face interviews were done.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	458	153	611
BSNL	944	314	1258
Reliance	428	142	570
Total	1,830	609	2,439

2.8.2 Cellular Mobile Service

For customer satisfaction survey of Cellular Mobile Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	450	150	600
BSNL	900	300	1200
Reliance	450	150	600
TTSL	467	155	622
Reliance Tel	450	150	600
Idea	450	150	600
Total	3,167	1,055	4,222

2.8.3 Broadband Service

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

Service Providers	Face to Face (50%)	Internet (50%)	Sample Size Covered
BSNL	429	428	857
Tata	316	316	632
Airtel	310	310	620
Reliance	315	315	630
Total	1,370	1,369	2,739

2.9 Customer Profile by Payment Mode Used

2.9.1 Basic Telephone Service (Wire-line)

A total of 3 basic telephone service providers present in the circle as of date have been covered. Across 37 cities of the Madhya Pradesh circle, 2,439 basic telephone service (Wire-line) customers were covered. Of this sample, 2,434 were postpaid customers and 5 were prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	0	611	611
BSNL	0	1,258	1,258
Reliance	5	565	570
Total	5	2,434	2,439

2.9.2 Cellular Mobile Service

A total of 6 cellular mobile telephone service providers present in the circle as of date have been covered. Across 7 cities of the Madhya Pradesh circle, 4,222 cellular mobile service customers were covered. Of this sample, 3,468 were prepaid customers and 754 were postpaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	548	52	600
BSNL	853	347	1,200
Reliance	446	154	600
TTSL	503	97	600
Reliance Tel	542	58	600
Idea	576	46	622
Total	3,468	754	4,222

2.9.3 Broadband Service

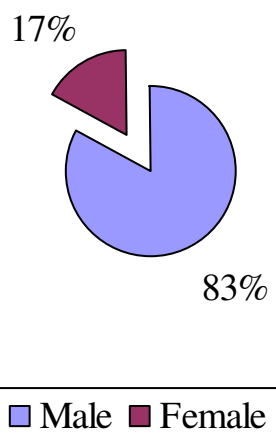
A total of 4 broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the Madhya Pradesh circle, 2,739 broadband service customers were covered. Of this total sample, 2,502 were postpaid customers and 237 were prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
BSNL	0	857	857
Tata	216	416	632
Airtel	8	612	620
Reliance	13	617	630
Total	237	2502	2,739

2.10 Demographic Profile

2.10.1 Basic Telephone Service (Wire-line)

2.10.1.1 Gender Profile



2,439 basic telephone service (Wire-line) customers were covered. Of this sample, 2,024 were male and 415 were female customers.

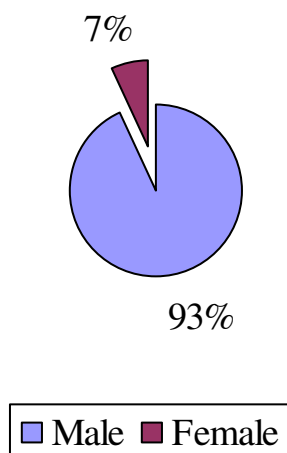
2.10.1.2 Age Profile

Age Group	%
Less than 25 years	13
25 – 60 years	86
More than 60 years	1
Base	2,439

86% of the customers were in the age group of 25 – 60 years while 13% were less than 25 years and 1% was more than 60 years old.

2.11.2 Cellular Mobile Service

2.11.2.1 Gender Profile



4,222 cellular mobile service customers were covered. Of this sample, 3,931 were male and 291 were female customers.

2.11.2.2 Age Profile

Years	%
Less than 25 years	16
25 – 60 years	84
More than 60 years	1
Base	4,222

84% of the customers were in the age group of 25 – 60 years while 16% were less than 25 years and 1% was more than 60 years.

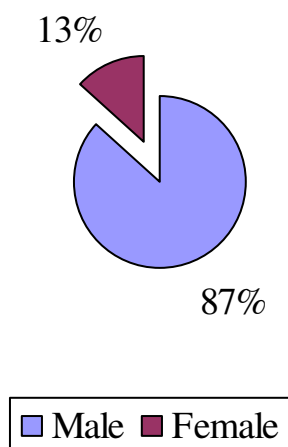
2.11.2.3 Occupation Profile

Occupation	%
Service	26
Businessman/ Self Employed	63
Student	8
Housewife	2
Retired	1
Base	4,222

Out of 4,222 cellular mobile service customers 63% of the customers were businessmen/ self-employed while 26% of them were salaried.

2.12.3 Broadband Service

2.12.3.1 Gender Profile



2,739 broadband service customers were covered. Of this sample, 2,376 were male and 363 were female customers.

2.12.3.2 Age Profile

Years	%
Less than 25 years	19
25 – 60 years	81
More than 60 years	1
Base	2,739

81% of the customers were in the age group of 25 – 60 years while 19% were less than 25 years and 1% was more than 60 years old.

2.13 Questionnaires Development Process

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

The questionnaires developed were for:

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

2.14 Methodology for Calculating Customer Satisfaction as per Customer Perception of Service

To measure the satisfaction across various QoS parameters we used a four-point scale of:

- “Very Satisfied”,
- “Satisfied”,
- “Dissatisfied” and
- “Very Dissatisfied”.

Weights were assigned to all the four responses with “Very Satisfied” being assigned 4 and “Very Dissatisfied” being assigned 1. This was done as per instructions from TRAI.

The overall satisfaction score for each QoS parameter was ascertained using the following formula(s):

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

Where:

$A = (\text{No. of customers who had given a rating of “very satisfied”} * 4 + \text{No. of customers who had given a rating of “satisfied”} * 3 + \text{No. of customers who had given a rating of “dissatisfied”} * 2 + \text{No. of customers who had given a rating of “very dissatisfied”} * 1)$

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

Now, overall weighted satisfaction score is calculated using the formula:

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

This implies that if all the customers are “Very Satisfied”, the operator can get a rating 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%.

2.15 Methodology for Calculating Percentage of Customer Satisfied

To measure the percentage of customer satisfied, we have taken into account the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various parameters of customer perception of service.

2.16 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Telephone, Cellular Mobile and Broadband service.

The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for consumer satisfaction by making known the quality of service that the service providers are required to provide and the user has a right to expect.

All service providers have to follow these benchmarks. The following are the benchmarks laid down by TRAI.

2.16.1 Basic Telephone Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>95%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Customer Care Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary Services	>95%
Overall Customer Satisfaction	>95%

2.16.2 Cellular Mobile Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>95%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Customer Care Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary Services	>95%
Overall Customer Satisfaction	>95%

2.16.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Customer Care Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% Satisfaction with Supplementary Services	>85%
Overall Customer Satisfaction	>85%

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

Basic Telephone Service

Provision of Service (activation/ reactivation)

- Time taken to provide customer with working telephone connection
- Time taken for shifting of telephone, in case customer had sought shifting of telephone in the last 6 months
- Time taken to reactivate service of temporarily suspended connection after payment of bill was made

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage

Help Services

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

Network Performance, Reliability And Availability

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

Maintainability

- Fault repair service

Supplementary Services

- Quality of the supplementary services provided

Services provided by the service provider on an overall basis

Cellular Mobile Service

Provision of Service

- Time taken to activate cellular mobile connection after customer applied and completed all formalities
- Time taken to reactivate service of temporarily suspended connection after payment of bill was made

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage

Help Services

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

Network Performance, Reliability And Availability

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

Maintainability of the Network

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

Supplementary Services

- Quality of the supplementary services provided

Services provided by the service provider on an overall basis

Broadband Service

Provision of Service

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

Billing performance

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

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage

Help Services

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

Network Performance, Reliability and Availability

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

Maintainability of the network

- Restoration of broadband connection

Supplementary / value added service

- Quality of the supplementary services provided

Services provided by the service provider on an overall basis

2.17 Definition of Key Terms Used

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

Basic Telephone Service (Wire-line): It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.

Broadband Service: It means data connection....

(1) which is always on and is able to support interactive services including Internet access.

(2) which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide Broadband service where a multiple of such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.

(3) in which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.

(4) which shall include such service or download speed or features, as may be specified from time to time, by the licensor.

Call Centre: means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the sub-regulation 3 of regulation 1 for redressal of grievances of its consumer by telephone or electronic means or by any other means.

Cellular Mobile Telephone Service: Means....

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

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

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

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

Manual: means the Manual of Practice for handling consumer complaints referred to in regulation 20.

Nodal Officer: means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1.

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

The compliance report has been presented, by using two methods:

- Benchmarking of customer perception on service parameters as per the methodology explained in section 2.14. This methodology has been used to derive the level of customer satisfaction with perception of service for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

- The percentage of customer satisfied on various service parameters was derived by using the methodology explained in section 2.15. According to this methodology the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various parameters of customer perception of service has been taken into account. This methodology has been used to derive the percentage of customer satisfied with perception of service parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Telephone Service

3.1.1 The following table exhibits customer perception of various parameters of service.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
Madhya Pradesh Circle									
Airtel	611	66	62	-	62	68	59	68	64
BSNL	1,258	65	64	-	60	65	54	66	63
Reliance	570	66	64	67	59	65	49	67	62
Overall	2,439	66	63	67	60	66	54	67	63

- None of the service providers in the Madhya Pradesh circle met the benchmarks laid down by TRAI on various parameters.
- Airtel scored higher than other service providers on 5 out of the 7 parameters namely provision of service, help services, network performance, maintainability, supplementary services and on an overall basis.
- Reliance scored highest on provision of service (along with Airtel) and on the billing performance parameters.
- BSNL scored highest on the billing parameters.

3.1.2 The following table shows the proportion of satisfied customers on various service parameters.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Madhya Pradesh Circle									
Airtel	611	92	90	-	86	96	80	100	89
BSNL	1,258	89	90	-	77	91	63	96	86
Reliance	570	98	93	100	77	95	53	100	85
Overall	2,439	93	90	100	80	93	65	97	86

- On an overall basis, 86% of the basic telephone service customers were satisfied with their service providers.
- Airtel’s performance was better than the other service providers on help services, network performance, maintainability, supplementary services and on an overall basis.
- Reliance’s performance on provision of service and billing performance (postpaid) was better than that of other service providers.

3.1.3 The following table shows the percentage of customers who got a working connection within 7 days.

Service Providers	Base	% of customers who got a working telephone connection within 7 days
		Benchmark: 7 days
Madhya Pradesh Circle		
Airtel	24	62.5
BSNL	71	62.0
Reliance	256	88.7
Overall	351	81.5

- 82% of all the customers got their working telephone connection within 7 days. Reliance was quicker in providing working telephone connections to a larger proportion of their new customers than other service providers while.

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

Service Providers	Base	% of customers who reported fault repair to be within 3 days
		Benchmark: Within 3 days
Madhya Pradesh Circle		
Airtel	96	89.5
BSNL	431	72.6
Reliance	62	67.7
Overall	589	74.9

- 75% of all customers reported that the fault was repaired within 3 days. As compared to other service providers, a larger proportion of Airtel customers reported that their faulty telephone connections were repaired within 3 days.

3.1.5 The following table shows the proportion of customers who reported that their telephone service was terminated within 1 day on request.

Service Providers	Base	% of customers who reported termination time to be 1 day
		Benchmark: Within 1 day
Madhya Pradesh Circle		
Airtel	16	0.0
BSNL	18	16.7
Reliance	20	10.0
Overall	54	9.3

- Only 9.3% of customers reported that their telephone connection was terminated within 1 day of their request. 16.7% of the BSNL customers who got their telephone connection terminated reported that their telephone connection was terminated within the benchmark duration.

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

Service Providers	Base	% of customers whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Within 4 weeks
Madhya Pradesh Circle		
Airtel	40	40.0
BSNL	56	25.0
Reliance	24	26.3
Overall	120	29.16

Only 29% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

3.2 Cellular Mobile Service

3.2.1 The following table exhibits customer perception of various parameters of service.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
Madhya Pradesh Circle									
Airtel	600	69	68	66	64	65	66	65	61
BSNL	1200	62	67	67	62	62	64	66	58
Reliance	600	71	70	65	62	64	66	65	60
TTSL	600	69	68	66	63	66	67	66	64
Reliance Tel	600	67	69	67	61	62	66	68	60
Idea	622	68	66	65	60	64	65	63	62
Overall	4,222	68	68	66	62	63	66	66	61

- None of the service providers met the benchmarks laid down by TRAI on various parameters.
- On an overall basis, TTSL emerged with better score of 64%. Its performance was also better on the network performance and on the maintainability.
- Reliance Tel's performance was better than that of others supplementary services.
- Reliance's performance was better than others' on the provision of service and on the billing performance (postpaid).

3.2.2 The following table shows the proportion of satisfied customers with various parameters of customer perception of service.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Madhya Pradesh Circle									
Airtel	600	98	96	96	88	90	94	95	82
BSNL	1200	78	93	97	85	83	89	96	73
Reliance	600	96	93	93	79	87	92	92	78
TTSL	600	96	92	93	85	93	95	97	86
Reliance Tel	600	94	88	94	81	82	92	95	76
Idea	622	95	91	92	77	86	91	89	85
Overall	4,222	93	92	94	82	86	92	94	79

- On an overall basis, 79% of all cellular service customers were satisfied with their service providers.
- The survey reveals a lower proportion of satisfied customers on parameters such as Help Services.
- TTSL registered a higher percentage of satisfied customers than other service providers on 3 out of 7 parameters, namely network performance, maintainability and supplementary services.
- Airtel had a higher percentage of satisfied customers for provision of service, postpaid billing and help services.
- BSNL had a higher percentage of satisfied customers with prepaid billing.

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

Service Providers	Base	% of customer whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Four Weeks
Madhya Pradesh Circle		
Airtel	20	70
BSNL	15	87
Reliance	11	36
TTSL	7	29
Reliance Tel	11	18
Idea	14	50
Overall	78	54

54% of the cellular customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks after they lodged their complaints. The worst performers on this parameter were Reliance Tel and TTSL.

3.3 Broadband Service

3.3.1 The following table exhibits customer perception of various parameters of service.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
Madhya Pradesh Circle									
BSNL	857	65	65	-	57	61	40	66	61
Tata	632	64	63	60	55	58	34	66	54
Airtel	620	67	65	67	63	62	49	65	61
Reliance	630	65	64	67	56	61	40	65	59
Overall	2,739	65	65	61	57	61	38	66	59

- None of the service providers met the benchmarks laid down by TRAI, on various parameters. The scores were particularly low on account of Maintainability.
- However, performance of Airtel was better than other service providers as indicated by highest scores on 6 out of 7 parameters.
- Both Reliance and Tata registered lower scores on overall satisfaction.

3.3.2 The following table shows the proportion of satisfied customers on various service parameters

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Service
			Postpaid	Prepaid					
Madhya Pradesh Circle									
BSNL	857	92	92	-	71	81	23	98	79
Tata	632	89	88	77	66	75	14	97	66
Airtel	620	98	92	100	84	84	46	95	80
Reliance	630	96	93	100	69	84	22	92	79
Overall	2,739	93	91	80	72	81	22	96	76

- All the service providers registered a lower proportion of satisfied customers on account of Maintainability.
- Airtel registered a higher percentage of satisfied customers than other service providers on 5 out of 7 parameters, namely provision of service, prepaid billing, help services, network performance and maintainability.
- BSNL had a higher percentage of satisfied customers with supplementary services.
- Reliance had a higher percentage of satisfied customers with respect to billing performance and on network performance.

3.3.3 The following table shows the proportion of customers who reported getting a working connection with 15 days.

Service Providers	Base	% of customers who claimed to have got a working connection within 15 days
		Benchmark: Within 15 Working Days
Madhya Pradesh Circle		
BSNL	857	92.3
Tata	632	70.7
Airtel	620	97.6
Reliance	630	90.2
Overall	2,739	89.7

89.7% of the customers got their working connection within 15 working days. However, 29% of Tata customers got their working connection after 15 working days.

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

Service Providers	Base	% of customers whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Within 4 weeks
Madhya Pradesh Circle		
BSNL	34	9.8%
Tata	20	27.5%
Airtel	70	36.7%
Reliance	44	32.6%
Overall	362	27.0

Only 27% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. More than 90% of BSNL customers reported that their complaints were not resolved within 4 weeks.

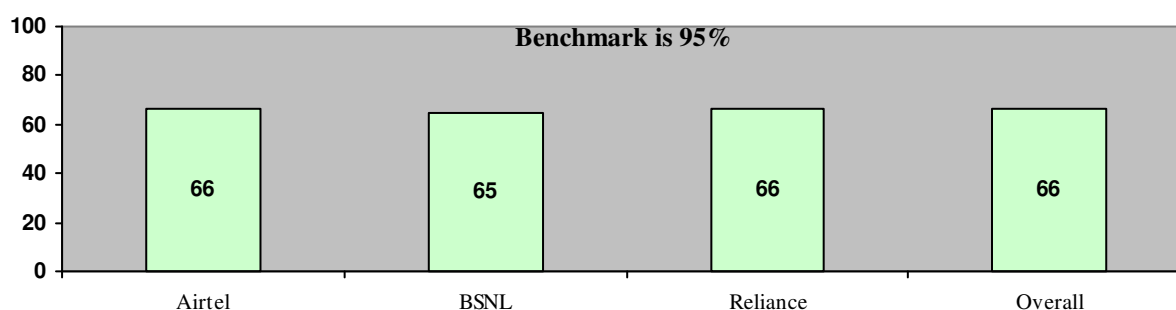
4. DETAILED REPORT

4.1 Basic Telephone Service (Wire-line) – Madhya Pradesh and Chattisgarh Circle

Customer Satisfaction Survey in the Madhya Pradesh Circle was done among customers of 3 Basic Telephone Service providers i.e. Airtel, BSNL and Reliance.

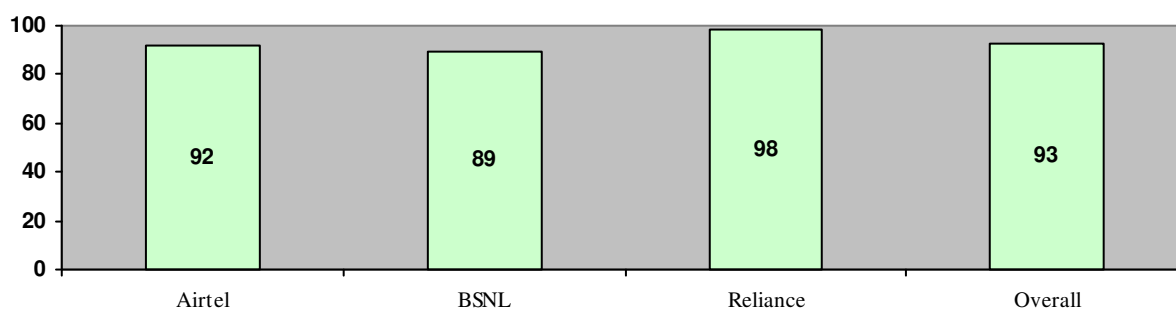
4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following graph shows the level of customer satisfaction with provision of service.



- None of the service providers met the benchmark of 95%.
- Scores of Airtel, BSNL and Reliance were in the range of 65 -66%.

4.1.1.2 The following graph shows the percentage of satisfied customers with provision of service.



- BSNL (89%) had a lower percentage of satisfied customers with respect to provision of service as compared to other service providers.
- Reliance (98%) registered a higher percentage of satisfied customers with provision of service.

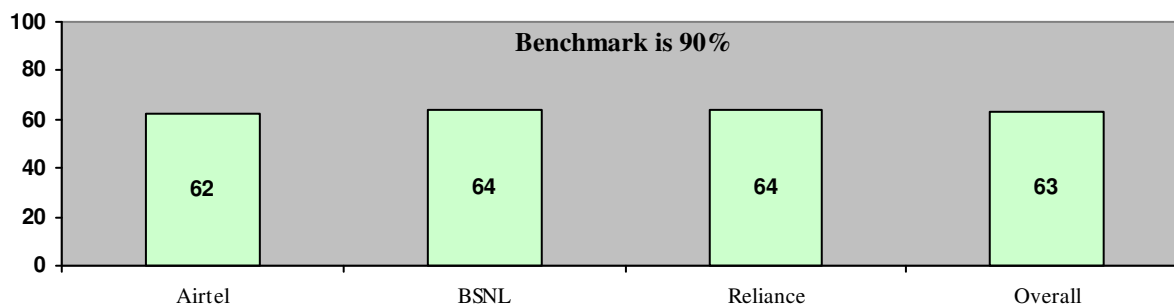
4.1.1.3 The following table shows the percentage of satisfied customers with sub-parameters of provision of service.

Sub Parameters	Base	% Customers satisfied on different sub-parameters of Provision of Service			
		Airtel	BSNL	Reliance	Overall
Time taken to provide them with working telephone connection	351	95.9	90.1	98.5	96.6
Time taken for shifting of telephone , in case customer had sought shifting of telephone in the last 6 months	46	100.0	100.0	100.0	100.0
Time taken to reactivate service of temporarily suspended connection after payment of bill was made	178	87.2	85.3	87.5	86.0

- Most customers were satisfied with the time taken to provide working telephone connection.
- All customers were satisfied with respect to time taken to shift telephones.
- More than 85% of the respondents were satisfied with the time taken to reactivate services temporarily suspended.

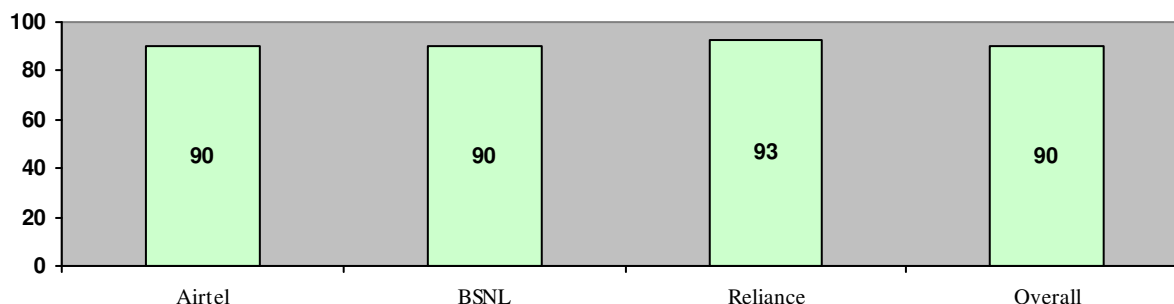
4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1 The following graph shows the level of customer satisfaction with billing performance among postpaid customers.



- None of the service providers met the benchmark of 90%.
- Level of customer satisfaction for Airtel (62%) was slightly lower as compared to others.
- Satisfaction scores for BSNL and Reliance were at 64%.

4.1.2.2 The following graph the proportion of satisfied customers with respect to billing performance among postpaid customers.



- Reliance (93%) had higher percentage of satisfied customers on account of billing performance (postpaid) than others.
- Both Airtel and BSNL had 90% of satisfied customers on account of billing performance (postpaid) than others.

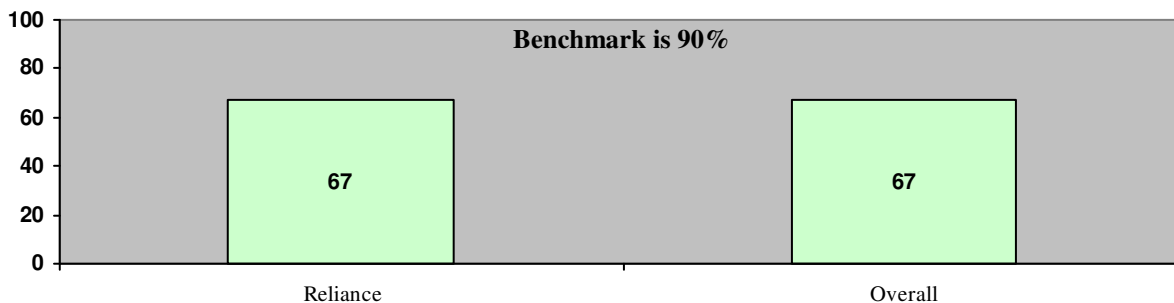
4.1.2.3 The following table shows the percentage of satisfied postpaid customers with different sub-parameters of the billing process.

Sub Parameters	Base	% Postpaid customers satisfied with different sub-parameters of Billing Process			
		Airtel	BSNL	Reliance	Overall
Timely delivery of bills	2,434	95.3	93.4	96.5	94.7
Accuracy of the bills	2,434	89.7	91.8	94.5	91.9
Process of resolution of billing complaints	229	42.6	35.8	12.9	34.5
Clarity of the bills in terms of transparency & understandability	229	75.4	81.8	90.3	81.2

- Most customers were satisfied on account of timely delivery of bills. More than 90% were satisfied with accuracy of bills.
- A substantial proportion of customers of all service providers were dissatisfied with the process of resolution of billing complaints.

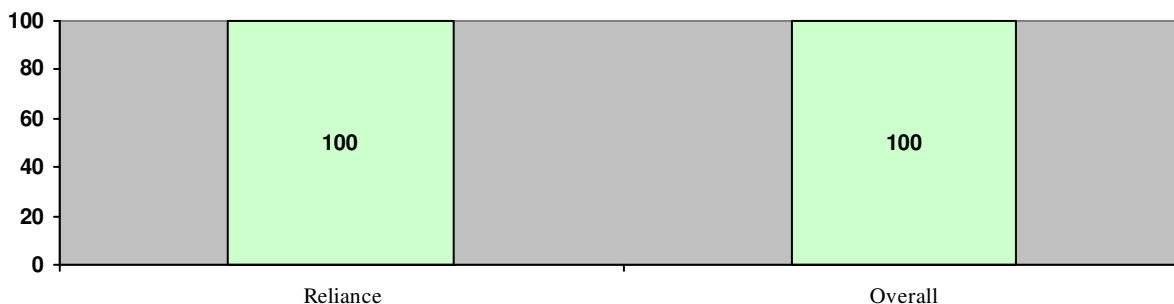
4.1.2b Customer Satisfaction with Billing Performance among Prepaid Customers

4.1.2.1b The following graph shows the level of satisfaction with billing performance among prepaid customers.



- Reliance performance scores were much lower than the benchmark of 90%.

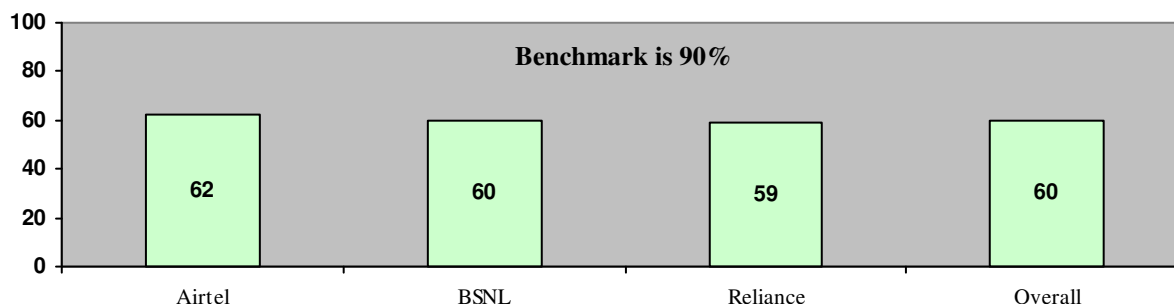
4.1.2.2b The following graph the percentage of satisfied customers with prepaid billing.



- All the prepaid customers of reliance were satisfied with the billing.

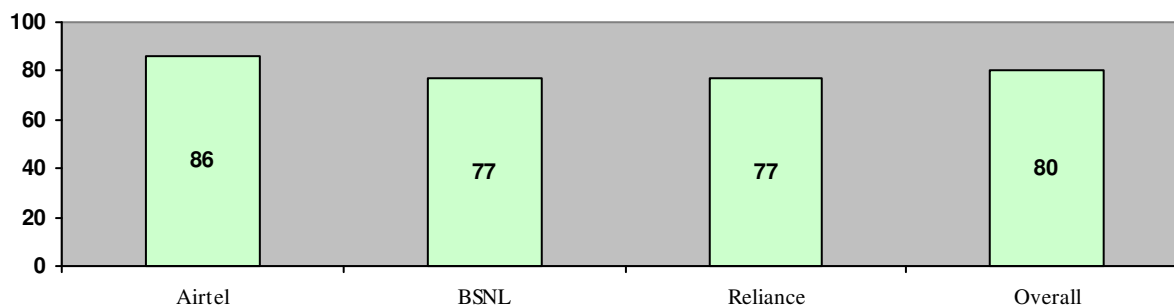
4.1.3 Customer Satisfaction with Help Services

4.1.3.1 The following graph shows the level of customer satisfaction with help services.



- None of the service providers met the benchmark of 90%.
- Performance of Reliance (59%) was slightly weaker than that of others.
- Airtel (62%) scored slightly higher than other service providers.

4.1.3.2 The following graph shows the percentage of customers satisfied with help services.



- Airtel (86%) had a higher percentage of satisfied customers with respect to help services.
- BSNL (77%) and Reliance (77%) registered a lower percentage of satisfied customers on account of help services.

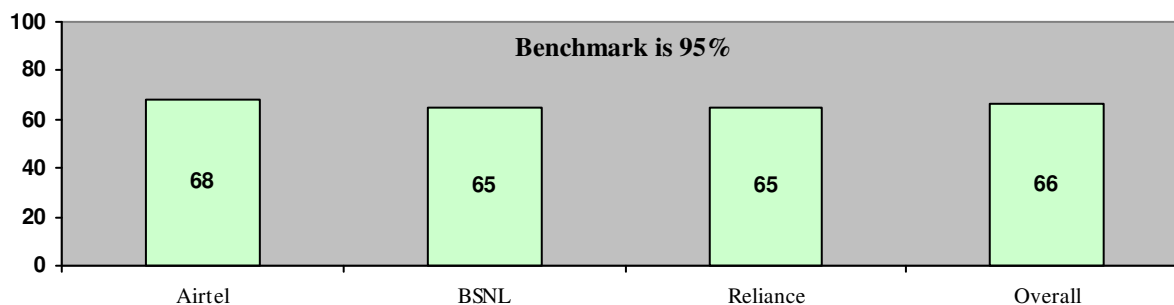
4.1.3.3 The following table shows the percentage of customers satisfied with sub-parameters of help services.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Help Services			
		Airtel	BSNL	Reliance	Overall
Ease of access of call centre/customer care or helpline	1,099	85.9	82.2	83.3	83.6
Response time taken to answer your call by a customer care executive	1,099	91.2	84.3	82.0	85.8
Problem solving ability of the customer care executive(s)	1,099	84.4	72.2	71.0	75.6
Time taken by call centre/customer care /helpline to resolve your complaint	1,099	83.5	70.5	70.3	74.4

- BSNL and Reliance customers were less satisfied with ease of access of call centre/ customer care, response time of customer care executive to answer their calls, problem solving ability of the customer care executive and with the time taken by customer care to resolve the customer's complaints.
- Airtel registered a higher proportion of satisfied customers on different elements of Help Services.

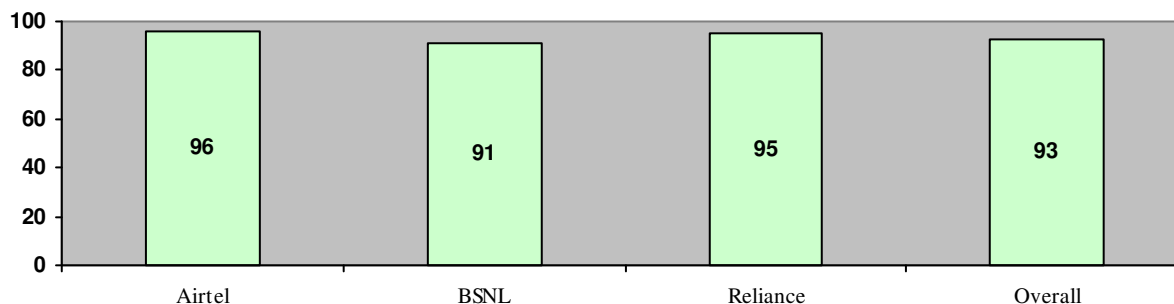
4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following graph shows the level of customer satisfaction with network performance, reliability & availability.



- None of the service providers met the benchmark of 95%.
- Airtel's (68%) satisfaction score was slightly higher than that of other service providers.
- The satisfaction scores of BSNL and Reliance stood at 65%.

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



- Airtel (96%) and Reliance (95%) had higher percentage of satisfied customers.

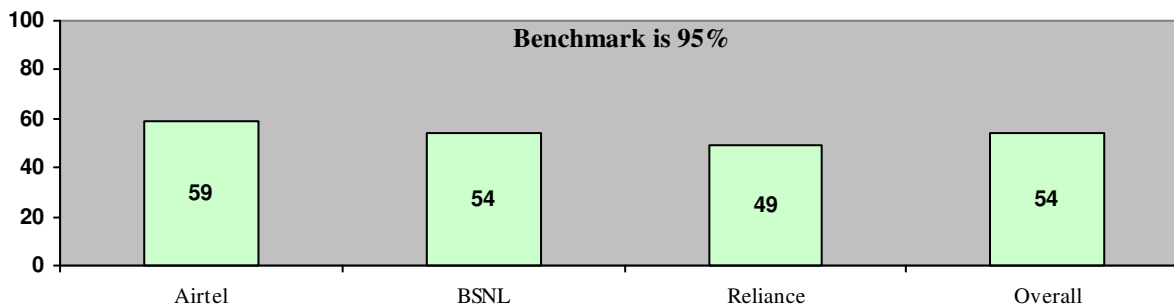
4.1.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability & Availability			
		Airtel	BSNL	Reliance	Overall
Availability of working telephone (dial tone)	2,439	97.2	93.1	94.6	94.5
Ability to make or receive calls easily	2,439	96.9	92.9	95.8	94.5
Voice quality	2,439	94.9	86.6	94.3	90.4

- Airtel and Reliance customers were satisfied with availability of working telephone, ability to make or receive calls and with voice quality.
- BSNL customers were less satisfied with the voice quality.

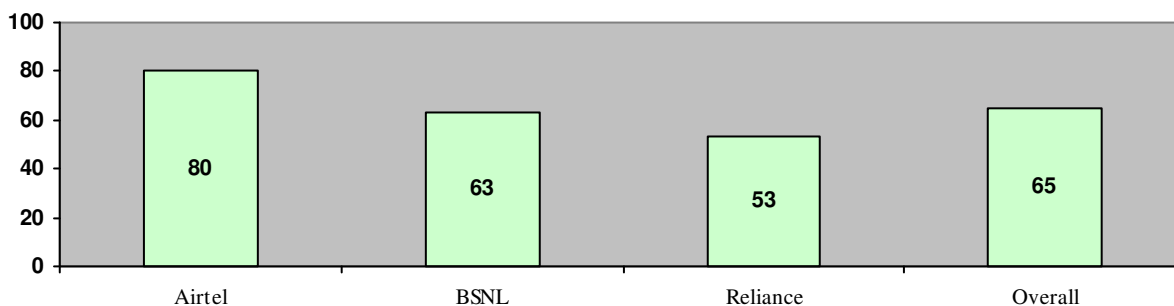
4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following graph shows the level of customer satisfaction with maintainability.



- None of the service providers met the benchmark of 95%.
- Performances of Airtel (59%) were better than the others.
- Satisfaction score of BSNL (49%) was lower than the others.

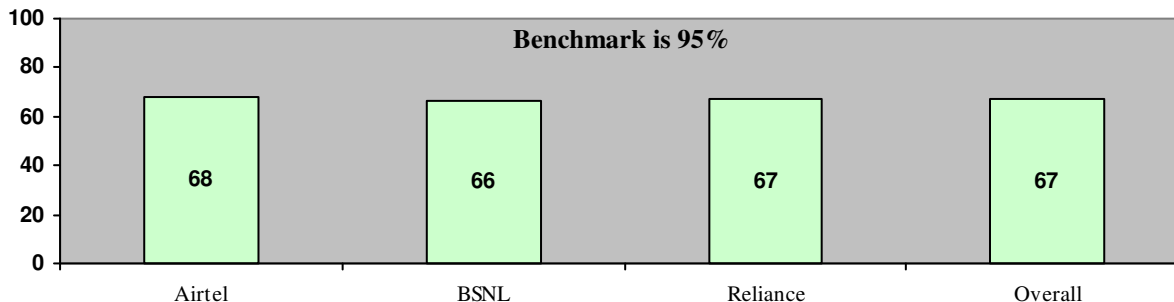
4.1.5.2 The following graph shows the percentage of customers satisfied with maintainability.



- Airtel (80%) had a significantly higher percentage of satisfied customers on account of maintainability than other service providers.
- Reliance (53%) and BSNL (63%) registered lower percentage of satisfied customers with respect to maintainability.

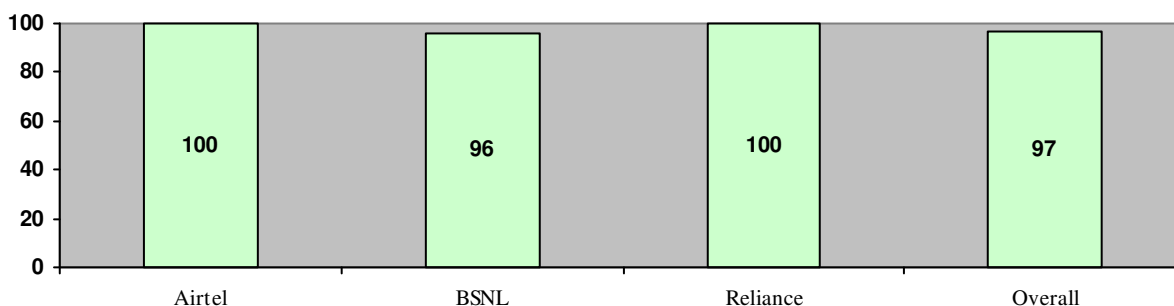
4.1.6 Customer Satisfaction with Supplementary Services

4.1.6.1 The following graph shows the level of customer satisfaction with supplementary services.



- None of the service providers met the benchmark of 95%.
- Airtel (68%) score was slightly higher on this parameter than that of other service providers.
- Satisfaction scores of BSNL and Reliance were in the range of 66-67%.

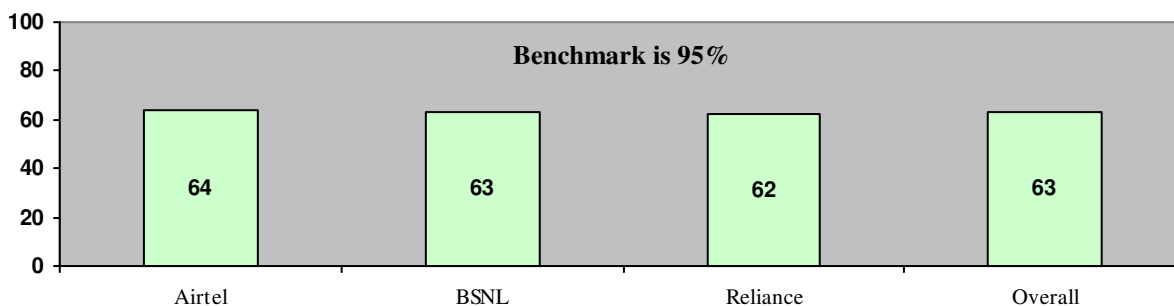
4.1.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



- The proportion of customers satisfied with supplementary services was high at 97% for all the service providers.
- All the Airtel and Reliance customers were satisfied on account of supplementary services.

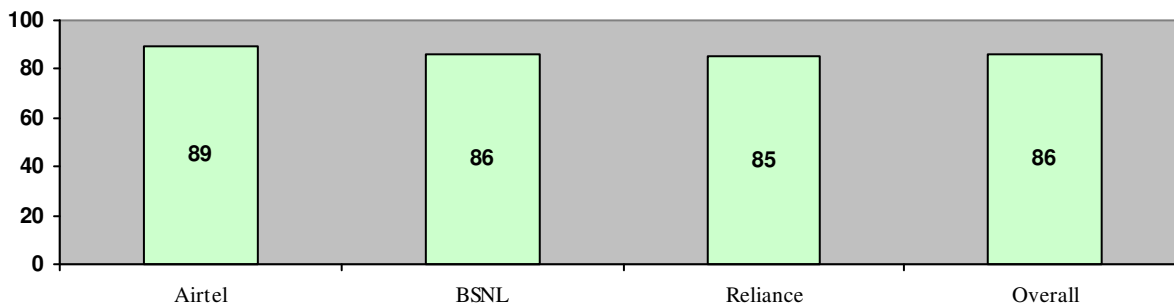
4.1.7 Customer Satisfaction with Overall Service

4.1.7.1 The following graph shows the level of customer satisfaction with overall service.



- None of the service providers met the benchmark of 95%.
- Level of customer satisfaction for Airtel (64%) was slightly higher as compared to other service providers.
- Satisfaction scores of BSNL and Reliance were in the range of 62 - 63%.

4.1.7.2 The following graph shows the percentage of customers satisfied with overall service.



- On an overall basis, 86% of the basic telephone customers were satisfied with their service providers.
- Airtel (89%) had a higher percentage of satisfied customers on account of overall service.
- The percentage of satisfied customers for BSNL and Reliance were in the range of 85 - 86%.

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

4.2.1 Awareness about the 3 stage grievance redressal mechanism

Table 4.2.1.1 The following table shows the percentage of customers who were aware about the three stage grievances redressal mechanism.

Service Providers	% of customers aware about the three stage grievances redressal mechanism	Base
Airtel	2.0	611
BSNL	0.8	1,258
Reliance	1.1	570
Overall	1.1	2439

- Only 1% of the basic telephone service customers were aware about the 3 stage grievance redressal mechanism.

Table 4.2.1.2 The following table shows the percentage of customers who were aware of each of the 3 stages

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
Airtel	99.5	0.0	0.0	0.5	611
BSNL	88.6	0.2	0.1	11.4	1,258
Reliance	99.8	0.2	0.2	0.2	570
Overall	93.9	0.1	0.1	6.1	2439

94% of the customers claimed to be aware of the call center while less than 1% were aware of the nodal officer and the appellate authority.

4.2.2 Customer Experience with Call Centre

Table 4.2.2.1 The following table shows the percentage of customers who had complained in the last 6 months to the toll free call centre/customer care/helpline telephone number.

Service Providers	% of customers who have complained in last 6 months to the toll free call centre/customer care/Helpline telephone number	Base
Airtel	24.5	611
BSNL	18.8	1,258
Reliance	21.6	570
Overall	20.9	2,439

- 21% of all basic telephone service customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Helpline telephone number.
- A higher proportion of Airtel customers compared to the other service providers had complained.

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

Service Providers	% Customers			Base
	Who received docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
Airtel	44.7	49.3	6.0	150
BSNL	44.7	48.1	7.2	237
Reliance	45.5	50.4	4.1	123
Overall	44.9	49.0	6.1	510

- 45% of the customers who had complained said that they had received a docket number for most of their complaints.
- 49% of all customers who had complained said that they did not receive docket number for most of their complaints.
- 6% of all customers who had complained said that they did not receive docket number for most of their complaints even on request.

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

Service Providers	% of customers claimed to have been informed about the action taken on their complaint by call centre	Base
Airtel	66.7	150
BSNL	48.1	237
Reliance	61.0	123
Overall	56.7	510

Only 57% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.

Lower proportion (48%) of BSNL customers were informed about the action taken on their complaint by call centre.

4.2.2.4 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service Providers	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	Base
Airtel	72.0	150
BSNL	57.0	237
Reliance	60.1	123
Overall	62.2	510

62% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.

The satisfaction was lower among BSNL and Reliance customers.

4.2.2.5 The following table shows the percentage of customers who cited different reasons for dissatisfaction with the call centre.

Service Providers	Reasons for dissatisfaction						
	Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not able to understand the problems	Others	Base
Airtel	23.8	7.1	7.1	57.1	4.8	0.0	42
BSNL	11.8	17.6	3.9	58.8	1.0	6.9	102
Reliance	10.2	8.2	4.1	67.3	4.1	6.1	49
Overall	14.0	13.0	4.7	60.6	2.6	5.2	193

- The main reason for dissatisfaction among customers was that the call centre took too much time complaints redressal.

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

Service Providers	% of customers whose billing complaint were resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint	Base
Airtel	40.0	40
BSNL	25.0	56
Reliance	20.8	24
Overall	29.2	120

- Only 29% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.
- Lower proportion of Reliance and BSNL customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.2.3 Customer Experience with Nodal Officer

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

Service Providers	% of customers aware about contact details of the nodal officer	Base
Airtel	0.0	611
BSNL	0.2	1,258
Reliance	0.2	570
Overall	0.1	2,439

Less than 1% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

4.2.3.2 Incidence of complaints to the nodal officer

Only 1 basic telephone service customer in our sample claimed to have complained to the nodal officer.

4.2.3.3 Ease of Access of the Nodal Officer

This basic telephone service customer claimed that nodal officer was easily approachable.

4.2.3.4 Incidence of Follow-up on Decision Taken on Complaint

The nodal officer was not reported to have intimated the decision taken on his complaint.

4.2.3.5 Satisfaction with Nodal Officer

The customer who contacted the nodal officer said that he was not satisfied with the redressal of the complaint by the nodal officer.

4.2.3.6 Reasons for dissatisfaction

The reason for dissatisfaction with the nodal officer was that nodal officer took a long time for redressal of complaint.

4.2.4 Customer Experience with Appellate Authority

Table 4.2.4.1_The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers	% of customers aware about the contact details of the Appellate Authority	Base
Airtel	0.0	611
BSNL	0.1	1,258
Reliance	0.2	570
Overall	0.1	2,439

Less than 1% (2 out of 2,439) all basic telephone service customers said that they were aware of the contact details of the Appellate Authority.

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

None of the customers filed an appeal with the appellate authority.

4.2.4.3 Acknowledgement Receipt

Not applicable

4.2.4.4 Decision of Appellate Authority

Not applicable

4.2.5 General Information

Table 4.2.5.1 The following table shows the percentage of customers who were aware that they can get item-wise usage charge details, on request.

Service Providers	% of prepaid customers aware that they can get item-wise usage charge details, on request	Base
Airtel	0.0	0
BSNL	0.0	0
Reliance	40.0	5
Overall	40.0	5

2 out of 5 Reliance customers said that they were aware of the fact that they can get item-wise usage charge details on request.

Table 4.2.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.

Service Providers	% of prepaid customers who have been denied item-wise usage charge details	Base
Airtel	0.0	0
BSNL	0.0	0
Reliance	0.0	0
Overall	0.0	0

None of the customers were denied item-wise usage charge details on request.

Table 4.2.5.3 The following table shows the percentage of reasons for denying item-wise usage charge details.

Service Providers	Reason(s) for denying customers request			
	No reason given	Technical problem	Others	Base
Airtel	0.0	0.0	0.0	0
BSNL	0.0	0.0	0.0	0
Reliance	0.0	0.0	0.0	0
Overall	0.0	0.0	0.0	0

Not applicable

Table 4.2.5.4 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Service Providers	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	Base
Airtel	15.4	13
BSNL	34.1	41
Reliance	57.1	205
Overall	51.4	259

51% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

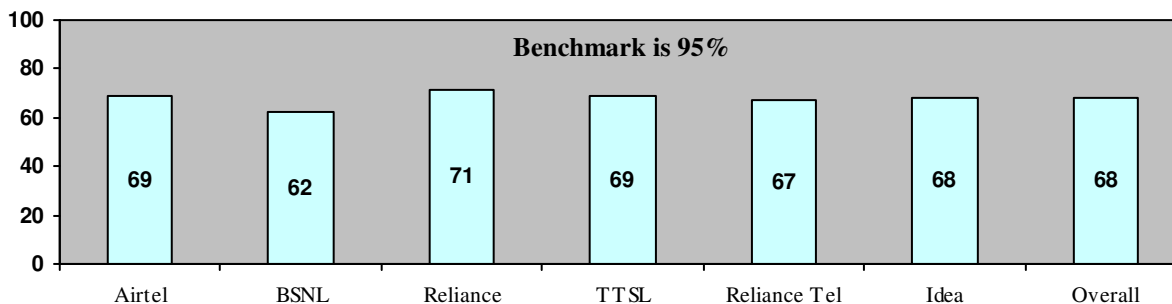
Lower percentage of Airtel (15%) got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

4.3 Cellular Mobile Service – Madhya Pradesh circle

Customer Satisfaction Survey in the Maharashtra circle was done among customers of 6 Cellular Mobile Service providers i.e. Airtel, BSNL, Reliance, TTSL, Reliance Tel and Idea.

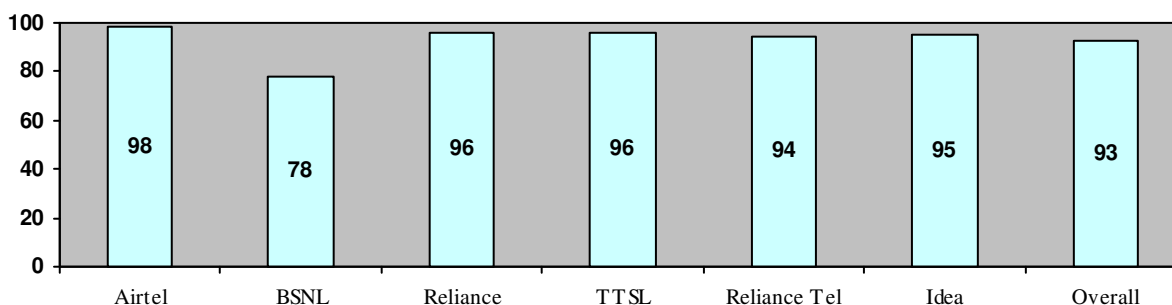
4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following graph shows the satisfaction of customers with provision of service.



- None of the service providers met the benchmark of 95%.
- Performance of Reliance (71%) was slightly better than the other service providers’.
- Satisfaction scores of Airtel, BSNL, TTSL, Reliance Tel and Idea ranged between 62 - 69%.

4.3.1.2 The following graph shows the % of customers satisfied with the provision of service



- 93% of the customers of all service providers were satisfied on account of provision of service.
- 22% of the BSNL customers were not satisfied with the provision of service.

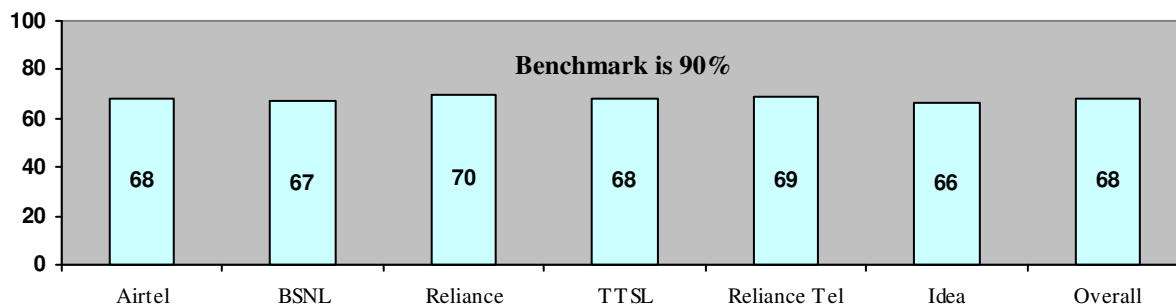
4.3.1.3 The following table shows the percentage of satisfied customers with the provision of service

Sub Parameters	Base	% Customers satisfied with sub-parameters of Provision of Service						
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Overall
Time taken to activate connection, after completion of formalities	777	99	74	100	96	93	96	93
Time taken in reactivating service of temporarily suspended connection after payment was made	151	87	94	90	100	100	90	91

- Most customers were satisfied with the time taken to provide new cellular connections. However, 26% of the BSNL customers were not satisfied with the time taken to provide new cellular connections
- Most customers were satisfied with the time taken to reactivate the connection after the requisite payment was made.

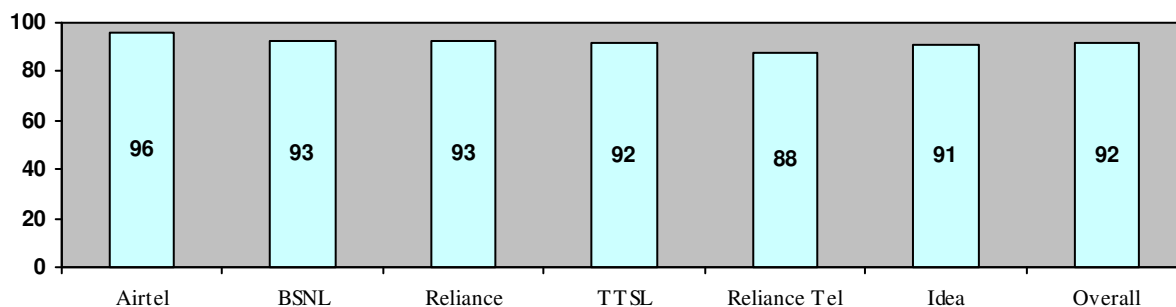
4.3.2a Customer Satisfaction with Billing among Postpaid Customers

4.3.2.1a The following graph shows the satisfaction of postpaid customers with billing process.



- None of the service providers met the benchmark of 90%.
- Performance of Reliance (70%) was slightly better than the other service providers’.
- Satisfaction scores for Airtel, BSNL, TTSL, Reliance Tel and Idea stood at 66 - 69%.

4.3.2.2a The following graph shows the percentage of satisfied postpaid customers with billing process.



- 92% of the customers of all service providers were satisfied with the postpaid billing process.
- 12% of the Reliance Tel customers were not satisfied with the postpaid billing process.

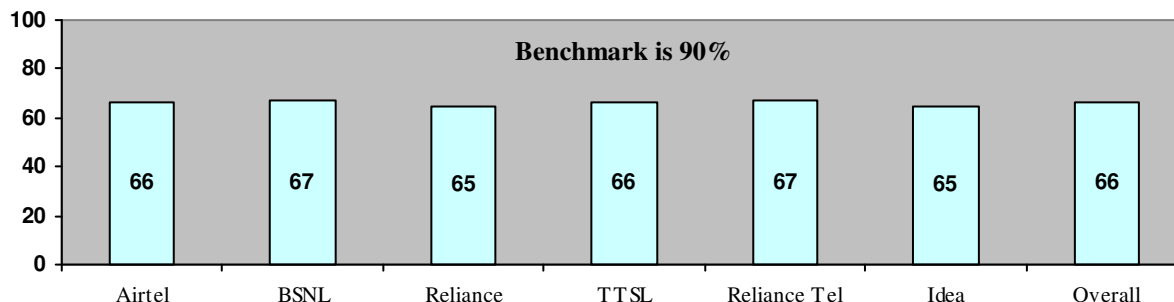
4.3.2.3a The following table shows the percentage of postpaid customers satisfied with billing process.

Sub Parameters	Base	% Postpaid Customers satisfied with sub-parameters of Billing Process						
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Overall
Timely delivery of bills	754	92	90	94	88	83	93	90
Accuracy of the bills	754	100	94	92	92	97	91	94
Process of resolution of billing complaints	62	50	70	62	17	22	50	52
Clarity of the bills in terms of transparency & understandability	754	96	97	99	100	95	94	97

- Reliance Tel and TTSL customers reported lower satisfaction levels on account of timely delivery of bills.
- Satisfaction of postpaid customers with resolution of billing complaints was low for all service providers, with TTSL and Reliance Tel having the poorest scores

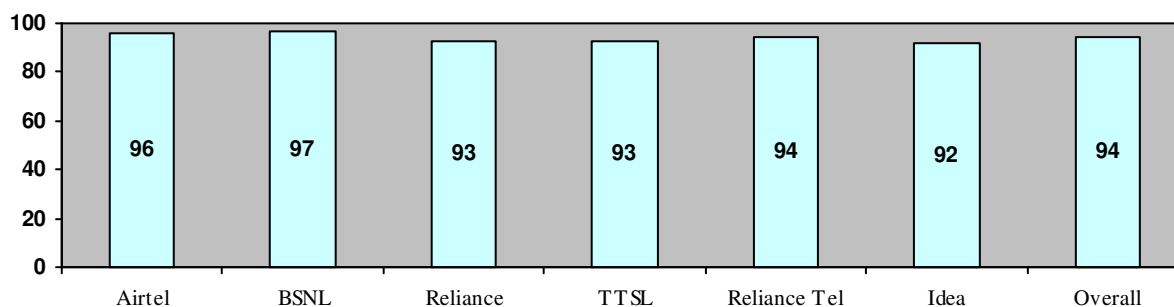
4.3.2b Customer Satisfaction with Billing - Prepaid

4.3.2.1b The following graph shows the satisfaction of prepaid customers with billing.



- None of the service providers met the benchmark of 90%.
- Reliance (65%) and Idea (65%) performance was slightly lower than the others.
- The performance of Airtel, BSNL, TTSL and Reliance Tel was in the range of 66 – 67%.

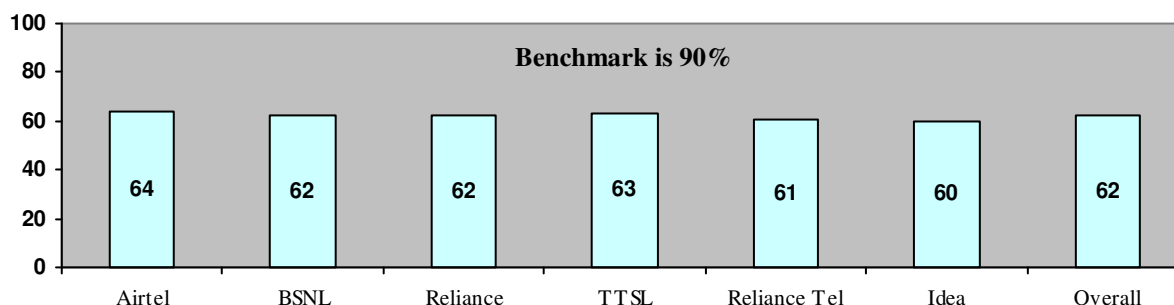
4.3.2.2b The following graph shows the percentage of prepaid customers satisfied with billing.



- On an overall basis, 94% of the prepaid customers were satisfied with billing.
- Idea (92%) performance was slightly lower than others.

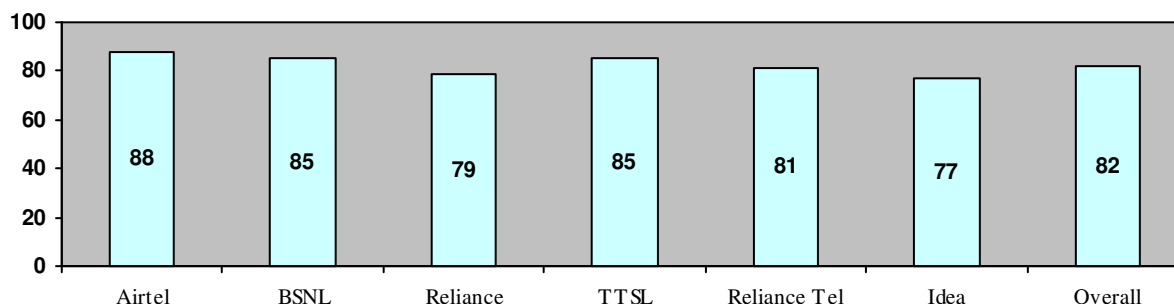
4.3.3 Customer Satisfaction with Help Services

4.3.3.1 The following graph shows the satisfaction of customers with help services.



- None of the service providers met the benchmark of 90%.
- Level of satisfaction for Airtel (64%) was slightly higher than that of others.
- Satisfaction scores for BSNL, Reliance, TTSL, Reliance Tel and Idea ranged between 60-63%.

4.3.3.2 The following graph shows the percentage of customers satisfied with help services.



- 82% of the customers were satisfied with their experience of Help Services.
- Idea (77%) and Reliance (79%) had a lower percentage of satisfied customers on account of help services.
- Airtel (88%), BSNL (85%), TTSL (85%) and Reliance Tel (81%) registered a higher percentage of satisfied customers on account of help services.

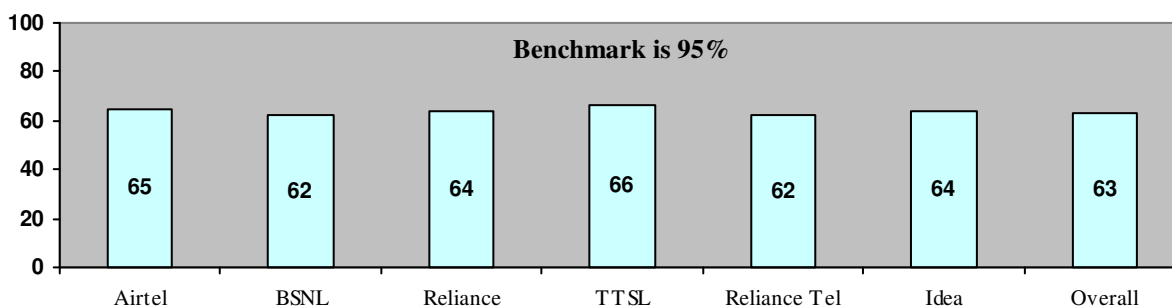
4.3.3.3 The following table shows the percentage of customers satisfied with sub-parameters of Help Services.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Help Services						
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Overall
Ease of access of call centre/customer care or helpline	2,068	88	87	80	87	83	75	83
Response time taken by customer executive to answer customer call	2,068	80	87	81	89	84	82	85
Problem solving ability of the customer care executive(s)	2,068	87	83	77	82	79	76	81
Time taken by call centre/customer care /helpline to resolve your complaint	2,068	86	82	77	81	79	75	80

- Customers of Reliance and Idea were generally less satisfied on all sub-parameters of Help Services.

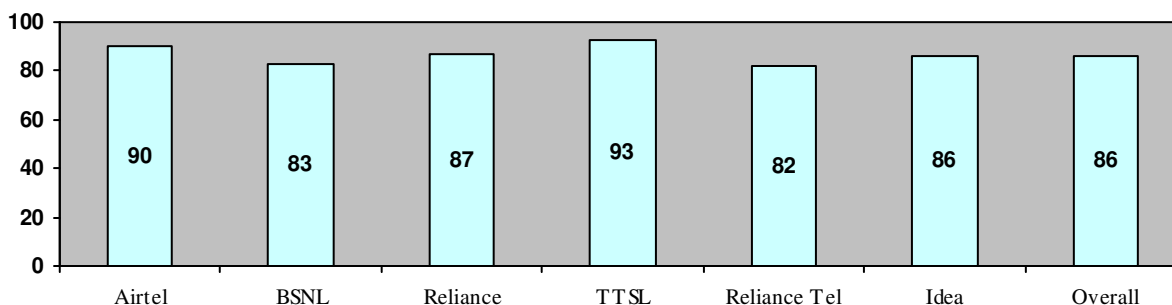
4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.3.4.1 The following graph shows the satisfaction of customers with network performance, reliability & availability.



- None of the service providers met the benchmark of 95%.
- BSNL's (62%) and Reliance Tel's (62%) performance was weaker as compared to others.
- Satisfaction scores for Airtel, Reliance and Idea were bunched in the range of 64 - 65% on this parameter.
- TTSL's (66%) performance was higher on this parameter.

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



- 86% of all customers were satisfied with network performance, reliability and availability.
- TTSL (93%) and Airtel (90%) had a higher percentage of satisfied customers on account of network performance, as compared to Reliance Tel (82%) and BSNL (82%).

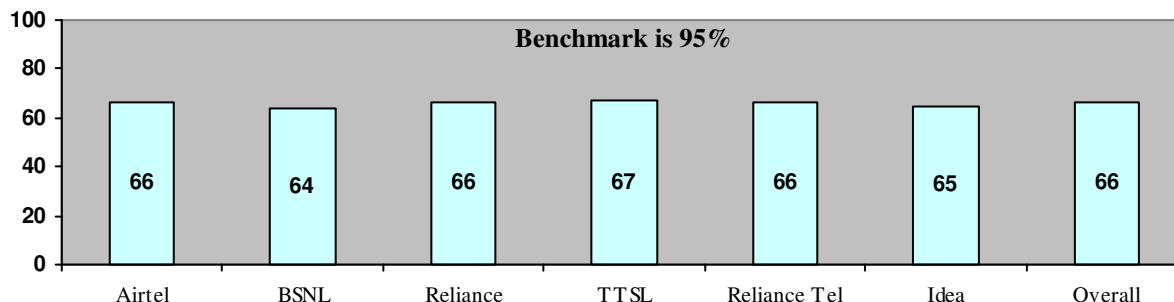
4.3.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability & Availability						
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Overall
Availability of signal of your service provider in your locality	4,222	88	77	86	92	79	86	84
Ability to make or receive calls easily	4,222	91	85	86	94	85	88	88
Voice quality	4,222	91	86	88	93	83	86	87

- Customers of BSNL and Reliance Tel were generally less satisfied with the network performance compared to the other service providers.
- Customers of BSNL and Reliance Tel were particularly dissatisfied with the availability of signal.

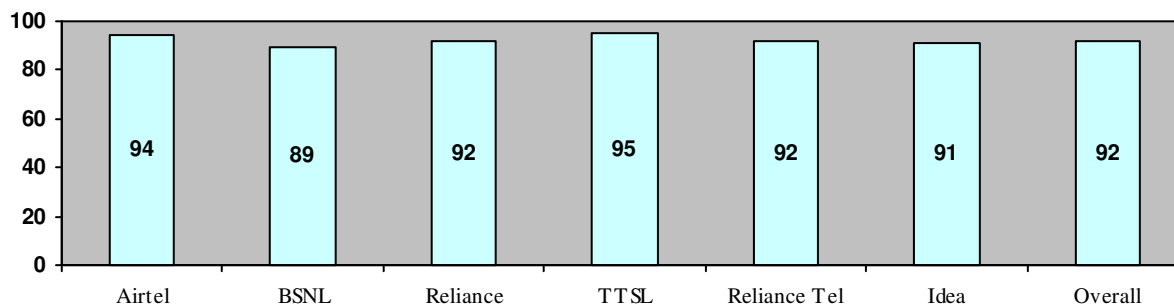
4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following graph shows the satisfaction of customers with maintainability.



- None of the service providers met the benchmark of 95%.
- BSNL's (64%) performance was weaker as compared to others.
- Satisfaction scores of Airtel, Reliance, Reliance Tel and Idea were in the range of 65 - 66% on this parameter.
- TTSL's (67%) performance was slightly higher on this parameter.

4.3.5.2 The following graph shows the percentage of customers satisfied with maintainability.



- TTSL (95%) and Airtel (94%) had a higher percentage of satisfied customers with respect to maintainability.
- BSNL (89%) registered a lower percentage of satisfied customers on this parameter.

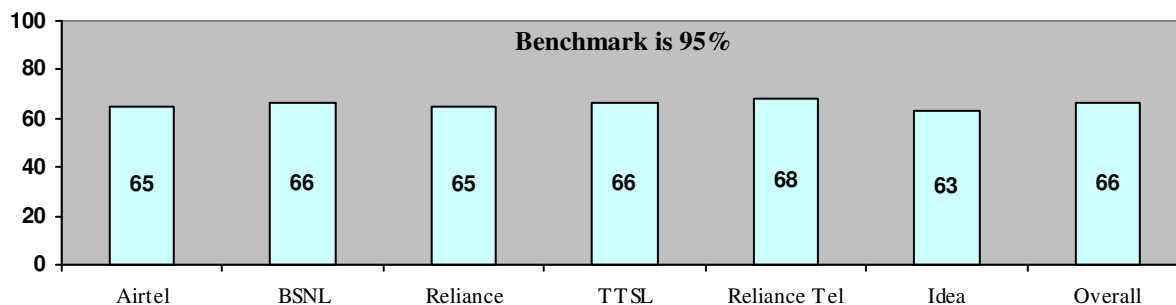
4.3.5.3 The following table shows the percentage of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Maintainability						
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Overall
Availability of network (signal)	4,222	94	90	92	95	92	92	92
Restoration of network (signal) problems	4,222	95	87	92	94	92	89	91

- Lower proportion of BSNL and Reliance Tel were satisfied with restoration of network (signal) problems.

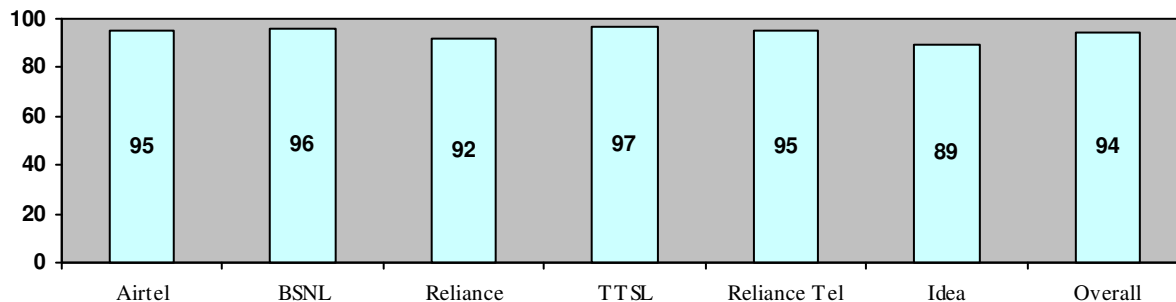
4.3.6 Customer Satisfaction with Supplementary Services

4.3.6.1 The following graph shows the satisfaction of customers with supplementary services.



- None of the service providers met the benchmark of 95%.
- Reliance Tel's (68%) performance was better than others.
- Satisfaction scores for Airtel, BSNL, Reliance, TTSL and Idea were 63 - 66%.

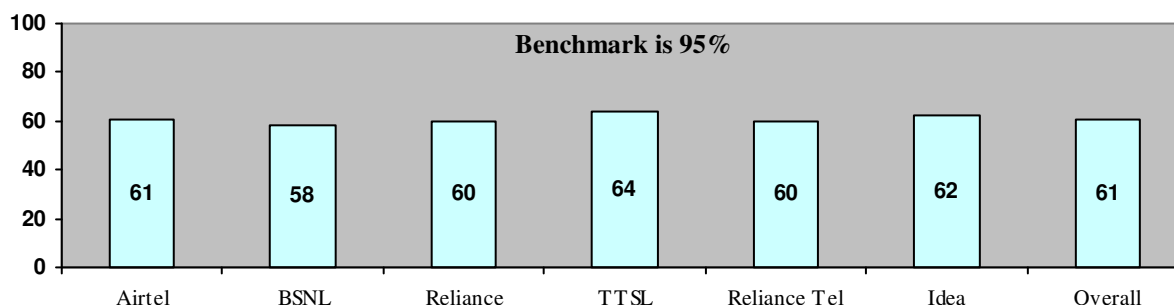
4.3.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



- 94% of all customers were satisfied with supplementary services.
- Idea (89%) customers were less satisfied with supplementary services.

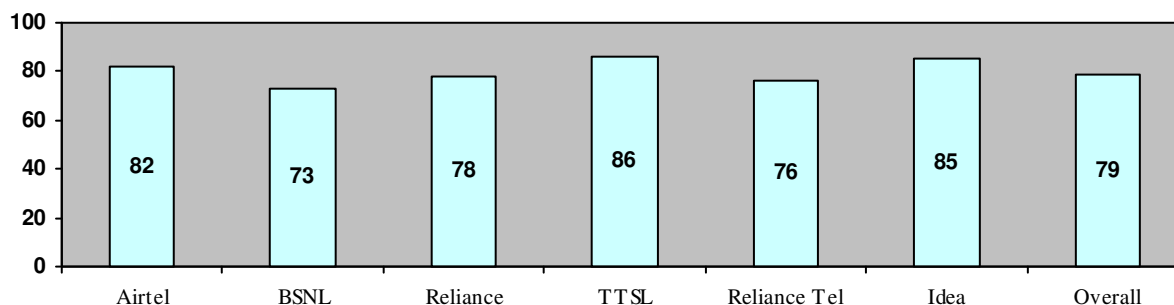
4.3.7 Customer Satisfaction with Overall Service

4.3.7.1 The following graph shows the satisfaction of customers with overall service.



- None of the service providers met the benchmark of 95%.
- Performance of BSNL (58%) was weaker than others.
- TTSL (64%) performance was better than others.
- Satisfaction scores for Airtel, Reliance, Reliance Tel and Idea were 60 - 62%.

4.3.7.2 The following graph shows the percentage of customers satisfied with overall service.



- On an overall basis, 21% of the customers were not satisfied with overall service.
- TTSL (86%) had the highest percentage of satisfied customers with overall service while BSNL (73%) had the lowest.
- The proportion of satisfied customers of Airtel, Reliance, Reliance Tel and Idea were in the range of 76 - 85%.

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

4.4.1 Awareness about the 3 stage grievance redressal mechanism

4.4.1.1 The following table shows the percentage of customers who were aware about the three stage grievance redressal mechanism.

Service Providers	% Customers aware about the three stage grievance redressal mechanism	Base
Airtel	6	600
BSNL	5	1200
Reliance	3	600
TTSL	3	600
Reliance Tel	5	600
Idea	8	622
Overall	5	4,222

Only 5% of all cellular mobile customers were aware about the 3 stage grievances redressal mechanism. A lower percentage of TTSL and Reliance customers were aware of the same.

4.4.1.2 The following table shows the % of customers who were aware of the 3 stages

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
Airtel	96	9	0.2	4	600
BSNL	98	7	0	3	1200
Reliance	96	3	0.2	4	600
TTSL	94	3	0.2	6	600
Reliance Tel	97	2	0	3	600
Idea	95	4	0.5	6	622
Overall	96	5	0.1	4	4,222

96% of the customers claimed to be aware of the call center while only 5% were aware of the Nodal officer and less than 1% were aware about the appellate authority.

4.4.2 Customer Experience with Call Centre

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

Service Providers	% Customers who have complained in last 6 months to the toll free Call Centre/customer care/Help-line telephone number	Base
Airtel	17	600
BSNL	16	1200
Reliance	17	600
TTSL	14	600
Reliance Tel	20	600
Idea	28	622
Overall	18	4,222

Almost 18% of all cellular mobile customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ help-line telephone number. A higher proportion of Idea customers had complained.

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

Service Providers	% Customers...			Base
	Who received docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
Airtel	17	78	5	102
BSNL	10	85	5	193
Reliance	34	56	10	99
TTSL	16	76	8	86
Reliance Tel	23	68	9	120
Idea	37	58	5	174
Overall	23	70	7	774

Only 23% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.

A lower percentage of BSNL customers received docket numbers for their complaints.

70% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints.

7% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints even on request.

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

Service Providers	% of customers informed about the action taken on their complaint by call centre	Base
Airtel	63	102
BSNL	83	193
Reliance	42	99
TTSL	54	86
Reliance Tel	45	120
Idea	48	174
Overall	58	774

58% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.4.2.4 The following table shows the percentage of customers satisfied with the system of resolving complaints by call centre/ customer care/ helpline.

Service Providers	% Customers satisfied with the system of resolving complaints by call centre/ customer care/ helpline	Base
Airtel	85	102
BSNL	92	193
Reliance	69	99
TTSL	73	86
Reliance Tel	60	120
Idea	65	174
Overall	76	774

76% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was higher among BSNL customers.

4.4.2.5 The following table shows the percentage of customers who cited different reasons for dissatisfaction with call centre.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	20	7	68	48	0	7	15
BSNL	33	27	68	20	13	7	15
Reliance	52	19	55	90	19	3	31
TTSL	36	9	55	73	14	9	22
Reliance Tel	30	9	43	59	18	7	44
Idea	56	10	43	38	10	7	61
Overall	42	12	50	55	13	6	188

The main reasons for dissatisfaction with customer care were: (i) the customer care executives were not equipped with adequate information and (ii) they took time in complaints redressal.

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

Service Providers	% of customers whose billing complaint were resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint	Base
Airtel	70	20
BSNL	87	15
Reliance	36	11
TTSL	29	7
Reliance Tel	18	11
Idea	50	14
Overall	54	78

Only 54% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

An even lower proportion of Reliance Tel, TTSL and Reliance customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaints.

4.4.3 Customer Experience with Nodal Officer

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

Service Providers	% of customers aware about contact details of the nodal officer	Base
Airtel	0.5	600
BSNL	0.1	1200
Reliance	0.0	600
TTSL	0.2	600
Reliance Tel	0.2	600
Idea	1.0	622
Overall	0.3	4,222

Less than 1% of the cellular mobile customers were aware of the contact details of the nodal officer.

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

Service Providers	% of customers complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care	Base
Airtel	0	3
BSNL	0	1
Reliance	0	0
TTSL	0	1
Reliance Tel	0	1
Idea	16	6
Overall	8	12

Only 8% (1 out of 12) cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

4.4.3.3 Ease of Access of Nodal Officers

The customer who approached the Nodal Officer reported that they were able to approach the nodal officer easily.

4.4.3.4 Incidence of Decision taken on Complaint

The customer stated that the nodal officer intimated the decision taken on his complaints.

4.4.3.5 Satisfaction with Nodal Officer

The customer was satisfied with the redressal of the complaint by the nodal officer.

4.4.4 Experiences with Appellate Authority

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

Service Providers	% of customers aware about contact details of the appellate authority	Base
Airtel	0.0	600
BSNL	0.0	1200
Reliance	0.0	600
TTSL	0.1	600
Reliance Tel	0.1	600
Idea	1.0	622
Overall	0.2	4,222

6 out of 4,222 cellular mobile customers were aware of the contact details of appellate authority.

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

1 out of 4,222 cellular mobile customers appealed to the appellate authority.

4.4.4.3 Acknowledgement Receipt

The customer received the acknowledgement receipt from the appellate authority.

4.4.4.4 Decision of Appellate Authority

Appellate Authority took the decision on the customer appeal.

4.4.5 General Information

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

Service Providers	% of customers aware that a prepaid customer can get item-wise usage charge details, on request	Base
Airtel	0.4	548
BSNL	0.0	853
Reliance	28.3	446
TTSL	26.0	503
Reliance Tel	0.0	542
Idea	0.5	576
Overall	7.6	3,468

Only 8% of the cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Customers of Reliance and TTSL were more aware about this.

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

Service Providers	% of customers who were denied their request for item-wise usage charge details for their pre-paid connection	Base
Airtel	0.0	2
BSNL	0.0	0
Reliance	11.1	126
TTSL	9.2	131
Reliance Tel	0.0	0
Idea	0.0	3
Overall	9.9	262

9% of these customers said that they were denied item-wise usage charge details.

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

Service Providers	Reason(s) for denying customers request for item-wise usage charges			Base
	No reason given	Technical problem	Others	
Airtel	35.0	10.0	55.0	20
BSNL	39.4	3.0	57.6	33
Reliance	42.9	21.4	35.7	14
TTSL	66.7	0.0	33.3	12
Reliance Tel	80.0	0.0	20.0	10
Idea	55.0	5.0	40.0	20
Overall	48.6	6.4	45.0	109

6% of the prepaid customers who had asked for item-wise charges said that technical reason was given for denying their request while 49% said that no reasons were quoted.

4.4.5.4 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, grievance redressal mechanism.

Service Providers	% of new customers (subscribed in the last 6 months) who claimed to have got the Manual of Practice containing the terms & conditions of service, grievance redressal mechanism etc.	Base
Airtel	39	100
BSNL	24	62
Reliance	48	31
TTSL	37	70
Reliance Tel	54	78
Idea	43	108
Overall	41	449

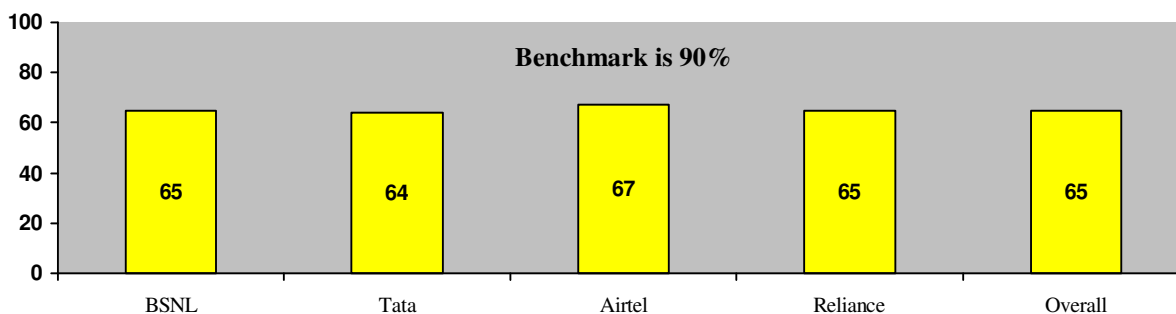
41% of the new customers had got the Manual of Practice. 54% of the Reliance Tel customers had got the Manual of Practice.

4.5 Broadband Service – Madhya Pradesh circle

Customer Satisfaction Survey in Madhya Pradesh circle was done among customers of 7 Broadband Service providers i.e. BSNL, Tata (earlier VSNL), Airtel and Reliance.

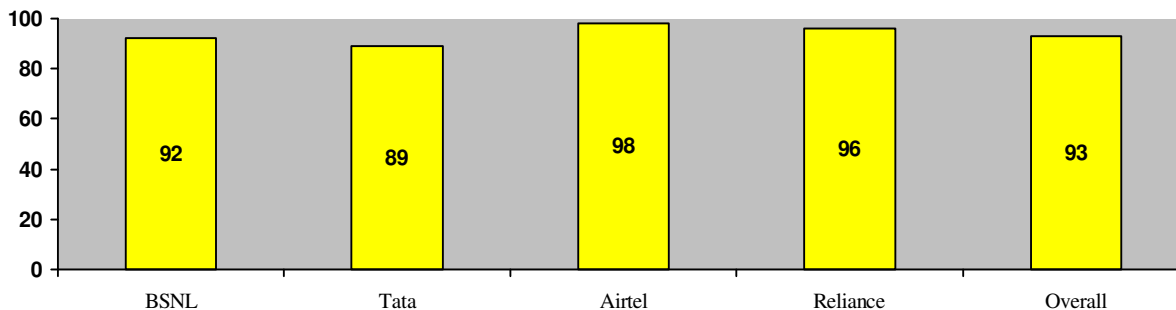
4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following graph shows the satisfaction of customers with the provision of service.



- None of the service providers met the benchmark of 90%.
- Customer satisfaction for Airtel (67%) was slightly higher than others on this parameter.
- Customer satisfaction for Tata (64%) was slightly lower than others.
- Satisfaction scores for BSNL and Reliance stood at 65%.

4.5.1.2 The following graph shows the percentage of satisfied customers with respect to provision of service.



- 93% of all customers were satisfied on account of Provision of Service.
- Airtel (98%) and Reliance (96%) had higher satisfied customers.

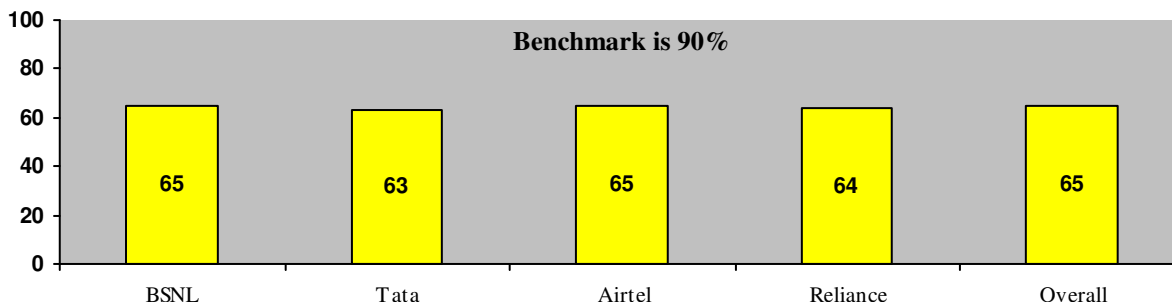
4.5.1.3 The following table show the percentage of customers satisfied with sub-parameters of provision of service.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Provision of Service				
		BSNL	Tata	Airtel	Reliance	Overall
Time taken in providing broadband connection	2,739	93	99	98	98	97
Time taken to reactivate service of temporarily suspended connection after customer made the payment	360	82	50	97	76	70

- Most customers were satisfied with time taken to provide the new broadband connection.
- However, satisfaction with restoration of suspended connections was lower, particularly for Tata and Reliance.

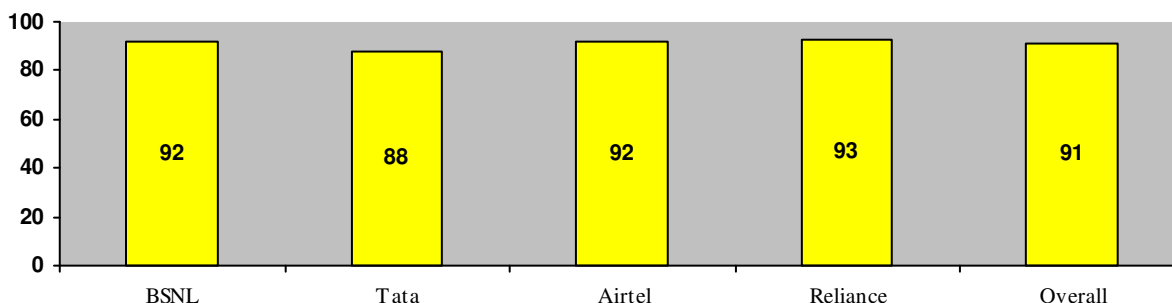
4.5.2a Postpaid Customer Satisfaction with Billing

4.5.2.1a The following graph shows the satisfaction of postpaid customers with billing.



- None of the service providers met the benchmark of 90%.
- Performance scores of the service providers stood at 63 – 65%.
- On this parameter, performance of Airtel and BSNL stood at 65%.
- Tata scores were slightly lower on account of billing.

4.5.2.2a The following graph shows the percentage of postpaid customers satisfied with billing.



- Among all the postpaid customers, 91% were satisfied with respect to billing.
- Reliance (93%), BSNL (92%) and Airtel (92%) had a higher percentage of satisfied customers with respect to billing (postpaid).
- Tata (88%) registered a slightly lower percentage of satisfied customers with respect to billing.

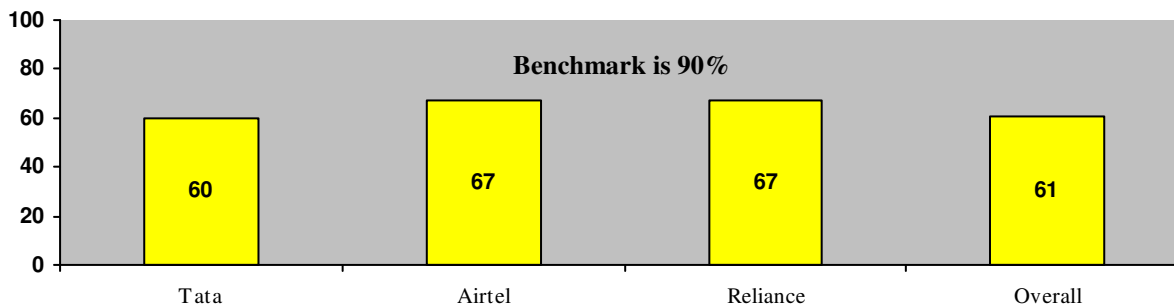
4.5.2.3a The following table shows the percentage of postpaid customers satisfied with billing sub-parameters.

Sub Parameters	Base	% Postpaid Customers satisfied with sub-parameters of billing				
		BSNL	Tata	Airtel	Reliance	Overall
Timely delivery of bills	2,502	93	90	98	95	94
Accuracy of the bills	2,502	94	90	91	93	92
Process of resolution of billing complaints	338	24	34	43	33	33
Clarity of the bills in terms of transparency and understandability	2,502	96	97	94	97	96

- A large proportion of postpaid customers were not satisfied with the process of resolution of billing complaints. Satisfaction of Airtel customers was slightly higher on this sub-parameter.
- Satisfaction on all other billing related parameters was very high.

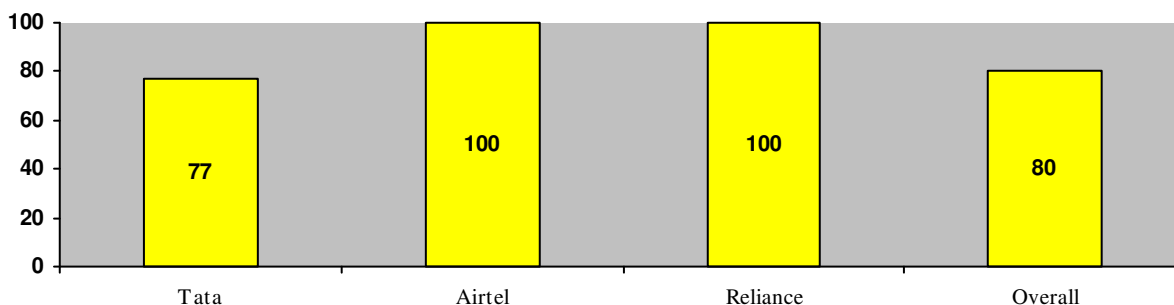
4.5.2b Customer Satisfaction with Billing Performance - Prepaid

4.5.2.1b The following graph shows the satisfaction of prepaid customers with billing.



- None of the service providers met the benchmark of 90%.
- Tata’s satisfaction score of 60% was lower than other service providers.
- Performance scores of Airtel and Reliance stood at 67%.

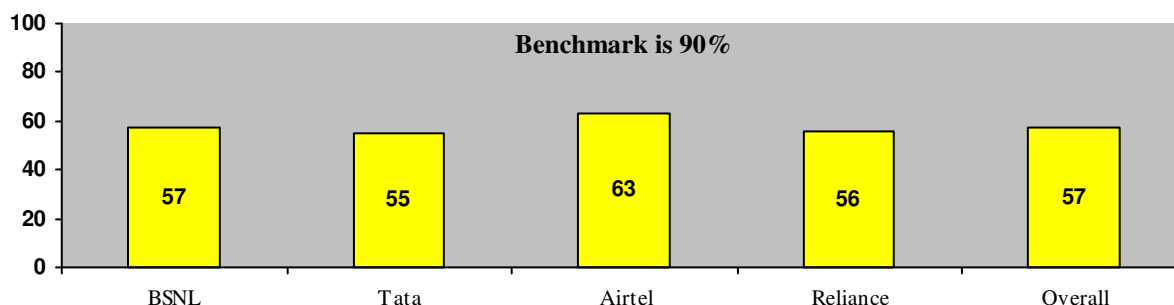
4.5.2.2b The following graph shows the percentage of prepaid customers satisfied with billing.



- 80% of all prepaid customers were satisfied with the billing process.
- All the customers of Airtel and Reliance were satisfied with the prepaid billing
- BSNL (77%) registered a lower percentage of satisfied customers with respect to prepaid billing.

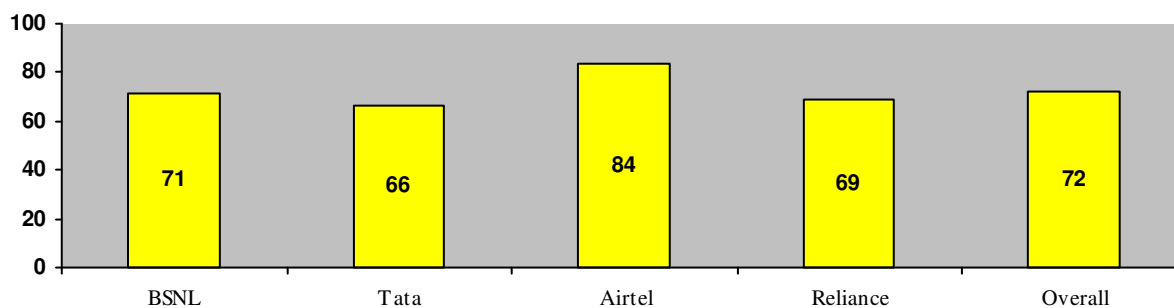
4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following graph shows the satisfaction of customers with help services.



- None of the service providers met the benchmark of 90%.
- Satisfaction scores for Airtel (63%) were higher than the other service providers.
- Satisfaction scores for BSNL, Reliance and Tata stood at 55 - 57%.

4.5.3.2 The following graph shows the percentage of satisfied customers with help services.



- 72% of all broadband customers were satisfied with the Help Services.
- Airtel (84%) registered a higher percentage of satisfied customers with respect to help services.
- 34% of the customers of Tata were not satisfied with the help services

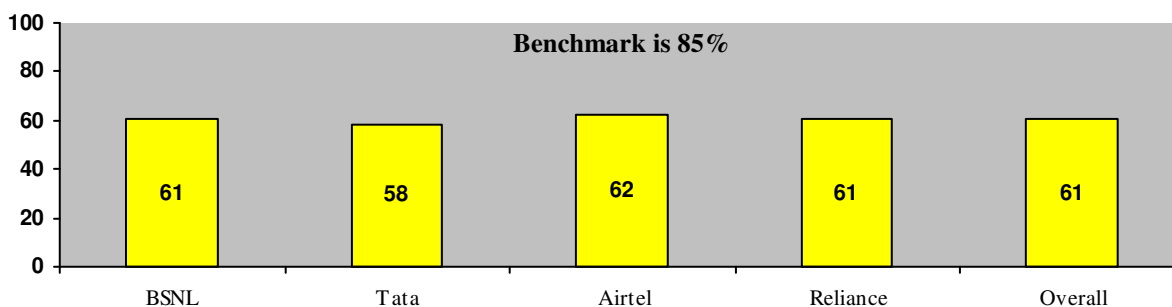
4.5.3.3 The following table shows the percentage of customers satisfied with help service parameters.

Sub Parameters	Base	% Postpaid Customers satisfied with sub-parameters of billing				
		BSNL	Tata	Airtel	Reliance	Overall
Ease of access of call centre/ customer care or helpline	1,625	80	75	88	73	79
Response time taken by customer executive to answer customer call	1,625	83	77	90	74	81
Problem solving ability of customer care executive(s)	1,625	60	57	80	65	65
Time taken by call centre/ customer care / help-line to resolve your complaint	1,625	60	57	78	65	65

- The scores of Tata and Reliance were generally lower than that of other service providers.
- A significant proportion of broadband customers across service providers were dissatisfied with Help Services on account of problem solving ability of customer care executives and the time taken by them to resolve complaint.

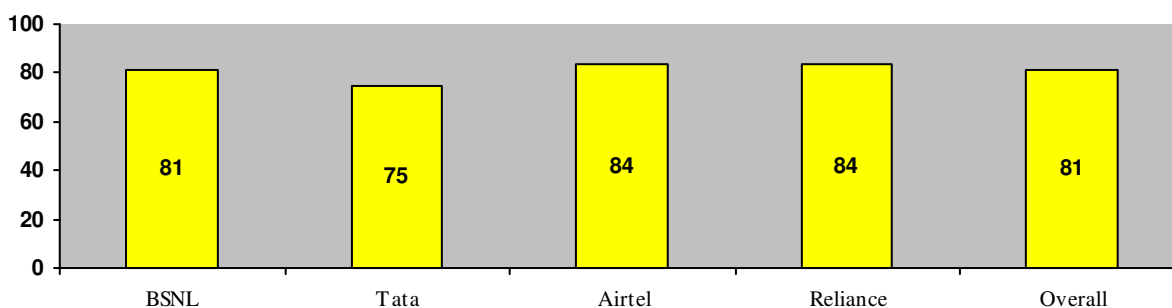
4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.5.4.1 The following graph shows the satisfaction of customers with network performance, reliability & availability.



- None of the service providers met the benchmark of 85%.
- Airtel (62%) scored slightly higher than the other service providers.
- Tata (58%) performance was lower on this parameter.
- Satisfaction scores for BSNL and Reliance stood at 61% on this parameter.

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



- 81% of all customers were satisfied with network performance of their service providers.
- Airtel (84%) reported the highest percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.
- Tata (75%) had a lower percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.

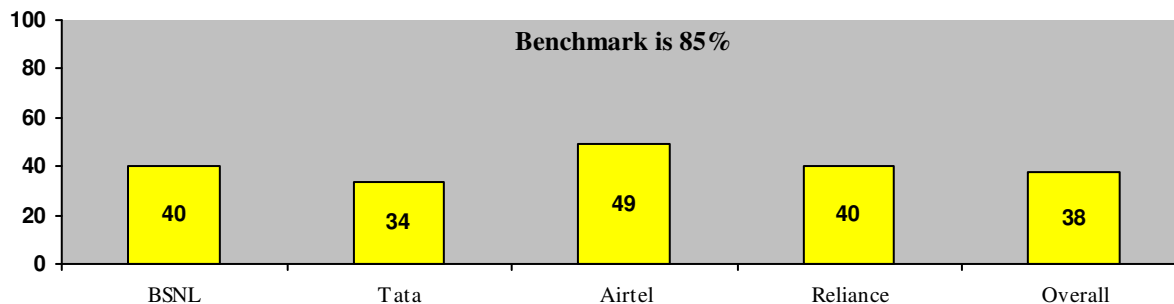
4.5.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability and Availability				
		BSNL	Tata	Airtel	Reliance	Overall
Speed of broadband connection	2,739	80	73	80	82	79
Amount of time for which service is up and working	2,739	83	77	89	87	84

- Customers of Tata were less satisfied with the speed of broadband connection and with the amount of time for which service was up and working.

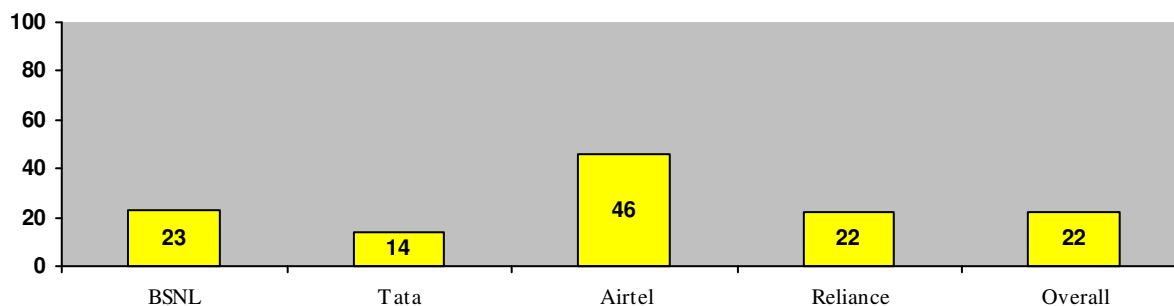
4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following graph shows the satisfaction of customers with maintainability.



- None of the service providers met the benchmark of 85%.
- Performance of all service providers was significantly below par. .

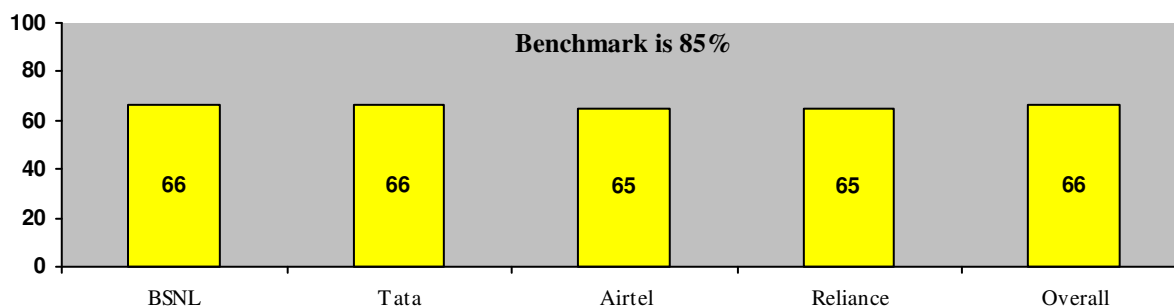
4.5.5.2 The following graph shows the percentage of customers satisfied with maintainability.



- 78% of all broadband customers were not satisfied with maintainability
- Airtel (46%) had a higher percentage of satisfied customers than others.

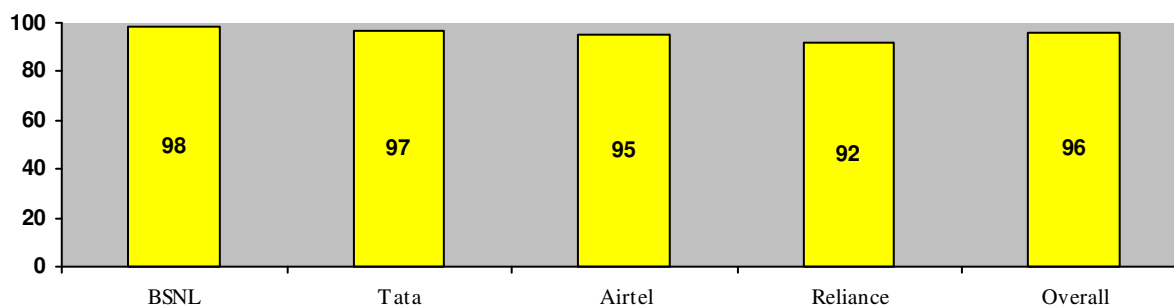
4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following graph shows the satisfaction of customers with supplementary services.



- None of the service providers met the benchmark of 85%.
- All service providers scored in the range of 65 – 66% with respect to supplementary services.

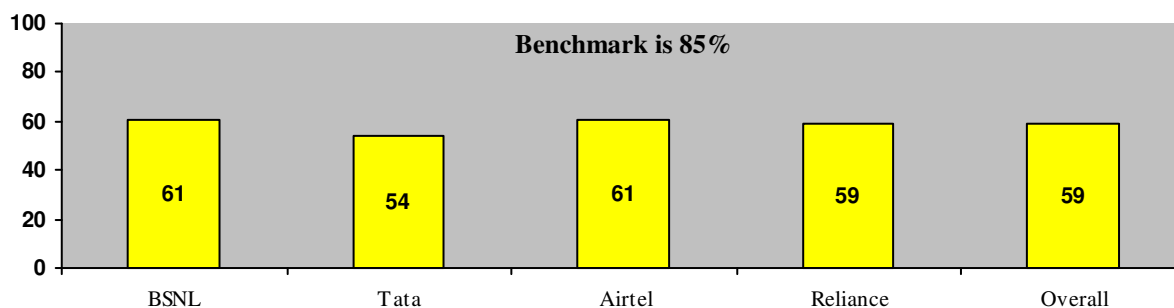
4.5.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



- Most service providers registered satisfaction levels of 92 – 98%.

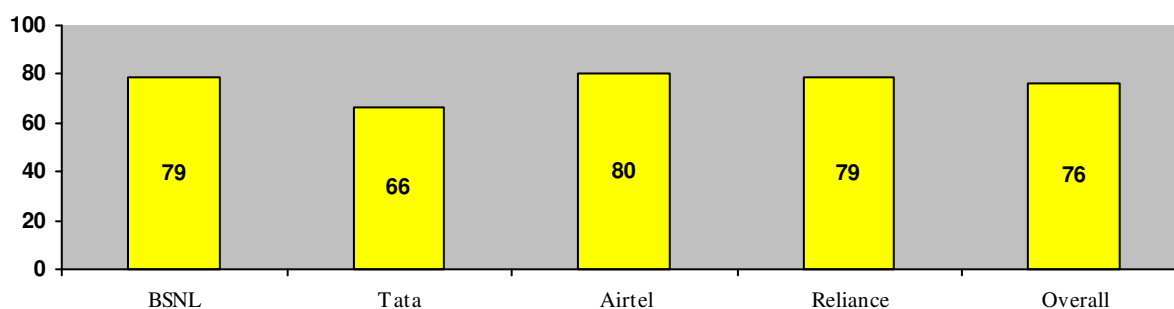
4.5.7 Customer Satisfaction with Overall Service

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



- None of the service providers met the benchmark of 85%.
- Level of customer satisfaction for Tata was lower than other service providers.
- Satisfaction scores of BSNL, Airtel, and Reliance were between 59 - 61%.

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



- 76% of all customers were satisfied with broadband service.
- Airtel (80%), BSNL (79%) and Reliance (79%) had a higher percentage of customers who were satisfied with overall service.
- Tata (66%) had a slightly lower percentage of customers satisfied with overall service.

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

4.6.1 Awareness about grievance redressal mechanism

4.6.1.1 The following table shows the percentage of customers who were aware about the three stage grievance redressal mechanism.

Service Providers	% Customers aware about the three stage grievance redressal mechanism	Base
BSNL	2.1	857
Tata	14.7	632
Airtel	7.1	620
Reliance	3.2	630
Overall	6.4	2,739

- Only 6% of broadband customers belonging to different service providers said that they were aware about the 3-stage grievance redressal mechanism. 15% of Tata customers were aware of the same.

4.6.1.2 The following table shows the percentage of customers who were aware of each of the 3 stages

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
BSNL	98.9	0.4	0.0	0.8	857
Tata	99.4	10.3	10.1	10.6	632
Airtel	99.8	0.0	0.0	0.2	620
Reliance	100.0	0.0	0.0	0.0	630
Overall	99.5	2.5	2.3	2.7	2,739

- All of the broadband customers claimed to be aware of the call center while only 3% were aware of the Nodal officer and 2% were aware of the appellate authority.
- Awareness of Nodal officer and appellate authority was higher among customers of Tata.

4.6.2 Customer Experience with Call Centre

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

Service Providers	% Customers who have complained in last 6 months to the toll free Call Centre/customer care/Helpline telephone number	Base
BSNL	28.2	857
Tata	69.0	632
Airtel	31.8	620
Reliance	27.5	630
Overall	38.3	2,739

- 38% of all broadband customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of Tata customers had complained.

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

Service Providers	% Customer			Base
	Who received docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
BSNL	56.2	34.7	9.1	242
Tata	84.6	13.8	1.6	436
Airtel	68.0	29.9	2.0	197
Reliance	56.1	41.0	2.9	173
Overall	70.2	26.1	3.6	1,048

- 4% of all broadband customers who had complained said that they did not receive docket numbers even on request. The incidence was higher among BSNL customers.
- 26% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. The incidence was higher among Reliance customers.
- Almost 70% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. This was higher for Tata customers at 85%.

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

Service Providers	% of customers informed about the action taken on their complaint by call centre	Base
BSNL	38.8	242
Tata	57.3	436
Airtel	56.9	197
Reliance	45.1	173
Overall	51.0	1,048

- 51% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was lower for BSNL at 39%.

4.6.2.4 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service Providers	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	Base
BSNL	43.4	242
Tata	53.9	436
Airtel	68.1	197
Reliance	54.9	173
Overall	54.3	1,048

- Only 54% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- The satisfaction was lower among BSNL customers but significantly higher for Airtel.

4.6.2.5 The following table shows the percentage of customers who cited different reasons for dissatisfaction with call centre.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
BSNL	Count	28	4	14	88	1	2	137
	%	20.4%	2.9%	10.2%	64.2%	0.7%	1.5%	
Tata	Count	17	73	14	87	2	8	201
	%	8.5%	36.3%	7.0%	43.3%	1.0%	4.0%	
Airtel	Count	10	6	14	29	3	1	63
	%	15.9%	9.5%	22.2%	46.0%	4.8%	1.6%	
Reliance	Count	25	6	14	29	2	2	78
	%	32.1%	7.7%	17.9%	37.2	2.6%	2.6%	
Overall	Count	80	89	56	233	8	13	479
	%	16.7%	18.6%	11.7%	48.6%	1.7%	2.7%	

The main reason for dissatisfaction with customer care was the time taken to redress complaints. Ease of accessibility was also cited as a reason for dissatisfaction.

4.6.2.6 The following table shows the percentage of customers who got their billing complaint resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint.

Service Providers	% of customers whose billing complaint were resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint	Base
BSNL	9.8	51
Tata	27.5	102
Airtel	36.7	60
Reliance	32.6	43
Overall	27.0	256

- Only 27% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- BSNL customers were less satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.6.3 Customer Experience with Nodal Officer

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

Service Providers	% of customers aware about contact details of the nodal officer	Base
BSNL	0.0	857
Tata	0.0	632
Airtel	0.0	620
Reliance	0.0	630
Overall	0.0	2739

None of the broadband customers said that they were aware of the contact details of the Nodal Officer.

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

Service Providers	% Customers who have complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care	Base
BSNL	0.0	0
Tata	0.0	0
Airtel	0.0	0
Reliance	0.0	0
Overall	0.0	0

4.6.3.3 Ease of Access of Nodal Officer

Not applicable

4.6.3.4 Decision Taken on Customers Complaint by Nodal Officer

Not applicable

4.6.3.5 Customer Satisfied with the Redressal of the Complaint by the Nodal Officer

Not applicable

4.6.3.6 Reasons for Dissatisfaction with Nodal Officer

Not applicable

4.6.4 Experience with Appellate Authority

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

Service Providers	% of customers aware about the contact details of the appellate authority	Base
BSNL	0.0	857
Tata	0.0	632
Airtel	0.0	620
Reliance	0.0	630
Overall	0.0	2,739

None of the broadband customers said that they were aware of the contact details of the Appellate Authority.

4.6.4.2 Incidence of Appeal Filed with Appellate Authority

None of the broadband subscriber in our entire sample said that they had filed an appeal in a prescribed form, in the last 6 month.

4.6.5 General Information

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

Service Providers	% of prepaid customers aware that they can get item-wise usage charge details, on request	Base
Tata	65.7	216
Airtel	0.0	8
Reliance	0.0	13
Overall	5.9	237

Only 6% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request. However, lesser proportion of Reliance customers was aware about this.

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

Service Providers	% of prepaid customers who have been denied item-wise usage charge details	Base
Tata	6.5	139
Airtel	0.0	0
Reliance	0.0	0
Overall	6.5	139

7% of the Tata's customers said that they were denied item-wise usage charge details.

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

Service Providers	Reason(s) for denying customers request			
	No reason given	Technical problem	Others	Base
Tata	44.4	44.4	11.1	9
Airtel	0.0	0.0	0.0	0
Reliance	0.0	0.0	0.0	0
Overall	44.4	44.4	11.1	9

44% of the prepaid customers who had asked for item-wise charges and were denied said that a technical reason was given for denying their request while 44% stated that no reason was given.

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

Service Providers	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	Base
BSNL	14.5	55
Tata	20.6	253
Airtel	7.7	13
Reliance	21.5	316
Overall	20.7	1,423

Only 21% of the new customers claimed to have got the Manual of Practice.

5. CRITICAL ANALYSIS

5.1 Basic Telephone Service (Wire-line)

5.1.2 Overall Quality of Service: 86% of all basic telephone service customers were satisfied. Airtel's performance was the best.

5.1.3 Provision of Service: Customers of reliance were most satisfied with obtaining working connection within 7 days.

5.1.4 Billing Performance: 65% of the postpaid customers were not satisfied with the process for resolution of billing complaints. Reliance performance was the weakest on account of resolution of billing complaints. Most prepaid customers were satisfied with the billing process.

5.1.5 Help Service: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, customer care departments of the service providers particularly Reliance and BSNL, have exhibited slow response times as well as weak problem solving ability.

5.1.6 Network Performance: 93% of basic telephone service customers were satisfied with the network performance.

5.1.7 Maintainability: Service providers, particularly Reliance and BSNL were reported to be taking time in repairing the faults.

5.1.8 Supplementary Services: Basic telephone service providers have shown adequate performance on this parameter.

5.1.9 Grievance Redressal: Very few customers were aware of the grievance redressal mechanism comprising of the Nodal Officer and the Appellate Authority.

5.2 Cellular Mobile Service

5.2.1 Overall Quality of Service: 79% of the cellular mobile service customers were satisfied with overall quality of service. TTSL registered a higher percentage of satisfied customers at 86%.

5.2.2 Provision of Service: 93% of customers were satisfied with provision of service.

5.2.3 Billing Performance: A large proportion of postpaid customers were not satisfied with the process of resolution of billing complaints. Reliance Tel and TTSL had the weakest performance. Most prepaid customers were satisfied with the billing performance.

5.2.4 Help Services: A large number of customers contact customer care for lodging a complaint or a query. Customers of Reliance and Idea were more dissatisfied with the ability of customer care executive to solve problems and also time taken for complete resolution.

5.2.5 Network Performance: 86% of the cellular mobile customers were satisfied.

5.2.6 Maintainability: 92% of cellular mobile customers were satisfied with maintainability, though BSNL shows the weakest performance.

5.2.7 Supplementary Services: 94% of the customers were satisfied with this parameter.

5.2.8 Grievance Redressal Mechanism: Very few customers were aware of the redressal mechanism. 23% reported that they did not get docket numbers for their complaints from customer care; only 76% were satisfied with their experience with customer care.

5.3 Broadband Service

5.3.1 Overall Quality of Service: 79% of all broadband customers were satisfied. Airtel performance was the best.

5.3.2 Provision of Service: 93% of customers were satisfied with the provision of service.

5.3.3 Billing Performance: Only 33% of the postpaid customers were satisfied with the resolution of billing complaints. BSNL performance was the weakest.

5.3.4 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, only 72% of the customers were satisfied with the Help Services.

5.3.5 Network Performance: 81% of all broadband customers were satisfied. The dissatisfaction existed on account of broadband service speed and uptime.

5.3.6 Maintainability: While most customers of the broadband customers were dissatisfied with this service parameter, a significant number of customers stated that the problem was related to the broadband connection and modem provided by the service provider.

5.3.7 Supplementary Services: Service providers have shown adequate performance on this parameter.

5.3.8 Grievance Redressal: Very few customers were aware of the grievance redressal mechanism comprising of the Nodal Officer and the Appellate Authority.

6 RECOMMENDATIONS (QUALITY OF SERVICE)

6.1 Basic Telephone Service

6.1.1 Provision of Service: Service providers need to quickly reactivate connections, that have been temporarily suspended, after the requisite bill payment has been made by the customers.

6.1.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints.

6.1.3 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, the service providers particularly BSNL and Reliance, need to improve upon this parameter.

6.1.4 Network Performance: Basic telephone service providers need to maintain their performance on this parameter.

6.1.5 Maintainability: Reliance and BSNL need to respond to fault repair quickly.

6.1.6 Supplementary Services: Basic telephone service providers need to maintain their performance on this parameter.

6.1.7 Communication of Tariff Plan: Service providers need to convey details of the tariff plan to all their new customers; currently, only 39% of the customers are getting the details.

6.1.8 Do Not Call Registry: Effectiveness of the DNC register needs to be enhanced so that unsolicited calls are cut out totally.

6.1.9 Grievance Redressal Mechanism: Service providers should make their customers aware of the 3-stage grievance redressal mechanism including the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to the complainants.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The effectiveness of the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are finally resolved satisfactorily at their levels.

The Manual of Practice should be delivered to all new customers. In addition, the new customers should be informed that they can get item-wise usage charges on request.

6.2 Cellular Telephone Service

6.2.1 Provision of Service: Service providers, particularly Airtel, need to quickly reactivate connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

6.2.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints. Reliance Tel needs to ensure that bills are delivered on time for all their customers.

6.2.3 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, all service providers need to improve on this parameter.

6.2.4 Network Availability: Cellular telephone service providers particularly BSNL & Reliance Tel need to improve their network on parameters such as coverage and connectivity so that the signal is available and call drops do not occur.

6.2.5 Supplementary Services: Service providers should take consent of all their customers before providing supplementary services.

6.2.6 Do Not Call Register: Effectiveness of the DNC register needs to be enhanced so that unsolicited calls are cut out totally.

6.2.7 Grievance Redressal Mechanism: Service providers should make their customers aware of the 3-stage grievance redressal mechanism including the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to all the complainants. The action taken on the complaints should also be communicated to them.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The effectiveness of the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are finally resolved satisfactorily at their levels.

The Manual of Practice should be delivered to all new customers. In addition, the new customers should be informed that they can get item-wise usage charges on request.

6.3 Broadband Internet Service

6.3.1 Provision of Service: Tata should quickly reactivate connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

6.3.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints.

6.3.3 Help Services: This service parameter needs all-round improvement for all service providers.

6.3.4 Network Performance: Broadband service providers should ensure that they deliver high speeds to their customers. Also, the uptime of the broadband connections needs to be improved significantly, particularly for Tata.

6.3.5 Maintainability: All broadband service providers need to improve their performance on this parameter; this is a serious issue for many customer.

6.3.6 Grievance Redressal Mechanism: Service providers should make their customers aware of the 3-stage grievance redressal mechanism including the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to the complainants. The action taken on the complaints should also be communicated to them.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The Manual of Practice should be delivered to all new customers. In addition, the new customers should be informed that they can get item-wise usage charges on request.

Annexure 1: Detailed Tables (Basic Service (Wireline) Customers Survey)

A. Service Provision

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

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	13	11	587	611
	%	2.1%	1.8%	96.1%	100.0%
BSNL	Count	41	30	1,187	1,258
	%	3.3%	2.4%	94.4%	100.0%
Reliance	Count	205	51	314	570
	%	36.0%	8.9%	55.1%	100.0%
Overall	Count	259	92	2,088	2,439
	%	10.6%	3.8%	85.6%	100.0%

A.2. (Q 2) How much time was taken to get the telephone connection installed and activated after you applied for it?

Service Providers		Less than 7 days	7-15 days	16-30 days	More than 30 days	Base
Airtel	Count	15	8	0	1	24
	%	62.5%	33.3%	0.0%	4.2%	100.0%
BSNL	Count	44	16	6	5	71
	%	62.0%	22.5%	8.5%	7.0%	100.0%
Reliance	Count	227	27	0	2	256
	%	88.7%	10.5%	0.0%	0.8%	100.0%
Overall	Count	286	51	6	8	351
	%	81.5%	14.5%	1.7%	2.3%	100.0%

A.3. (Q 3) How satisfied are you with time taken to provide working phone connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	24	23	1	22	1	0
	%	100.0%	95.9%	4.2%	91.7%	4.2%	0.0%
BSNL	Count	71	64	2	62	7	0
	%	100.0%	90.1%	2.8%	87.3%	9.9%	0.0%
Reliance	Count	256	252	4	248	2	2
	%	100.0%	98.5%	1.6%	96.9%	0.8%	0.8%
Overall	Count	351	339	7	332	10	2
	%	100.0%	96.6%	2.0%	94.6%	2.8%	0.6%

A.4. (Q 4) How satisfied are you with the time taken for shifting of telephone, incase you had sought shifting of telephone in the last six months?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	16	16	0	16	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
BSNL	Count	29	29	4	25	0	0
	%	100.0%	100.0%	13.8%	86.2%	0.0%	0.0%
Reliance	Count	1	1	1	0	0	0
	%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Overall	Count	46	46	5	41	0	0
	%	100.0%	100.0%	10.9%	89.1%	0.0%	0.0%

A.5. (Q 5) 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?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	47	41	4	37	5	1
	%	100.0%	87.2%	8.5%	78.7%	10.6%	2.1%
BSNL	Count	123	105	9	96	16	2
	%	100.0%	85.3%	7.3%	78.0%	13.0%	1.6%
Reliance	Count	8	7	0	7	1	0
	%	100.0%	87.5%	0.0%	87.5%	12.5%	0.0%
Overall	Count	178	153	13	140	22	3
	%	100.0%	86.0%	7.3%	78.7%	12.4%	1.7%

B. Billing Process - Postpaid Customers

B.1. (Q 6) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	611	582	11	571	28	1
	%	100.0%	95.3%	1.8%	93.5%	4.6%	0.2%
BSNL	Count	1,258	1,176	71	1,105	82	0
	%	100.0%	93.4%	5.6%	87.8%	6.5%	0.0%
Reliance	Count	565	545	2	543	19	1
	%	100.0%	96.5%	0.4%	96.1%	3.4%	0.2%
Overall	Count	2,434	2,303	84	2,219	129	2
	%	100.0%	94.7%	3.5%	91.2%	5.3%	0.1%

B.2. (Q 7a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	611	548	17	531	63	0
	%	100.0%	89.7%	2.8%	86.9%	10.3%	0.0%
BSNL	Count	1,258	1,156	66	1,090	100	2
	%	100.0%	91.8%	5.2%	86.6%	7.9%	0.2%
Reliance	Count	565	534	3	531	30	1
	%	100.0%	94.5%	0.5%	94.0%	5.3%	0.2%
Overall	Count	2,434	2,238	86	2,152	193	3
	%	100.0%	91.9%	3.5%	88.4%	7.9%	0.1%

B.3. (Q 7b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	15	6	4	37	1	63
	%	23.8%	9.5%	6.3%	58.7%	1.6%	32.1%
BSNL	Count	9	14	1	74	4	102
	%	8.8%	13.7%	1.0%	72.5%	3.9%	52.0%
Reliance	Count	6	3	0	21	1	31
	%	19.4%	9.7%	0.0%	67.7%	3.2%	15.8%
Overall	Count	30	23	5	132	6	196
	%	15.3%	11.7%	2.6%	67.3%	3.1%	100.0%

B.4. (Q 8) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	61	550	611
	%	10.0%	90.0%	100.0%
BSNL	Count	137	1,121	1,258
	%	10.9%	89.1%	100.0%
Reliance	Count	31	534	565
	%	5.5%	94.5%	100.0%
Overall	Count	229	2,205	2,434
	%	9.4%	90.6%	100.0%

B.5. (Q 9) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	61	26	0	26	31	4
	%	100.0%	42.6%	0.0%	42.6%	50.8%	6.6%
BSNL	Count	137	49	0	49	84	4
	%	100.0%	35.8%	0.0%	35.8%	61.3%	2.9%
Reliance	Count	31	4	0	4	25	2
	%	100.0%	12.9%	0.0%	12.9%	80.6%	6.5%
Overall	Count	229	79	0	79	140	10
	%	100.0%	34.5%	0.0%	34.5%	61.1%	4.4%

B.6. (Q 10a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	61	46	0	46	15	0
	%	100.0%	75.4%	0.0%	75.4%	24.6%	0.0%
BSNL	Count	137	112	2	110	25	0
	%	100.0%	81.8%	1.5%	80.3%	18.2%	0.0%
Reliance	Count	31	28	0	28	3	0
	%	100.0%	90.3%	0.0%	90.3%	9.7%	0.0%
Overall	Count	229	186	2	184	43	0
	%	100.0%	81.2%	0.9%	80.3%	18.8%	0.0%

B.7. (Q 10b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
Airtel	Count	2	0	11	2	0	15
	%	13.3%	0.0%	73.3%	13.3%	0.0%	34.9%
BSNL	Count	3	1	16	4	1	25
	%	12.0%	4.0%	64.0%	16.0%	4.0%	58.1%
Reliance	Count	0	0	3	0	0	3
	%	0.0%	0.0%	100.0%	0.0%	0.0%	7.0%
Overall	Count	5	1	30	6	1	43
	%	11.6%	2.3%	69.8%	14.0%	2.3%	100.0%

Billing Process - Prepaid Customers

B.8. (Q 11) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	5	5	0	5	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Overall	Count	5	5	0	5	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%

C. Help Services/ Customer Care

C.1. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	339	272	611
	%	55.5%	44.5%	100.0%
BSNL	Count	478	780	1,258
	%	38.0%	62.0%	100.0%
Reliance	Count	282	288	570
	%	49.5%	50.5%	100.0%
Overall	Count	1,099	1,340	2,439
	%	45.1%	54.9%	100.0%

C.2. (Q 13) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	339	291	3	288	48	0
	%	100.0%	85.9%	0.9%	85.0%	14.2%	0.0%
BSNL	Count	478	393	8	385	84	1
	%	100.0%	82.2%	1.7%	80.5%	17.6%	0.2%
Reliance	Count	282	235	2	233	46	1
	%	100.0%	83.3%	0.7%	82.6%	16.3%	0.4%
Overall	Count	1,099	919	13	906	178	2
	%	100.0%	83.6%	1.2%	82.4%	16.2%	0.2%

C.3. (Q 14) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	339	309	3	306	30	0
	%	100.0%	91.2%	0.9%	90.3%	8.8%	0.0%
BSNL	Count	478	403	9	394	75	0
	%	100.0%	84.3%	1.9%	82.4%	15.7%	0.0%
Reliance	Count	282	231	3	228	50	1
	%	100.0%	82.0%	1.1%	80.9%	17.7%	0.4%
Overall	Count	1,099	943	15	928	155	1
	%	100.0%	85.8%	1.4%	84.4%	14.1%	0.1%

C.4. (Q 15) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	339	286	5	281	53	0
	%	100.0%	84.4%	1.5%	82.9%	15.6%	0.0%
BSNL	Count	478	345	10	335	131	2
	%	100.0%	72.2%	2.1%	70.1%	27.4%	0.4%
Reliance	Count	282	200	3	197	81	1
	%	100.0%	71.0%	1.1%	69.9%	28.7%	0.4%
Overall	Count	1,099	831	18	813	265	3
	%	100.0%	75.6%	1.6%	74.0%	24.1%	0.3%

C.5. (Q 16) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	339	283	2	281	56	0
	%	100.0%	83.5%	0.6%	82.9%	16.5%	0.0%
BSNL	Count	478	337	9	328	141	0
	%	100.0%	70.5%	1.9%	68.6%	29.5%	0.0%
Reliance	Count	282	198	1	197	83	1
	%	100.0%	70.3%	0.4%	69.9%	29.4%	0.4%
Overall	Count	1,099	818	12	806	280	1
	%	100.0%	74.4%	1.1%	73.3%	25.5%	0.1%

D. Network Performance, Reliability and Availability

D.1. (Q 17) How satisfied are you with the availability of working telephone (dial tone)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	611	594	17	577	16	1
	%	100.0%	97.2%	2.8%	94.4%	2.6%	0.2%
BSNL	Count	1,258	1,171	44	1,127	85	2
	%	100.0%	93.1%	3.5%	89.6%	6.8%	0.2%
Reliance	Count	570	539	2	537	31	0
	%	100.0%	94.6%	0.4%	94.2%	5.4%	0.0%
Overall	Count	2,439	2,304	63	2,241	132	3
	%	100.0%	94.5%	2.6%	91.9%	5.4%	0.1%

D.2. (Q 18) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	611	592	49	543	18	1
	%	100.0%	96.9%	8.0%	88.9%	2.9%	0.2%
BSNL	Count	1,258	1,168	51	1,117	89	1
	%	100.0%	92.9%	4.1%	88.8%	7.1%	0.1%
Reliance	Count	570	546	5	541	24	0
	%	100.0%	95.8%	0.9%	94.9%	4.2%	0.0%
Overall	Count	2,439	2,306	105	2,201	131	2
	%	100.0%	94.5%	4.3%	90.2%	5.4%	0.1%

D.3. (Q 19) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	611	580	51	529	31	0
	%	100.0%	94.9%	8.3%	86.6%	5.1%	0.0%
BSNL	Count	1,258	1,090	61	1,029	166	2
	%	100.0%	86.6%	4.8%	81.8%	13.2%	0.2%
Reliance	Count	570	537	6	531	33	0
	%	100.0%	94.3%	1.1%	93.2%	5.8%	0.0%
Overall	Count	2,439	2,207	118	2,089	230	2
	%	100.0%	90.4%	4.8%	85.6%	9.4%	0.1%

E. Maintainability (Fault Repair)

E.1. (Q 20) Have you experienced fault in your telephone connection in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	96	515	611
	%	15.7%	84.3%	100.0%
BSNL	Count	431	827	1,258
	%	34.3%	65.7%	100.0%
Reliance	Count	62	508	570
	%	10.9%	89.1%	100.0%
Overall	Count	589	1,850	2,439
	%	24.1%	75.9%	100.0%

E.2. (Q 21) How many times your telephone became faulty in the last one month?

Service Providers		Nil	Once	2-3 times	More than 3 times	Base
Airtel	Count	39	38	14	5	96
	%	40.6%	39.6%	14.6%	5.2%	100.0%
BSNL	Count	226	127	52	26	431
	%	52.4%	29.5%	12.1%	6.0%	100.0%
Reliance	Count	9	24	19	10	62
	%	14.5%	38.7%	30.6%	16.1%	100.0%
Overall	Count	274	189	85	41	589
	%	46.5%	32.1%	14.4%	7.0%	100.0%

E.3. (Q 22) How long did it take generally for repairing the fault after lodging complaint)?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	49	37	4	6	96
	%	51.0%	38.5%	4.2%	6.3%	100.0%
BSNL	Count	90	223	67	51	431
	%	20.9%	51.7%	15.5%	11.8%	100.0%
Reliance	Count	8	34	9	11	62
	%	12.9%	54.8%	14.5%	17.7%	100.0%
Overall	Count	147	294	80	68	589
	%	25.0%	49.9%	13.6%	11.5%	100.0%

E.4. (Q 23) How satisfied are you with the fault repair service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	96	77	1	76	16	3
	%	100.0%	80.2%	1.0%	79.2%	16.7%	3.1%
BSNL	Count	431	271	3	268	155	5
	%	100.0%	62.9%	0.7%	62.2%	36.0%	1.2%
Reliance	Count	62	33	0	33	26	3
	%	100.0%	53.2%	0.0%	53.2%	41.9%	4.8%
Overall	Count	589	381	4	377	197	11
	%	100.0%	64.7%	0.7%	64.0%	33.4%	1.9%

F. Supplementary Service/ Value Added Services

F.1. (Q 24) Do you use services like call waiting, call forwarding, voice mails or any other supplementary services?

Service Providers		Yes	No	Base
Airtel	Count	20	591	611
	%	3.3%	96.7%	100.0%
BSNL	Count	67	1,191	1,258
	%	5.3%	94.7%	100.0%
Reliance	Count	24	546	570
	%	4.2%	95.8%	100.0%
Overall	Count	111	2,328	2,439
	%	4.6%	95.4%	100.0%

F.2. (Q 25) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	19	19	1	18	0	0
	%	100.0%	100.0%	5.3%	94.7%	0.0%	0.0%
BSNL	Count	68	65	2	63	3	0
	%	100.0%	95.5%	2.9%	92.6%	4.4%	0.0%
Reliance	Count	24	24	0	24	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Overall	Count	111	108	3	105	3	0
	%	100.0%	97.3%	2.7%	94.6%	2.7%	0.0%

G. Overall Customer Satisfaction

G.1. (Q 26a) How satisfied are you with the overall quality of your telephone service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	611	545	19	526	64	2
	%	100.0%	89.2%	3.1%	86.1%	10.5%	0.3%
BSNL	Count	1,258	1,081	46	1,035	169	8
	%	100.0%	86.0%	3.7%	82.3%	13.4%	0.6%
Reliance	Count	570	486	10	476	83	1
	%	100.0%	85.3%	1.8%	83.5%	14.6%	0.2%
Overall	Count	2,439	2,112	75	2,037	316	11
	%	100.0%	86.6%	3.1%	83.5%	13.0%	0.5%

H. General Information

H.1. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	6	18	24
	%	25.0%	75.0%	100.0%
BSNL	Count	17	54	71
	%	23.9%	76.1%	100.0%
Reliance	Count	115	141	256
	%	44.9%	55.1%	100.0%
Overall	Count	138	213	351
	%	39.3%	60.7%	100.0%

H.2. (Q 28) Have you terminated telephone connection that you had in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	16	595	611
	%	2.6%	97.4%	100.0%
BSNL	Count	18	1,240	1,258
	%	1.4%	98.6%	100.0%
Reliance	Count	20	550	570
	%	3.5%	96.5%	100.0%
Overall	Count	54	2,385	2,439
	%	2.2%	97.8%	100.0%

H.3. (Q 29) If yes, please name your previous service provider?

Service Providers		Airtel	BSNL	Reliance	TTSL	Base
Airtel	Count	6	6	3	1	16
	%	37.5%	37.5%	18.8%	6.3%	100.0%
BSNL	Count	2	16	0	0	18
	%	11.1%	88.9%	0.0%	0.0%	100.0%
Reliance	Count	16	3	1	0	20
	%	80.0%	15.0%	5.0%	0.0%	100.0%
Overall	Count	24	25	4	1	54
	%	44.4%	46.3%	7.4%	1.9%	100.0%

H.4. (Q 30) How many days were taken by previous service provider for termination of your telephone connection?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	0	7	3	6	16
	%	0.0%	43.8%	18.8%	37.5%	100.0%
BSNL	Count	3	3	4	8	18
	%	16.7%	16.7%	22.2%	44.4%	100.0%
Reliance	Count	2	10	3	5	20
	%	10.0%	50.0%	15.0%	25.0%	100.0%
Overall	Count	5	20	10	19	54
	%	9.3%	37.0%	18.5%	35.2%	100.0%

H.5. (Q 31) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	6	10	16
	%	37.5%	62.5%	100.0%
BSNL	Count	9	9	18
	%	50.0%	50.0%	100.0%
Reliance	Count	11	9	20
	%	55.0%	45.0%	100.0%
Overall	Count	26	28	54
	%	48.1%	51.9%	100.0%

H.6. (Q 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.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	9	585	17	611
	%	1.5%	95.7%	2.8%	100.0%
BSNL	Count	17	1,216	25	1,258
	%	1.4%	96.7%	2.0%	100.0%
Reliance	Count	0	408	162	570
	%	0.0%	71.6%	28.4%	100.0%
Overall	Count	26	2,209	204	2,439
	%	1.1%	90.6%	8.4%	100.0%

H.7. (Q 33) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	1	8	0	0	9
	%	11.1%	88.9%	0.0%	0.0%	100.0%
BSNL	Count	2	11	0	4	17
	%	11.8%	64.7%	0%	23.5%	100.0%
Reliance	Count	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	3	19	0	4	26
	%	11.5%	73.1%	0%	15.4%	100.0%

H.8. (Q 33a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry.

Service Providers		Yes	No	Base
Airtel	Count	7	1	8
	%	87.5%	12.5%	100.0%
BSNL	Count	6	9	15
	%	40.0%	60.0%	100.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	13	10	23
	%	56.5%	43.5%	100.0%

H.9. (Q 33b) Complaint registration with the service provider.

Service Providers		Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

I. Grievance Redressal Mechanism

I.1. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	12	599	611
	%	2.0%	98.0%	100.0%
BSNL	Count	10	1,248	1,258
	%	0.8%	99.2%	100.0%
Reliance	Count	6	564	570
	%	1.1%	98.9%	100.0%
Overall	Count	28	2,411	2,439
	%	1.1%	98.9%	100.0%

I.2. (Q 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?

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
Airtel	Count	608	0	0	3	611
	%	99.5%	0.0%	0.0%	0.5%	
BSNL	Count	1114	2	1	144	1258
	%	88.6%	0.2%	0.0%	11.4%	
Reliance	Count	569	1	1	1	570
	%	99.8%	0.2%	0.2%	0.2%	
Overall	Count	2291	3	2	148	2439
	%	93.9%	0.1%	0.0%	6.1%	

I.3. (Q 36) Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	150	461	611
	%	24.5%	75.5%	100.0%
BSNL	Count	237	1,021	1,258
	%	18.8%	81.2%	100.0%
Reliance	Count	123	447	570
	%	21.6%	78.4%	100.0%
Overall	Count	510	1,929	2,439
	%	20.9%	79.1%	100.0%

I.4. (Q 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.

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	No docket number received even on request	Base
Airtel	Count	67	74	9	150
	%	44.7%	49.3%	6.0%	100.0%
BSNL	Count	106	114	17	237
	%	44.7%	48.1%	7.2%	100.0%
Reliance	Count	56	62	5	123
	%	45.5%	50.4%	4.1%	100.0%
Overall	Count	229	250	31	510
	%	44.9%	49.0%	6.1%	100.0%

I.5. (Q 38) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	100	50	150
	%	66.7%	33.3%	100.0%
BSNL	Count	114	123	237
	%	48.1%	51.9%	100.0%
Reliance	Count	75	48	123
	%	61.0%	39.0%	100.0%
Overall	Count	289	221	510
	%	56.7%	43.3%	100.0%

I.6. (Q 39) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	150	108	1	107	38	4
	%	100.0%	72.0%	0.7%	71.3%	25.3%	2.7%
BSNL	Count	237	135	7	128	96	6
	%	100.0%	57.0%	3.0%	54.0%	40.5%	2.5%
Reliance	Count	123	74	2	72	47	2
	%	100.0%	60.1%	1.6%	58.5%	38.2%	1.6%
Overall	Count	510	317	10	307	181	12
	%	100.0%	62.2%	2.0%	60.2%	35.5%	2.4%

I.7. (Q 40) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	10	3	3	24	2	0	42
	%	23.8%	7.1%	7.1%	57.1%	4.8%	0%	21.8%
BSNL	Count	12	18	4	60	1	7	102
	%	11.8%	17.6%	3.9%	58.8%	1.0%	6.9%	52.8%
Reliance	Count	5	4	2	33	2	3	49
	%	10.2%	8.2%	4.1%	67.3%	4.1%	6.1%	25.4%
Overall	Count	27	25	9	117	5	10	193
	%	14.0%	13.0%	4.7%	60.6%	2.6%	5.2%	100.0%

I.8. (Q 41) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	16	24	40
	%	40.0%	60.0%	100.0%
BSNL	Count	14	42	56
	%	25.0%	75.0%	100.0%
Reliance	Count	5	19	24
	%	20.8%	79.2%	100.0%
Overall	Count	35	85	120
	%	29.2%	70.8%	100.0%

I.9. (Q 42) Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	0	611	611
	%	0.0%	100.0%	100.0%
BSNL	Count	2	1,256	1,258
	%	0.2%	99.8%	100.0%
Reliance	Count	1	569	570
	%	0.2%	99.8%	100.0%
Overall	Count	3	2,436	2,439
	%	0.1%	99.9%	100.0%

I.10. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	1	1	2
	%	50.0%	50.0%	100.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	1	1	2
	%	50.0%	50.0%	100.0%

I.11. (Q 44) Can you approach your Nodal Officer easily?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	1	0	1
	%	100.0%	0.0%	100.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	1	0	1
	%	100.0%	0.0%	100.0%

I.12. (Q 45) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	1	1
	%	0.0%	100.0%	100.0%

I.13. (Q 46) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0	1	1
	%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0	1	1
	%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%

I.14. (Q 47) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	1	0	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Reliance	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	1	0	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%

I.15. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	0	611	611
	%	0.0%	100.0%	100.0%
BSNL	Count	1	1,257	1,258
	%	0.1%	99.9%	100.0%
Reliance	Count	1	569	570
	%	0.2%	99.8%	100.0%
Overall	Count	2	2,437	2,439
	%	0.1%	99.9%	100.0%

I.16. (Q 49) Have you filed any appeal in the prescribed form in last 6 month?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance	Count	0	1	1
	%	0.0%	100.0%	100.0%
Overall	Count	0	2	2
	%	0.0%	100.0%	100.0%

I.17. (Q 50) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	100.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

I.18. (Q 51) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal filed only recently	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

I.19. (Q 52) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	2	3	5
	%	40.0%	60.0%	100.0%
Overall	Count	2	3	5
	%	40.0%	60.0%	100.0%

I.20. (Q 53) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	2	2
	%	0.0%	100.0%	100.0%
Overall	Count	0	2	2
	%	0.0%	100.0%	100.0%

I.21. (Q 54) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

I.22. (Q 55) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Airtel	Count	2	11	13
	%	15.4%	84.6%	100.0%
BSNL	Count	14	27	41
	%	34.1%	65.9%	100.0%
Reliance	Count	117	88	205
	%	57.1%	42.9%	100.0%
Overall	Count	133	126	259
	%	51.4%	48.6%	100.0%

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

A. Service Provision

A.1. (Q 1) When did you last apply for a mobile/ FWP connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	100	60	440	600
	%	16.7%	10.0%	73.3%	100.0%
BSNL	Count	62	63	1075	1200
	%	5.2%	5.3%	89.6%	100.0%
Reliance	Count	31	38	531	600
	%	5.2%	6.3%	88.5%	100.0%
TTSL	Count	70	67	463	600
	%	11.7%	11.2%	77.2%	100.0%
Reliance Telecom	Count	78	38	484	600
	%	13.0%	6.3%	80.7%	100.0%
Idea	Count	108	62	452	622
	%	17.4%	10.0%	72.7%	100.0%
Overall	Count	449	328	3445	4222
	%	10.6%	7.8%	81.6%	100.0%

A.2. (Q 2) How much time was taken to get the working connection (activation) after you applied and completed all formalities?

Service Providers		One day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	1	2	42	115	160
	%	.6%	1.3%	26.3%	71.9%	100.0%
BSNL	Count	0	10	57	58	125
	%	0.0%	8.0%	45.6%	46.4%	100.0%
Reliance	Count	5	4	26	34	69
	%	7.2%	5.8%	37.7%	49.3%	100.0%
TTSL	Count	2	2	41	92	137
	%	1.5%	1.5%	29.9%	67.2%	100.0%
Reliance Telecom	Count	4	3	59	50	116
	%	3.4%	2.6%	50.9%	43.1%	100.0%
Idea	Count	8	4	34	124	170
	%	4.7%	2.4%	20.0%	72.9%	100.0%
Overall	Count	20	25	259	473	777
	%	2.6%	3.2%	33.3%	60.9%	100.0%

A.3. (Q 3) How satisfied are you with the time taken to activate the mobile/ fixed wireless connection, after you applied and completed all formalities?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	160	159	13	146	1	0
	%	100.0%	99.4%	8.1%	91.3%	.6%	0.0%
BSNL	Count	125	93	11	82	32	0
	%	100.0%	74.4%	8.8%	65.6%	25.6%	0.0%
Reliance	Count	69	69	11	58	0	0
	%	100.0%	100.0%	15.9%	84.1%	0.0%	0.0%
TTSL	Count	137	132	15	117	5	0
	%	100.0%	96.3%	10.9%	85.4%	3.6%	0.0%
Reliance Tel	Count	116	108	11	97	8	0
	%	100.0%	93.1%	9.5%	83.6%	6.9%	0.0%
Idea	Count	170	164	13	151	5	1
	%	100.0%	96.4%	7.6%	88.8%	2.9%	0.6%
Overall	Count	777	725	74	651	51	1
	%	100.0%	93.3%	9.5%	83.8%	6.6%	0.1%

A.4. (Q 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?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	15	13	1	12	2	0
	%	100.0%	86.7%	6.7%	80.0%	13.3%	0.0%
BSNL	Count	33	31	1	30	2	0
	%	100.0%	93.9%	3.0%	90.9%	6.1%	0.0%
Reliance	Count	37	33	6	27	4	0
	%	100.0%	89.2%	16.2%	73.0%	10.8%	0.0%
TTSL	Count	7	7	0	7	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Reliance Tel	Count	11	11	0	11	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Idea	Count	48	43	9	34	5	0
	%	100.0%	89.6%	18.8%	70.8%	10.4%	0.0%
Overall	Count	151	138	17	121	13	0
	%	100.0%	91.4%	11.3%	80.1%	8.6%	0.0%

B. Billing Process - Prepaid Customers

B.1 (Q 5a) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	548	527	14	513	21	0
	%	100.0%	96.2%	2.6%	93.6%	3.8%	0.0%
BSNL	Count	853	826	29	797	23	4
	%	100.0%	96.8%	3.4%	93.4%	2.7%	0.5%
Reliance	Count	446	414	5	409	32	0
	%	100.0%	92.8%	1.1%	91.7%	7.2%	0.0%
TTSL	Count	503	466	25	441	36	1
	%	100.0%	92.7%	5.0%	87.7%	7.2%	0.2%
Reliance Tel	Count	542	508	35	473	33	1
	%	100.0%	93.8%	6.5%	87.3%	6.1%	0.2%
Idea	Count	576	530	12	518	45	1
	%	100.0%	92.0%	2.1%	89.9%	7.8%	0.2%
Overall	Count	3468	3271	120	3151	190	7
	%	100.0%	94.4%	3.5%	90.9%	5.5%	0.2%

B.2. (Q 5b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	5	7	14	6	1	21
	%	23.8%	33.3%	66.7%	28.6%	4.8%	
BSNL	Count	4	4	22	6	1	27
	%	14.8%	14.8%	81.5%	22.2%	3.7%	
Reliance	Count	7	6	13	18	2	32
	%	21.9%	18.8%	40.6%	56.3%	6.3%	
TTSL	Count	6	6	9	14	16	37
	%	16.2%	16.2%	24.3%	37.8%	43.2%	
Reliance Tel	Count	5	6	11	19	1	34
	%	14.7%	17.6%	32.4%	55.9%	2.9%	
Idea	Count	11	9	16	22	3	46
	%	23.9%	19.6%	34.8%	47.8%	6.5%	
Overall	Count	38	38	85	85	24	197
	%	19.3%	19.3%	43.1%	43.1%	12.2%	

C. Billing Process - Postpaid Customers

C.1. (Q 6) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	52	48	3	45	4	0
	%	100.0%	92.3%	5.8%	86.5%	7.7%	0.0%
BSNL	Count	347	311	18	293	33	3
	%	100.0%	89.6%	5.2%	84.4%	9.5%	0.9%
Reliance	Count	154	145	17	128	9	0
	%	100.0%	94.1%	11.0%	83.1%	5.8%	0.0%
TTSL	Count	97	85	23	62	6	6
	%	100.0%	87.6%	23.7%	63.9%	6.2%	6.2%
Reliance Tel	Count	58	48	12	36	10	0
	%	100.0%	82.8%	20.7%	62.1%	17.2%	0.0%
Idea	Count	46	43	2	41	2	1
	%	100.0%	93.4%	4.3%	89.1%	4.3%	2.2%
Overall	Count	754	680	75	605	64	10
	%	100.0%	90.1%	9.9%	80.2%	8.5%	1.3%

C.2. (Q 7a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	52	52	3	49	0	0
	%	100.0%	100.0%	5.8%	94.2%	0.0%	0.0%
BSNL	Count	347	325	11	314	22	0
	%	100.0%	93.7%	3.2%	90.5%	6.3%	0.0%
Reliance	Count	154	141	29	112	11	2
	%	100.0%	91.5%	18.8%	72.7%	7.1%	1.3%
TTSL	Count	97	89	15	74	4	4
	%	100.0%	91.8%	15.5%	76.3%	4.1%	4.1%
Reliance Tel	Count	58	56	8	48	2	0
	%	100.0%	96.6%	13.8%	82.8%	3.4%	0.0%
Idea	Count	46	42	1	41	4	0
	%	100.0%	91.3%	2.2%	89.1%	8.7%	0.0%
Overall	Count	754	705	67	638	43	6
	%	100.0%	93.5%	8.9%	84.6%	5.7%	0.8%

C.3. (Q 7b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
BSNL	Count	5	8	22	10%	1	22
	%	22.7%	36.4%	100.0%	45.5%	4.5%	
Reliance	Count	2	3	13	3	2	13
	%	15.4%	23.1%	100.0%	23.1%	15.4%	
TTSL	Count	2	2	5	5	0	8
	%	25.0%	25.0%	62.5%	62.5%	0.0%	
Reliance Tel	Count	0	0	1	1	0	2
	%	0.0%	0.0%	50.0%	50.0%	0.0%	
Idea	Count	1	1	4	2	0	4
	%	25.0%	25.0%	100.0%	50.0%	0.0%	
Overall	Count	10	14	45	21	3	49
	%	20.4%	28.6%	91.8%	42.9%	6.1%	

C.4. (Q 8) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	2	50	52
	%	3.8%	96.2%	100.0%
BSNL	Count	13	334	347
	%	3.7%	96.3%	100.0%
Reliance	Count	26	128	154
	%	16.9%	83.1%	100.0%
TTSL	Count	6	91	97
	%	6.2%	93.8%	100.0%
Reliance Tel	Count	9	49	58
	%	15.5%	84.5%	100.0%
Idea	Count	6	40	46
	%	13.0%	87.0%	100.0%
Overall	Count	62	692	754
	%	8.2%	91.8%	100.0%

C.5. (Q 9) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	2	1	0	1	1	0
	%	100.0%	50.0%	0.0%	50.0%	50.0%	0.0%
BSNL	Count	13	9	0	9	4	0
	%	100.0%	69.2%	0.0%	69.2%	30.8%	0.0%
Reliance	Count	26	16	0	16	10	0
	%	100.0%	61.5%	0.0%	61.5%	38.5%	0.0%
TTSL	Count	6	1	0	1	5	0
	%	100.0%	16.7%	0.0%	16.7%	83.3%	0.0%
Reliance Tel	Count	9	2	0	2	7	0
	%	100.0%	22.2%	0.0%	22.2%	77.8%	0.0%
Idea	Count	6	3	0	3	3	0
	%	100.0%	50.0%	0.0%	50.0%	50.0%	0.0%
Overall	Count	62	32	0	32	30	0
	%	100.0%	51.6%	0.0%	51.6%	48.4%	0.0%

C.6. (Q 10a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	52	50	5	45	0	2
	%	100.0%	96.1%	9.6%	86.5%	0.0%	3.8%
BSNL	Count	347	336	61	275	0	11
	%	100.0%	96.9%	17.6%	79.3%	0.0%	3.2%
Reliance	Count	154	152	35	117	0	2
	%	100.0%	98.7%	22.7%	76.0%	0.0%	1.3%
TTSL	Count	97	97	10	87	0	0
	%	100.0%	100.0%	10.3%	89.7%	0.0%	0.0%
Reliance Tel	Count	58	55	17	38	0	3
	%	100.0%	94.8%	29.3%	65.5%	0.0%	5.2%
Idea	Count	46	43	7	36	0	3
	%	100.0%	93.5%	15.2%	78.3%	0.0%	6.5%
Overall	Count	754	733	135	598	0	21
	%	100.0%	97.2%	17.9%	79.3%	0.0%	2.8%

C.7. (Q 10b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
Airtel	Count	0	0	2	0	0	2
	%	0.0%	0.0%	100.0%	0.0%	0.0%	
BSNL	Count	4	6	6	7	0	9
	%	44.4%	66.7%	66.7%	77.8%	0.0%	
Reliance	Count	0	1	3	2	0	4
	%	0.0%	25.0%	75.0%	50.0%	0.0%	
TTSL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
Reliance Tel	Count	0	1	1	1	1	3
	%	0.0%	33.3%	33.3%	33.3%	33.3%	
Idea	Count	0	0	2	1	1	4
	%	0.0%	0.0%	66.7%	33.3%	33.3%	
Overall	Count	4	8	14	11	2	21
	%	19.4%	38.1%	66.7%	52.4	9.5%	

D. Help Services/ Customer Care

D.1. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	270	330	600
	%	45.0%	55.0%	100.0%
BSNL	Count	567	633	1200
	%	47.3%	52.8%	100.0%
Reliance	Count	295	305	600
	%	49.2%	50.8%	100.0%
TTSL	Count	262	338	600
	%	43.7%	56.3%	100.0%
Reliance Tel	Count	328	272	600
	%	54.7%	45.3%	100.0%
Idea	Count	346	276	622
	%	55.6%	44.4%	100.0%
Overall	Count	2068	2154	4222
	%	49.0%	51.0%	100.0%

D.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	270	237	5	232	33	0
	%	100.0%	87.8%	1.9%	85.9%	12.2%	0.0%
BSNL	Count	567	493	10	483	72	2
	%	100.0%	87.0%	1.8%	85.2%	12.7%	0.4%
Reliance	Count	295	237	8	229	57	1
	%	100.0%	80.3%	2.7%	77.6%	19.3%	0.3%
TTSL	Count	262	229	10	219	33	0
	%	100.0%	87.4%	3.8%	83.6%	12.6%	0.0%
Reliance Tel	Count	328	271	4	267	56	1
	%	100.0%	82.6%	1.2%	81.4%	17.1%	0.3%
Idea	Count	346	260	8	252	83	3
	%	100.0%	75.1%	2.3%	72.8%	24.0%	0.9%
Overall	Count	2068	1727	45	1682	334	7
	%	100.0%	83.5%	2.2%	81.3%	16.2%	0.3%

D.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	270	243	12	231	27	0
	%	100.0%	90.0%	4.4%	85.6%	10.0%	0.0%
BSNL	Count	567	492	32	460	73	2
	%	100.0%	86.7%	5.6%	81.1%	12.9%	0.4%
Reliance	Count	295	240	21	219	54	1
	%	100.0%	81.3%	7.1%	74.2%	18.3%	0.3%
TTSL	Count	262	232	19	213	28	2
	%	100.0%	88.6%	7.3%	81.3%	10.7%	0.8%
Reliance Tel	Count	328	275	8	267	53	0
	%	100.0%	83.8%	2.4%	81.4%	16.2%	0.0%
Idea	Count	346	282	8	274	63	1
	%	100.0%	81.5%	2.3%	79.2%	18.2%	0.3%
Overall	Count	2068	1764	100	1664	298	6
	%	100.0%	85.3%	4.8%	80.5%	14.4%	0.3%

D.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	270	234	13	221	36	0
	%	100.0%	86.7%	4.8%	81.9%	13.3%	0.0%
BSNL	Count	567	472	9	463	89	6
	%	100.0%	83.3%	1.6%	81.7%	15.7%	1.1%
Reliance	Count	295	228	18	210	66	1
	%	100.0%	77.3%	6.1%	71.2%	22.4%	0.3%
TTSL	Count	262	215	10	205	47	0
	%	100.0%	82.0%	3.8%	78.2%	17.9%	0.0%
Reliance Tel	Count	328	259	10	249	69	0
	%	100.0%	78.9%	3.0%	75.9%	21.0%	0.0%
Idea	Count	346	264	9	255	79	3
	%	100.0%	76.3%	2.6%	73.7%	22.8%	0.9%
Overall	Count	2068	1672	69	1603	386	10
	%	100.0%	80.8%	3.3%	77.5%	18.7%	0.5%

D. 5 (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	270	233	10	223	37	0
	%	100.0%	86.3%	3.7%	82.6%	13.7%	0.0%
BSNL	Count	567	466	19	447	95	6
	%	100.0%	82.2%	3.4%	78.8%	16.8%	1.1%
Reliance	Count	295	228	25	203	65	2
	%	100.0%	77.3%	8.5%	68.8%	22.0%	0.7%
TTSL	Count	262	213	14	199	48	1
	%	100.0%	81.3%	5.3%	76.0%	18.3%	0.4%
Reliance Tel	Count	328	258	6	252	69	1
	%	100.0%	78.6%	1.8%	76.8%	21.0%	0.3%
Idea	Count	346	261	10	251	81	4
	%	100.0%	75.4%	2.9%	72.5%	23.4%	1.2%
Overall	Count	2068	1659	84	1575	395	14
	%	100.0%	80.3%	4.1%	76.2%	19.1%	0.7%

E. Network Performance, Reliability and Availability

E.1. (Q 16) How satisfied are you with the availability of signal of your service provider in your locality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	600	530	14	516	69	1
	%	100.0%	88.3%	2.3%	86.0%	11.5%	0.2%
BSNL	Count	1200	928	18	910	266	6
	%	100.0%	77.3%	1.5%	75.8%	22.2%	0.5%
Reliance	Count	600	514	25	489	85	1
	%	100.0%	85.7%	4.2%	81.5%	14.2%	0.2%
TTSL	Count	600	551	30	521	47	2
	%	100.0%	91.8%	5.0%	86.8%	7.8%	0.3%
Reliance Tel	Count	600	473	22	451	124	3
	%	100.0%	78.9%	3.7%	75.2%	20.7%	0.5%
Idea	Count	622	532	20	512	87	3
	%	100.0%	85.5%	3.2%	82.3%	14.0%	0.5%
Overall	Count	4222	3528	129	3399	678	16
	%	100.0%	83.6%	3.1%	80.5%	16.1%	0.4%

E.2 (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	600	548	32	516	52	0
	%	100.0%	91.3%	5.3%	86.0%	8.7%	0.0%
BSNL	Count	1200	1021	54	967	173	6
	%	100.0%	85.1%	4.5%	80.6%	14.4%	0.5%
Reliance	Count	600	518	33	485	82	0
	%	100.0%	86.3%	5.5%	80.8%	13.7%	0.0%
TTSL	Count	600	564	33	531	35	1
	%	100.0%	94.0%	5.5%	88.5%	5.8%	0.2%
Reliance Tel	Count	600	511	29	482	88	1
	%	100.0%	85.1%	4.8%	80.3%	14.7%	0.2%
Idea	Count	622	546	41	505	72	4
	%	100.0%	87.8%	6.6%	81.2%	11.6%	0.6%
Overall	Count	4222	3708	222	3486	502	12
	%	100.0%	87.9%	5.3%	82.6%	11.9%	0.3%

E.3. (Q 18) How often does your call drops during conversation?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	82	483	33	2	600
	%	13.7%	80.5%	5.5%	0.3%	100.0%
BSNL	Count	109	975	108	8	1200
	%	9.1%	81.3%	9.0%	0.7%	100.0%
Reliance	Count	83	442	67	8	600
	%	13.8%	73.7%	11.2%	1.3%	100.0%
TTSL	Count	164	399	36	1	600
	%	27.3%	66.5%	6.0%	0.2%	100.0%
Reliance Tel	Count	104	416	78	2	600
	%	17.3%	69.3%	13.0%	0.3%	100.0%
Idea	Count	134	439	45	4	622
	%	21.5%	70.6%	7.2%	0.6%	100.0%
Overall	Count	676	3154	367	25	4222
	%	16.0%	74.7%	8.7%	0.6%	100.0%

E.4. (Q 19) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	600	545	32	513	52	3
	%	100.0%	90.8%	5.3%	85.5%	8.7%	0.5%
BSNL	Count	1200	1030	48	982	162	8
	%	100.0%	85.8%	4.0%	81.8%	13.5%	0.7%
Reliance	Count	600	525	35	490	74	1
	%	100.0%	87.5%	5.8%	81.7%	12.3%	0.2%
TTSL	Count	600	555	34	521	44	1
	%	100.0%	92.5%	5.7%	86.8%	7.3%	0.2%
Reliance Tel	Count	600	497	38	459	101	2
	%	100.0%	82.8%	6.3%	76.5%	16.8%	0.3%
Idea	Count	622	532	34	498	86	4
	%	100.0%	85.6%	5.5%	80.1%	13.8%	0.6%
Overall	Count	4222	3684	221	3463	519	19
	%	100.0%	87.2%	5.2%	82.0%	12.3%	0.5%

F. Maintainability

F.1. (Q 20) How often your mobile/ fixed wireless handset faces problem of signal?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	81	500	18	1	600
	%	13.5%	83.3%	3.0%	0.2%	100.0%
BSNL	Count	86	1074	34	6	1200
	%	7.2%	89.5%	2.8%	0.5%	100.0%
Reliance	Count	64	504	31	1	600
	%	10.7%	84.0%	5.2%	0.2%	100.0%
TTSL	Count	145	432	18	5	600
	%	24.2%	72.0%	3.0%	0.8%	100.0%
Reliance Tel	Count	91	485	18	6	600
	%	15.2%	80.8%	3.0%	1.0%	100.0%
Idea	Count	109	482	28	3	622
	%	17.5%	77.5%	4.5%	0.5%	100.0%
Overall	Count	576	3477	147	22	4222
	%	13.6%	82.4%	3.5%	0.5%	100.0%

F.2. (Q 21) How satisfied are you with the availability of network (signal)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	600	562	27	535	37	1
	%	100.0%	93.7%	4.5%	89.2%	6.2%	0.2%
BSNL	Count	1200	1083	48	1035	115	2
	%	100.0%	90.3%	4.0%	86.3%	9.6%	0.2%
Reliance	Count	600	555	41	514	45	0
	%	100.0%	92.5%	6.8%	85.7%	7.5%	0.0%
TTSL	Count	600	571	54	517	27	2
	%	100.0%	95.2%	9.0%	86.2%	4.5%	0.3%
Reliance Tel	Count	600	549	44	505	49	2
	%	100.0%	91.5%	7.3%	84.2%	8.2%	0.3%
Idea	Count	622	574	33	541	46	2
	%	100.0%	92.3%	5.3%	87.0%	7.4%	0.3%
Overall	Count	4222	3894	247	3647	319	9
	%	100.0%	92.3%	5.9%	86.4%	7.6%	0.2%

F.3. (Q 22) Are you satisfied with the restoration of network (signal) problems?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	600	571	20	551	29	0
	%	100.0%	95.1%	3.3%	91.8%	4.8%	0.0%
BSNL	Count	1200	1063	41	1022	131	6
	%	100.0%	88.6%	3.4%	85.2%	10.9%	0.5%
Reliance	Count	600	553	36	517	45	2
	%	100.0%	92.2%	6.0%	86.2%	7.5%	0.3%
TTSL	Count	600	563	35	528	32	5
	%	100.0%	93.8%	5.8%	88.0%	5.3%	0.8%
Reliance Tel	Count	600	552	42	510	43	5
	%	100.0%	92.0%	7.0%	85.0%	7.2%	0.8%
Idea	Count	622	555	20	535	63	4
	%	100.0%	89.2%	3.2%	86.0%	10.1%	0.6%
Overall	Count	4222	3857	194	3663	343	22
	%	100.0%	91.4%	4.6%	86.8%	8.1%	0.5%

G. Supplementary Service/ Value Added Services

G.1. (Q 23) Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services.

Service Providers		Yes	No	Base
Airtel	Count	260	340	600
	%	43.3%	56.7%	100.0%
BSNL	Count	625	575	1200
	%	52.1%	47.9%	100.0%
Reliance	Count	245	355	600
	%	40.8%	59.2%	100.0%
TTSL	Count	244	356	600
	%	40.7%	59.3%	100.0%
Reliance Tel	Count	243	357	600
	%	40.5%	59.5%	100.0%
Idea	Count	298	324	622
	%	47.9%	52.1%	100.0%
Overall	Count	1915	2307	4222
	%	45.4%	54.6%	100.0%

G.2. (Q 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.

Service Providers		Yes	No	Base
Airtel	Count	231	29	260
	%	88.8%	11.2%	100.0%
BSNL	Count	425	200	625
	%	68.0%	32.0%	100.0%
Reliance	Count	179	66	245
	%	73.1%	26.9%	100.0%
TTSL	Count	225	19	244
	%	92.2%	7.8%	100.0%
Reliance Tel	Count	193	50	243
	%	79.4%	20.6%	100.0%
Idea	Count	229	69	298
	%	76.8%	23.2%	100.0%
Overall	Count	1482	433	1915
	%	77.4%	22.6%	100.0%

G.3. (Q 25) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	260	247	3	244	13	0
	%	100.0%	95.0%	1.2%	93.8%	5.0%	0.0%
BSNL	Count	625	598	13	585	25	2
	%	100.0%	95.7%	2.1%	93.6%	4.0%	0.3%
Reliance	Count	245	226	7	219	18	1
	%	100.0%	92.3%	2.9%	89.4%	7.3%	0.4%
TTSL	Count	244	237	8	229	4	3
	%	100.0%	97.2%	3.3%	93.9%	1.6%	1.2%
Reliance Tel	Count	243	232	19	213	10	1
	%	100.0%	95.5%	7.8%	87.7%	4.1%	0.4%
Idea	Count	298	265	7	258	30	3
	%	100.0%	88.9%	2.3%	86.6%	10.1%	1.0%
Overall	Count	1915	1805	57	1748	100	10
	%	100.0%	94.3%	3.0%	91.3%	5.2%	0.5%

H. Overall Customer Satisfaction

H.1. (Q 26a) How satisfied are you with the overall quality of your mobile/ fixed wireless service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	600	491	16	475	108	1
	%	100.0%	81.9%	2.7%	79.2%	18.0%	0.2%
BSNL	Count	1200	877	28	849	319	4
	%	100.0%	73.1%	2.3%	70.8%	26.6%	0.3%
Reliance	Count	600	468	20	448	132	0
	%	100.0%	78.0%	3.3%	74.7%	22.0%	0.0%
TTSL	Count	600	514	48	466	82	4
	%	100.0%	85.7%	8.0%	77.7%	13.7%	0.7%
Reliance Tel	Count	600	455	32	423	141	4
	%	100.0%	75.8%	5.3%	70.5%	23.5%	0.7%
Idea	Count	622	526	25	501	89	7
	%	100.0%	84.5%	4.0%	80.5%	14.3%	1.1%
Overall	Count	4222	3331	169	3162	871	20
	%	100.0%	78.9%	4.0%	74.9%	20.6%	0.5%

I. General Information

I.1. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	47	113	160
	%	29.4%	70.6%	100.0%
BSNL	Count	45	80	125
	%	36.0%	64.0%	100.0%
Reliance	Count	26	43	69
	%	37.7%	62.3%	100.0%
TTSL	Count	43	94	137
	%	31.4%	68.6%	100.0%
Reliance Tel	Count	26	90	116
	%	22.4%	77.6%	100.0%
Idea	Count	47	123	170
	%	27.6%	72.4%	100.0%
Overall	Count	234	543	777
	%	30.1%	69.9%	100.0%

I.2. (Q 28) Have you terminated your Mobile/ Fixed Wireless Phone connection in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	36	564	600
	%	6.0%	94.0%	100.0%
BSNL	Count	16	1184	1200
	%	1.3%	98.7%	100.0%
Reliance	Count	3	597	600
	%	0.5%	99.5%	100.0%
TTSL	Count	19	581	600
	%	3.2%	96.8%	100.0%
Reliance Tel	Count	11	589	600
	%	1.8%	98.2%	100.0%
Idea	Count	26	596	622
	%	4.2%	95.8%	100.0%
Overall	Count	111	4111	4222
	%	2.6%	97.4%	100.0%

I.3. (Q 29) If Yes, please name your previous service provider?

Service Providers		Airtel	Reliance	Idea	BSNL	Reliance Tel	TTSL	Base
Airtel	Count	10	10	7	3	2	4	36
	%	27.8%	27.8%	19.4%	8.3%	5.6%	11.1%	100.0%
BSNL	Count	6	3	5	2	0	0	16
	%	37.5%	18.8%	31.3%	12.5%	0.0%	0.0%	100.0%
Reliance	Count	2	0	0	1	0	0	3
	%	66.7%	0.0%	0.0%	33.3%	0.0%	0.0%	100.0%
TTSL	Count	3	8	3	1	0	4	19
	%	15.8%	42.1%	15.8%	5.3%	0.0%	21.1%	100.0%
Reliance Tel	Count	2	0	3	6	0	0	11
	%	18.2%	0.0%	27.3%	54.5%	0.0%	0.0%	100.0%
Idea	Count	13	3	4	4	1	1	26
	%	50.0%	11.5%	15.4%	15.4%	3.8%	3.8%	100.0%
Overall	Count	36	24	22	17	3	9	111
	%	32.4%	21.6%	19.8%	15.3%	2.7%	8.1%	100.0%

I.4. (Q 30) How many days were taken by previous service provider for termination of your Mobile/ fixed wireless Phone connection?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	9	21	2	4	36
	%	25.0%	58.3%	5.6%	11.1%	100.0%
BSNL	Count	2	10	2	2	16
	%	12.5%	62.5%	12.5%	12.5%	100.0%
Reliance	Count	0	1	0	2	3
	%	0.0%	33.3%	0.0%	66.7%	100.0%
TTSL	Count	4	13	1	1	19
	%	21.1%	68.4%	5.3%	5.3%	100.0%
Reliance Tel	Count	0	8	0	3	11
	%	0.0%	72.7%	0.0%	27.3%	100.0%
Idea	Count	9	14	0	3	26
	%	34.6%	53.8%	0.0%	11.5%	100.0%
Overall	Count	24	67	5	15	111
	%	21.6%	60.4%	4.5%	13.5%	100.0%

I.5. (Q31) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	2	34	36
	%	5.6%	94.4%	100.0%
BSNL	Count	6	10	16
	%	37.5%	62.5%	100.0%
Reliance	Count	1	2	3
	%	33.3%	66.7%	100.0%
TTSL	Count	0	19	19
	%	0.0%	100.0%	100.0%
Reliance Tel	Count	2	9	11
	%	18.2%	81.8%	100.0%
Idea	Count	1	25	26
	%	3.8%	96.2%	100.0%
Overall	Count	12	99	111
	%	10.8%	89.2%	100.0%

I.6. (Q 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.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	17	540	43	600
	%	2.8%	90.0%	7.2%	100.0%
BSNL	Count	26	961	213	1200
	%	2.2%	80.1%	17.8%	100.0%
Reliance	Count	8	521	71	600
	%	1.3%	86.8%	11.8%	100.0%
TTSL	Count	3	543	54	600
	%	0.5%	90.5%	9.0%	100.0%
Reliance Tel	Count	8	505	87	600
	%	1.3%	84.2%	14.5%	100.0%
Idea	Count	27	533	62	622
	%	4.3%	85.7%	10.0%	100.0%
Overall	Count	89	3603	530	4222
	%	2.1%	85.3%	12.6%	100.0%

I.7. (Q 33) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	5	7	5	0	17
	%	29.4%	41.2%	29.4%	0.0%	100.0%
BSNL	Count	15	3	6	2	26
	%	57.7%	11.5%	23.1%	7.7%	100.0%
Reliance	Count	2	2	3	1	8
	%	25.0%	25.0%	37.5%	12.5%	100.0%
TTSL	Count	1	2	0	0	3
	%	33.3%	66.7%	0.0%	0.0%	100.0%
Reliance Tel	Count	1	1	4	2	8
	%	12.5%	12.5%	50.0%	25.0%	100.0%
Idea	Count	11	2	10	4	27
	%	40.7%	7.4%	37.0%	14.8%	100.0%
Overall	Count	35	17	28	9	89
	%	39.3%	19.1%	31.5%	10.1%	100.0%

H.8. (Q 33a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry.

Service Providers		Yes	No	Base
Airtel	Count	3	9	12
	%	25.0%	75.0%	100.0%
BSNL	Count	2	9	11
	%	18.2%	81.8%	100.0%
Reliance	Count	0	6	6
	%	0.0%	100.0%	100.0%
TTSL	Count	0	2	2
	%	0.0%	100.0%	100.0%
Reliance Tel	Count	2	5	7
	%	28.6%	71.4%	100.0%
Idea	Count	7	9	16
	%	43.8%	56.3%	100.0%
Overall	Count	14	40	54
	%	25.9%	74.1%	100.0%

H.9. (Q 33b) Complaint registration with the service provider.

Service Providers		Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	0	0	3	3
	%	0.0%	0.0%	100.0%	100.0%
BSNL	Count	2	0	0	2
	%	100.0%	0.0%	0.0%	100.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance Tel	Count	1	1	0	2
	%	50.0%	50.0%	0.0%	100.0%
Idea	Count	3	4	0	7
	%	42.9%	57.1%	0.0%	100.0%
Overall	Count	6	5	3	14
	%	42.9%	35.7%	21.4%	100.0%

J. Grievance Redressal Mechanism

J.1. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	35	565	600
	%	5.8%	94.2%	100.0%
BSNL	Count	65	1135	1200
	%	5.4%	94.6%	100.0%
Reliance	Count	23	577	600
	%	3.8%	96.2%	100.0%
TTSL	Count	18	582	600
	%	3.0%	97.0%	100.0%
Reliance Tel	Count	31	569	600
	%	5.2%	94.8%	100.0%
Idea	Count	55	567	622
	%	8.8%	91.2%	100.0%
Overall	Count	227	3995	4222
	%	5.4%	94.6%	100.0%

J.2. (Q 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?

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
Airtel	Count	576	52	1	22	600
	%	96.0%	8.7%	0.2%	3.7%	
BSNL	Count	1170	81	0	34	1200
	%	97.5%	6.8%	0.0%	2.8%	
Reliance	Count	575	19	1	24	600
	%	95.8%	3.2%	0.2%	4.0%	
TTSL	Count	566	16	1	35	600
	%	94.3%	2.7%	0.2%	5.8%	
Reliance Tel	Count	581	14	0	18	600
	%	96.8%	2.3%	0.0%	3.0%	
Idea	Count	592	26	3	34	622
	%	95.2%	4.2%	0.5%	5.5%	
Overall	Count	4060	208	6	167	4222
	%	96.2%	4.9%	0.1%	4.0%	

J.3. (Q 36) Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	102	498	600
	%	17.0%	83.0%	100.0%
BSNL	Count	193	1007	1200
	%	16.1%	83.9%	100.0%
Reliance	Count	99	501	600
	%	16.5%	83.5%	100.0%
TTSL	Count	86	514	600
	%	14.3%	85.7%	100.0%
Reliance Tel	Count	120	480	600
	%	20.0%	80.0%	100.0%
Idea	Count	174	448	622
	%	28.0%	72.0%	100.0%
Overall	Count	774	3448	4222
	%	18.3%	81.7%	100.0%

J.4 (Q 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.

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	No docket number received even on request	Base
Airtel	Count	17	80	5	102
	%	16.7%	78.4%	4.9%	100.0%
BSNL	Count	20	164	9	193
	%	10.4%	85.0%	4.7%	100.0%
Reliance	Count	34	55	10	99
	%	34.3%	55.6%	10.1%	100.0%
TTSL	Count	14	65	7	86
	%	16.3%	75.6%	8.1%	100.0%
Reliance Tel	Count	28	81	11	120
	%	23.3%	67.5%	9.2%	100.0%
Idea	Count	65	100	9	174
	%	37.4%	57.5%	5.2%	100.0%
Overall	Count	178	545	51	774
	%	23.0%	70.4%	6.6%	100.0%

J.5. (Q 38) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	64	38	102
	%	62.7%	37.3%	100.0%
BSNL	Count	161	32	193
	%	83.4%	16.6%	100.0%
Reliance	Count	42	57	99
	%	42.4%	57.6%	100.0%
TTSL	Count	46	40	86
	%	53.5%	46.5%	100.0%
Reliance Tel	Count	54	66	120
	%	45.0%	55.0%	100.0%
Idea	Count	84	90	174
	%	48.3%	51.7%	100.0%
Overall	Count	451	323	774
	%	58.3%	41.7%	100.0%

J.6. (Q 39) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	102	87	0	87	15	0
	%	100.0%	85.3%	0.0%	85.3%	14.7%	0.0%
BSNL	Count	193	178	0	178	15	0
	%	100.0%	92.2%	0.0%	92.2%	7.8%	0.0%
Reliance	Count	99	68	0	68	29	2
	%	100.0%	68.7%	0.0%	68.7%	29.3%	2.0%
TTSL	Count	86	64	1	63	21	1
	%	100.0%	74.5%	1.2%	73.3%	24.4%	1.2%
Reliance Tel	Count	120	76	4	72	33	11
	%	100.0%	63.3%	3.3%	60.0%	27.5%	9.2%
Idea	Count	174	113	0	113	59	2
	%	100.0%	64.9%	0.0%	64.9%	33.9%	1.1%
Overall	Count	774	586	5	581	172	16
	%	100.0%	75.7%	0.6%	75.1%	22.2%	2.1%

J.7. (Q 40) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	3	1	10	7	0	1	15
	%	20.0%	6.7%	66.7%	46.7%	0.0%	6.7%	
BSNL	Count	5	4	10	3	2	1	15
	%	33.3%	26.7%	66.7%	20.0%	13.3%	6.7%	
Reliance	Count	16	6	17	28	6	1	31
	%	51.6%	19.4%	54.8%	90.3%	19.4%	3.2%	
TTSL	Count	8	2	12	16	3	2	22
	%	36.4%	9.1%	54.5%	72.7%	13.6%	9.1%	
Reliance Tel	Count	13	4	19	26	8	3	44
	%	29.5%	9.1%	43.2%	59.1%	18.2%	6.8%	
Idea	Count	34	6	26	23	6	4	61
	%	55.7%	9.8%	42.6%	37.7%	9.8%	6.6%	
Overall	Count	79	23	94	103	25	12	188
	%	42.0%	12.2%	50.0%	54.8%	13.3%	6.4%	

J.8. (Q 41) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	14	6	20
	%	70.0%	30.0%	100.0%
BSNL	Count	13	2	15
	%	86.7%	13.3%	100.0%
Reliance	Count	4	7	11
	%	36.4%	63.6%	100.0%
TTSL	Count	2	5	7
	%	28.6%	71.4%	100.0%
Reliance Tel	Count	2	9	11
	%	18.2%	81.8%	100.0%
Idea	Count	7	7	14
	%	50.0%	50.0%	100.0%
Overall	Count	42	36	78
	%	53.8%	46.2%	100.0%

J.9. (Q 42) Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	3	597	600
	%	0.5%	99.5%	100.0%
BSNL	Count	1	1199	1200
	%	0.1%	99.9%	100.0%
Reliance	Count	0	600	600
	%	0.0%	100.0%	100.0%
TTSL	Count	1	599	600
	%	0.2%	99.8%	100.0%
Reliance Tel	Count	1	599	600
	%	0.2%	99.8%	100.0%
Idea	Count	6	616	622
	%	1.0%	99.0%	100.0%
Overall	Count	12	4210	4222
	%	0.3%	99.7%	100.0%

J.10. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	0	3	3
	%	0.0%	100.0%	100.0%
BSNL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance Tel	Count	0	1	1
	%	0.0%	100.0%	100.0%
Idea	Count	1	5	6
	%	16.7%	83.3%	100.0%
Overall	Count	1	11	12
	%	8.3%	91.7%	100.0%

J.11. (Q 44) Can you approach your Nodal Officer easily?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance Tel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	1	0	1
	%	100.0%	0.0%	100.0%
Overall	Count	1	0	1
	%	100.0%	0.0%	100.0%

J.12 (Q 45) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance Tel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	1	0	1
	%	100.0%	0.0%	100.0%
Overall	Count	1	0	1
	%	100.0%	0.0%	100.0%

J.13. (Q 46) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance Tel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Idea	Count	1	1	0	1	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Overall	Count	1	1	0	1	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%

J.14. (Q 47) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance Tel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Idea	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

J.15. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	0	600	600
	%	0.0%	100.0%	100.0%
BSNL	Count	0	1200	1200
	%	0.0%	100.0%	100.0%
Reliance	Count	0	600	600
	%	0.0%	100.0%	100.0%
TTSL	Count	1	599	600
	%	0.2%	99.8%	100.0%
Reliance Tel	Count	1	599	600
	%	0.2%	99.8%	100.0%
Idea	Count	6	616	622
	%	1.0%	99.0%	100.0%
Overall	Count	8	4214	4222
	%	0.2%	99.8%	100.0%

J.16. (Q 49) Have you filed any appeal in the prescribed form in last 6 month?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance Tel	Count	0	1	1
	%	0.0%	100.0%	100.0%
Idea	Count	1	5	6
	%	16.7%	83.3%	100.0%
Overall	Count	1	7	8
	%	12.5%	87.5%	100.0%

J.17. (Q 50) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance Tel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	1	0	1
	%	100.0%	0.0%	100.0%
Overall	Count	1	0	1
	%	100.0%	0.0%	100.0%

J.18 (Q 51) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance Tel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Idea	Count	1	0	0	1
	%	100.0%	0.0%	0.0%	100.0%
Overall	Count	1	0	0	1
	%	100.0%	0.0%	0.0%	100.0%

General Information

J.19. (Q 52) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	2	546	548
	%	0.4%	99.6%	100.0%
BSNL	Count	0	856	853
	%	0.0%	100.0%	100.0%
Reliance	Count	126	320	446
	%	28.3%	71.7%	100.0%
TTSL	Count	131	372	503
	%	26.0%	74.0%	100.0%
Reliance Tel	Count	0	542	542
	%	0.0%	100.0%	100.0%
Idea	Count	3	573	576
	%	0.5%	99.5%	100.0%
Overall	Count	262	3206	3468
	%	7.6%	92.4%	100.0%

J.20. (Q 53) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	0	2	2
	%	0.0%	100.0%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	14	112	126
	%	11.1%	88.9%	100.0%
TTSL	Count	12	119	131
	%	9.2%	90.8%	100.0%
Reliance Tel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	0	3	3
	%	0.0%	100.0%	100.0%
Overall	Count	26	236	262
	%	9.9%	90.1%	100.0%

J.21. (Q 54) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	7	2	11	20
	%	35.0%	10.0%	55.0%	100.0%
BSNL	Count	13	1	19	33
	%	39.4%	3.0%	57.6%	100.0%
Reliance	Count	6	3	5	14
	%	42.9%	21.4%	35.7%	100.0%
TTSL	Count	8	0	4	12
	%	66.7%	0.0%	33.3%	100.0%
Reliance Tel	Count	8	0	2	10
	%	80.0%	0.0%	20.0%	100.0%
Idea	Count	11	1	8	20
	%	55.0%	5.0%	40.0%	100.0%
Overall	Count	53	7	49	109
	%	48.6%	6.4%	45.0%	100.0%

J.22 (Q 55) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Airtel	Count	39	61	100
	%	39.0%	61.0%	100.0%
BSNL	Count	15	47	62
	%	24.2%	75.8%	100.0%
Reliance	Count	15	16	31
	%	48.4%	51.6%	100.0%
TTSL	Count	27	43	70
	%	38.6%	61.4%	100.0%
Reliance Tel	Count	42	36	78
	%	53.8%	46.2%	100.0%
Idea	Count	46	62	108
	%	42.6%	57.4%	100.0%
Overall	Count	184	265	449
	%	41.0%	59.0%	100.0%

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

A.1. (Q 1) After registration and payment of initial deposits by you within how many working days did the broadband connection get activated?

Service Providers		Within 15 working days	More than 15 days	Base
BSNL	Count	791	66	857
	%	92.3%	7.7%	100.0%
Tata	Count	630	2	632
	%	99.7%	0.3%	100.0%
Airtel	Count	606	14	620
	%	97.7%	2.3%	100.0%
Reliance	Count	583	47	630
	%	92.5%	7.5%	100.0%
Overall	Count	2610	129	2739
	%	95.3%	4.7%	100.0%

A.2. (Q 2) How satisfied are you with the time taken in the provision of the broadband connection after registration and payment of initial deposit by you?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	857	795	27	768	56	6
	%	100.0%	92.8%	3.2%	89.6%	6.5%	0.7%
Tata	Count	632	628	14	614	4	0
	%	100.0%	99.4%	2.2%	97.2%	0.6%	0.0%
Airtel	Count	620	607	17	590	13	0
	%	100.0%	97.9%	2.7%	95.2%	2.1%	0.0%
Reliance	Count	630	615	2	613	15	0
	%	100.0%	97.6%	0.3%	97.3%	2.4%	0.0%
Overall	Count	2,739	2,645	60	2,585	88	6
	%	100.0%	96.6%	2.2%	94.4%	3.2%	0.2%

A.3. (Q 3) 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?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	72	59	5	54	10	3
	%	100.0%	81.9%	6.9%	75.0%	13.9%	4.2%
Tata	Count	157	78	5	73	70	9
	%	100.0%	49.7%	3.2%	46.5%	44.6%	5.7%
Airtel	Count	73	71	3	68	2	0
	%	100.0%	97.3%	4.1%	93.2%	2.7%	0.0%
Reliance	Count	58	44	0	44	12	2
	%	100.0%	75.9%	0.0%	75.9%	20.7%	3.4%
Overall	Count	360	252	13	239	94	14
	%	100.0%	70.0%	3.6%	66.4%	26.1%	3.9%

B. Billing Process - Postpaid Customers

B.1. (Q 4) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	857	798	41	757	58	1
	%	100.0%	93.1%	4.8%	88.3%	6.8%	0.1%
Tata	Count	416	373	16	357	41	2
	%	100.0%	89.6%	3.8%	85.8%	9.9%	0.5%
Airtel	Count	612	601	31	570	11	0
	%	100.0%	98.2%	5.1%	93.1%	1.8%	0.0%
Reliance	Count	617	585	4	581	32	0
	%	100.0%	94.8%	0.6%	94.2%	5.2%	0.0%
Overall	Count	2502	2357	92	2265	142	3
	%	100.0%	94.2%	3.7%	90.5%	5.7%	0.1%

B.2. (Q 5a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	857	804	39	765	51	2
	%	100.0%	93.9%	4.6%	89.3%	6.0%	0.2%
Tata	Count	416	376	18	358	36	4
	%	100.0%	90.4%	4.3%	86.1%	8.7%	1.0%
Airtel	Count	612	554	26	528	57	1
	%	100.0%	90.5%	4.2%	86.3%	9.3%	0.2%
Reliance	Count	617	571	3	568	44	2
	%	100.0%	92.6%	0.5%	92.1%	7.1%	0.3%
Overall	Count	2502	2305	86	2219	188	9
	%	100.0%	92.1%	3.4%	88.7%	7.5%	0.4%

B.3. (Q 5b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for services not made/ used	Others	Base
BSNL	Count	8	7	0	24	14	53
	%	15.1%	13.2%	0.0%	45.3%	26.4%	26.9%
Tata	Count	4	16	1	14	5	40
	%	10.0%	40.0%	2.5%	35.0%	12.5%	20.3%
Airtel	Count	14	15	3	17	9	58
	%	24.1%	25.9%	5.2%	29.3%	15.5%	29.4%
Reliance	Count	6	4	1	20	15	46
	%	13.0%	8.7%	2.2%	43.5%	32.6%	23.4%
Overall	Count	32	42	5	75	43	197
	%	16.2%	21.3%	2.5%	38.1%	21.8%	100%

B.4. (Q 6) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
BSNL	Count	105	752	857
	%	12.3%	87.7%	100.0%
Tata	Count	89	327	416
	%	21.4%	78.6%	100.0%
Airtel	Count	87	525	612
	%	14.2%	85.8%	100.0%
Reliance	Count	57	560	617
	%	9.2%	90.8%	100.0%
Overall	Count	338	2164	2502
	%	13.5%	86.5%	100.0%

B.4. (Q 7) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	105	25	0	25	75	5
	%	100.0%	23.8%	0.0%	23.8%	71.4%	4.8%
Tata	Count	89	30	0	30	52	7
	%	100.0%	33.7%	0.0%	33.7%	58.4%	7.9%
Airtel	Count	87	37	1	36	45	5
	%	100.0%	42.5%	1.1%	41.4%	51.7%	5.7%
Reliance	Count	57	19	0	19	34	4
	%	100.0%	33.3%	0.0%	33.3%	59.6%	7.0%
Overall	Count	338	111	1	110	206	21
	%	100.0%	32.8%	0.3%	32.5%	60.9%	6.2%

B.5. (Q 8a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	857	824	30	794	31	2
	%	100.0%	96.1%	3.5%	92.6%	3.6%	0.2%
Tata	Count	416	403	6	397	11	2
	%	100.0%	96.8%	1.4%	95.4%	2.6%	0.5%
Airtel	Count	612	577	9	568	35	0
	%	100.0%	94.3%	1.5%	92.8%	5.7%	0.0%
Reliance	Count	617	597	1	596	20	0
	%	100.0%	96.8%	0.2%	96.6%	3.2%	0.0%
Overall	Count	2502	2401	46	2355	97	4
	%	100.0%	95.9%	1.8%	94.1%	3.9%	0.2%

C.6. (Q 8b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
BSNL	Count	1	2	21	8	1	33
	%	3.0%	6.1%	63.6%	24.2%	3.0%	32.7%
Tata	Count	2	6	5	0	0	13
	%	15.4%	46.2%	38.5%	0.0%	0.0%	12.9%
Airtel	Count	1	1	25	6	2	35
	%	2.9%	2.9%	71.4%	17.1%	5.7%	34.7%
Reliance	Count	4	0	11	2	3	20
	%	20.0%	0.0%	55.0%	10.0%	15.0%	19.8%
Overall	Count	8	9	62	16	6	101
	%	7.9%	8.9%	61.4%	15.8%	5.9%	100.0%

C. Billing Process - Prepaid Customers

C.1. (Q 9a) How satisfied are you with accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tata	Count	216	168	6	162	46	2
	%	100.0%	77.8%	2.8%	75.0%	21.3%	0.9%
Airtel	Count	8	8	0	8	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Reliance	Count	13	13	0	13	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Overall	Count	237	189	6	183	46	2
	%	100.0%	79.7%	2.5%	77.2%	19.4%	0.8%

C.2. (Q 9b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tata	Count	3	17	5	11	12	48
	%	6.3%	35.4%	10.4%	22.9%	25.0%	100.0%
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	3	17	5	11	12	48
	%	6.3%	35.4%	10.4%	22.9%	25.0%	100.0%

D. Help Services/ Customer Care

D.1. (Q 10) 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?

Service Providers		Yes	No	Base
BSNL	Count	386	471	857
	%	45.0%	55.0%	100.0%
Tata	Count	495	137	632
	%	78.3%	21.7%	100.0%
Airtel	Count	398	222	620
	%	64.2%	35.8%	100.0%
Reliance	Count	346	284	630
	%	54.9%	45.1%	100.0%
Overall	Count	1625	1114	2739
	%	59.3%	40.7%	100.0%

D.2. (Q 11) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	386	309	6	303	71	6
	%	100.0%	80.1%	1.6%	78.5%	18.4%	1.6%
Tata	Count	495	371	6	365	114	10
	%	100.0%	74.9%	1.2%	73.7%	23.0%	2.0%
Airtel	Count	398	351	13	338	47	0
	%	100.0%	88.2%	3.3%	84.9%	11.8%	0.0%
Reliance	Count	346	254	0	254	88	4
	%	100.0%	73.4%	0.0%	73.4%	25.4%	1.2%
Overall	Count	1625	1285	25	1260	320	20
	%	100.0%	79.0%	1.5%	77.5%	19.7%	1.2%

D.3. (Q 12) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	386	321	6	315	60	5
	%	100.0%	83.2%	1.6%	81.6%	15.5%	1.3%
Tata	Count	495	379	6	373	98	18
	%	100.0%	76.6%	1.2%	75.4%	19.8%	3.6%
Airtel	Count	398	354	20	334	44	0
	%	100.0%	88.9%	5.0%	83.9%	11.1%	0.0%
Reliance	Count	346	255	2	253	87	4
	%	100.0%	73.7%	0.6%	73.1%	25.1%	1.2%
Overall	Count	1625	1309	34	1275	289	27
	%	100.0%	80.6%	2.1%	78.5%	17.8%	1.7%

D.4. (Q 13) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	386	231	6	225	148	7
	%	100.0%	59.9%	1.6%	58.3%	38.3%	1.8%
Tata	Count	495	281	5	276	193	21
	%	100.0%	56.8%	1.0%	55.8%	39.0%	4.2%
Airtel	Count	398	318	24	294	80	0
	%	100.0%	79.9%	6.0%	73.9%	20.1%	0.0%
Reliance	Count	346	223	0	223	118	5
	%	100.0%	64.5%	0.0%	64.5%	34.1%	1.4%
Overall	Count	1625	1053	35	1018	539	33
	%	100.0%	64.8%	2.2%	62.6%	33.2%	2.0%

D.5. (Q 14) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	386	231	6	225	148	7
	%	100.0%	59.9%	1.6%	58.3%	38.3%	1.8%
Tata	Count	495	284	5	279	192	19
	%	100.0%	57.4%	1.0%	56.4%	38.8%	3.8%
Airtel	Count	398	312	20	292	86	0
	%	100.0%	78.4%	5.0%	73.4%	21.6%	0.0%
Reliance	Count	346	223	2	221	116	7
	%	100.0%	64.5%	0.6%	63.9%	33.5%	2.0%
Overall	Count	1625	1050	33	1017	542	33
	%	100.0%	64.6%	2.0%	62.6%	33.4%	2.0%

E. Network Performance, Reliability and Availability

E.1. (Q 15) How satisfied are you with the speed of Broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	857	685	17	668	169	3
	%	100.0%	79.9%	2.0%	77.9%	19.7%	0.4%
Tata	Count	632	458	10	448	151	23
	%	100.0%	72.5%	1.6%	70.9%	23.9%	3.6%
Airtel	Count	620	493	17	476	124	3
	%	100.0%	79.5%	2.7%	76.8%	20.0%	0.5%
Reliance	Count	630	517	1	516	107	6
	%	100.0%	82.1%	0.2%	81.9%	17.0%	1.0%
Overall	Count	2739	2153	45	2108	551	35
	%	100.0%	78.6%	1.6%	77.0%	20.1%	1.3%

E.2. (Q 16) How satisfied are you with the amount of time for which service is up and working?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	857	712	8	704	145	0
	%	100.0%	83.0%	0.9%	82.1%	16.9%	0.0%
Tata	Count	632	485	9	476	138	9
	%	100.0%	76.7%	1.4%	75.3%	21.8%	1.4%
Airtel	Count	620	549	18	531	69	2
	%	100.0%	88.5%	2.9%	85.6%	11.1%	0.3%
Reliance	Count	630	545	1	544	76	9
	%	100.0%	86.5%	0.2%	86.3%	12.1%	1.4%
Overall	Count	2739	2291	36	2255	428	20
	%	100.0%	83.6%	1.3%	82.3%	15.6%	0.7%

F. Maintainability

F.1. (Q 17) How often do you face a problem with your Broadband connection?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
BSNL	Count	208	491	145	13	857
	%	24.3%	57.3%	16.9%	1.5%	100.0%
Tata	Count	51	390	164	27	632
	%	8.1%	61.7%	25.9%	4.3%	100.0%
Airtel	Count	168	404	46	2	620
	%	27.1%	65.2%	7.4%	0.3%	100.0%
Reliance	Count	59	499	69	3	630
	%	9.4%	79.2%	11.0%	0.5%	100.0%
Overall	Count	486	1784	424	45	2739
	%	17.7%	65.1%	15.5%	1.6%	100.0%

F.2. (Q 18) What was the broadband connection problem faced by you in the last twelve months?

Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider	Base
BSNL	Count	5	153	158
	%	3.2%	96.8%	100.0%
Tata	Count	2	189	191
	%	1.0%	99.0%	100.0%
Airtel	Count	6	42	48
	%	12.5%	87.5%	100.0%
Reliance	Count	3	69	72
	%	4.2%	95.8%	100.0%
Overall	Count	16	453	469
	%	3.4%	96.6%	100.0%

F.3. (Q 19) How satisfied are you with the time taken for restoration of broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	158	37	0	37	114	7
	%	100.0%	23.4%	0.0%	23.4%	72.2%	4.4%
Tata	Count	191	27	0	27	141	23
	%	100.0%	14.1%	0.0%	14.1%	73.8%	12.0%
Airtel	Count	48	22	1	21	26	0
	%	100.0%	45.9%	2.1%	43.8%	54.2%	0.0%
Reliance	Count	72	16	0	16	54	2
	%	100.0%	22.2%	0.0%	22.2%	75.0%	2.8%
Overall	Count	469	102	1	101	335	32
	%	100.0%	21.7%	0.2%	21.5%	71.4%	6.8%

G. Supplementary Service/ Value Added Services

G.1. (Q 20) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc?

Service Providers		Yes	No	Base
BSNL	Count	160	697	857
	%	18.7%	81.3%	100.0%
Tata	Count	253	379	632
	%	40.0%	60.0%	100.0%
Airtel	Count	85	535	620
	%	13.7%	86.3%	100.0%
Reliance	Count	78	552	630
	%	12.4%	87.6%	100.0%
Overall	Count	576	2163	2739
	%	21.0%	79.0%	100.0%

G.2. (Q 21) How satisfied are you with the quality of such supplementary services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	160	156	1	155	4	0
	%	100.0%	97.5%	0.6%	96.9%	2.5%	0.0%
Tata	Count	253	245	2	243	8	0
	%	100.0%	96.8%	0.8%	96.0%	3.2%	0.0%
Airtel	Count	85	81	0	81	4	0
	%	100.0%	95.3%	0.0%	95.3%	4.7%	0.0%
Reliance	Count	78	72	2	70	6	0
	%	100.0%	92.3%	2.6%	89.7%	7.7%	0.0%
Overall	Count	576	554	5	549	22	0
	%	100.0%	96.2%	0.9%	95.3%	3.8%	0.0%

H. Overall Customer Satisfaction

H.1. (Q 22a) How satisfied are you with the overall quality of your Broadband service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	857	677	37	640	167	13
	%	100.0%	79.0%	4.3%	74.7%	19.5%	1.5%
Tata	Count	632	416	10	406	184	32
	%	100.0%	65.8%	1.6%	64.2%	29.1%	5.1%
Airtel	Count	620	493	28	465	120	7
	%	100.0%	79.5%	4.5%	75.0%	19.4%	1.1%
Reliance	Count	630	497	1	496	116	17
	%	100.0%	78.9%	0.2%	78.7%	18.4%	2.7%
Overall	Count	2739	2083	76	2007	587	69
	%	100.0%	76.1%	2.8%	73.3%	21.4%	2.5%

I. General Information

I.1. (Q 23) Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Service Providers		Yes	No	Base
BSNL	Count	167	690	857
	%	19.5%	80.5%	100.0%
Tata	Count	273	359	632
	%	43.2%	56.8%	100.0%
Airtel	Count	210	410	620
	%	33.9%	66.1%	100.0%
Reliance	Count	166	464	630
	%	26.3%	73.7%	100.0%
Overall	Count	816	1923	2739
	%	29.8%	70.2%	100.0%

J. Grievance Redressal Mechanism

J.1. (Q 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?

Service Providers		Yes	No	Base
BSNL	Count	18	839	857
	%	2.1%	97.9%	100.0%
Tata	Count	93	539	632
	%	14.7%	85.3%	100.0%
Airtel	Count	44	576	620
	%	7.1%	92.9%	100.0%
Reliance	Count	20	610	630
	%	3.2%	96.8%	100.0%
Overall	Count	175	2564	2739
	%	6.4%	93.6%	100.0%

J.2 (Q 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?

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
BSNL	Count	847	3	0	7	857
	%	98.8%	0.4%	0.0%	0.8%	
Tata	Count	628	65	64	67	632
	%	99.4%	10.3%	10.1	10.6%	
Airtel	Count	619	0	0	1	620
	%	99.8%	0.0%	0.0%	0.2%	
Reliance	Count	630	0	0	0	630
	%	100.0%	0.0%	0.0%	0.0%	
Overall	Count	2724	68	64	75	2739
	%	99.5%	2.5%	2.3%	2.7%	

J.3. (Q 26) Have you made any complaint within last 6 months to the toll free call centre/ customer care/ helpline telephone number?

Service Providers		Yes	No	Base
BSNL	Count	242	615	857
	%	28.2%	71.8%	100.0%
Tata	Count	436	196	632
	%	69.0%	31.0%	100.0%
Airtel	Count	197	423	620
	%	31.8%	68.2%	100.0%
Reliance	Count	173	457	630
	%	27.5%	72.5%	100.0%
Overall	Count	1048	1691	2739
	%	38.3%	61.7%	100.0%

J.4. (Q 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.

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	No docket number received even on request	Base
BSNL	Count	136	84	22	242
	%	56.2%	34.7%	9.1%	100.0%
Tata	Count	369	60	7	436
	%	84.6%	13.8%	1.6%	100.0%
Airtel	Count	134	59	4	197
	%	68.0%	29.9%	2.0%	100.0%
Reliance	Count	97	71	5	173
	%	56.1%	41.0%	2.9%	100.0%
Overall	Count	736	274	38	1048
	%	70.2%	26.1%	3.6%	100.0%

J.5. (Q 28) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
BSNL	Count	94	148	242
	%	38.8%	61.2%	100.0%
Tata	Count	250	186	436
	%	57.3%	42.7%	100.0%
Airtel	Count	112	85	197
	%	56.9%	43.1%	100.0%
Reliance	Count	78	95	173
	%	45.1%	54.9%	100.0%
Overall	Count	534	514	1048
	%	51.0%	49.0%	100.0%

J.6. (Q 29) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	242	105	1	104	124	13
	%	100.0%	43.4%	0.4%	43.0%	51.2%	5.4%
Tata	Count	436	235	2	233	178	23
	%	100.0%	53.9%	0.5%	53.4%	40.8%	5.3%
Airtel	Count	197	134	7	127	55	8
	%	100.0%	68.1%	3.6%	64.5%	27.9%	4.1%
Reliance	Count	173	95	0	95	68	10
	%	100.0%	54.9%	0.0%	54.9%	39.3%	5.8%
Overall	Count	1048	569	10	559	425	54
	%	100.0%	54.3%	1.0%	53.3%	40.6%	5.2%

J.7. (Q 30) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
BSNL	Count	28	4	14	88	1	2	137
	%	20.4%	2.9%	10.2%	64.2%	0.7%	1.5%	
Tata	Count	17	73	14	87	2	8	201
	%	8.5%	36.3%	7.0%	43.3%	1.0%	4.0%	
Airtel	Count	10	6	14	29	3	1	63
	%	15.9%	9.5%	22.2%	46.0%	4.8%	1.6%	
Reliance	Count	25	6	14	29	2	2	78
	%	32.1%	7.7%	17.9%	37.2%	2.6%	2.6%	
Overall	Count	80	89	56	233	8	13	479
	%	16.7%	18.6%	11.7%	48.6%	1.7%	2.7%	

J.8. (Q 31) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
BSNL	Count	5	46	51
	%	9.8%	90.2%	100.0%
Tata	Count	28	74	102
	%	27.5%	72.5%	100.0%
Airtel	Count	22	38	60
	%	36.7%	63.3%	100.0%
Reliance	Count	14	29	43
	%	32.6%	67.4%	100.0%
Overall	Count	69	187	256
	%	27.0%	73.0%	100.0%

J.9. (Q 32) Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
BSNL	Count	0	857	857
	%	0.0%	100.0%	100.0%
Tata	Count	0	632	632
	%	0.0%	100.0%	100.0%
Airtel	Count	0	620	620
	%	0.0%	100.0%	100.0%
Reliance	Count	0	630	630
	%	0.0%	0.0%	0.0%
Overall	Count	0	2739	2739
	%	0.0%	100.0%	100.0%

J.10. (Q 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?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	0	0	0
	%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

J.11. (Q 34) Can you approach your Nodal Officer easily?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	0	0	0
	%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

J.12. (Q 35) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	0	0	0
	%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

J.13. (Q 36) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tata	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

J.14 (Q 37) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
BSNL	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tata	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

J.15. (Q 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?

Service Providers		Yes	No	Base
BSNL	Count	0	857	857
	%	0.0%	100.0%	100.0%
Tata	Count	0	632	632
	%	0.0%	100.0%	100.0%
Airtel	Count	0	620	620
	%	0.0%	100.0%	100.0%
Reliance	Count	0	630	630
	%	0.0%	0.0%	0.0%
Overall	Count	0	2739	2739
	%	0.0%	100.0%	100.0%

J.16. (Q 39) Have you filed any appeal in the prescribed form in last 6 month?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	0	0	0
	%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

J.17. (Q 40) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	0	0	0
	%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

J.18. (Q 41) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Tata	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

J.19. (Q 42) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	142	74	216
	%	65.7%	34.3%	100.0%
Airtel	Count	0	8	8
	%	0.0%	100.0%	100.0%
Reliance	Count	0	13	13
	%	0.0%	100.0%	100.0%
Overall	Count	142	95	237
	%	59.9%	40.8%	100.0%

J.20. (Q 43) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	9	130	139
	%	6.47%	93.53%	100.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	9	130	139
	%	6.47%	93.53%	100.0%

J.21. (Q 44) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Tata	Count	4	4	1	9
	%	44.4%	44.4%	11.1%	100.0%
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	4	4	1	9
	%	44.4%	44.4%	11.1%	100.0%

J.22. (Q 45) When did you last apply for broadband connection?

Service Providers		Less than 6 months	6 -12 months	More than 12 months	Base
BSNL	Count	258	133	466	857
	%	30.1%	15.5%	54.4%	100.0%
Tata	Count	105	189	338	632
	%	16.6%	29.9%	53.5%	100.0%
Airtel	Count	52	100	468	620
	%	8.4%	16.1%	75.5%	100.0%
Reliance	Count	148	136	346	630
	%	23.5%	21.6%	54.9%	100.0%
Overall	Count	563	558	1618	2739
	%	20.6%	20.4%	59.1%	100.0%

J.23. (Q 45a) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
BSNL	Count	54	204	258
	%	20.9%	79.1%	100.0%
Tata	Count	41	64	105
	%	39.0%	61.0%	100.0%
Airtel	Count	9	43	52
	%	17.3%	82.7%	100.0%
Reliance	Count	27	121	148
	%	18.2%	81.8%	100.0%
Overall	Count	131	432	563
	%	23.3%	76.7%	100.0%

Annexure 4: Key Highlights

Basic Wireline

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

S. No	Sub Parameter	Airtel	BSNL	Reliance	Overall
1	% of customers aware about the three stage grievances redressal mechanism	2.0%	0.8%	1.1%	1.1%
2	% of customers aware about Call Centre	99.5%	88.6%	99.8%	93.9%
3	% of customers who have complained in last 6 months to the toll free call centre/customer care/ Helpline telephone number	24.5%	18.8%	21.6%	20.9%
4	% of customers claimed to have been informed about the action taken on their complaint by call centre	66.7%	48.1%	61.0%	56.7%
5	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	40.0%	25.0%	20.8%	29.2%
6	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	72.0%	57.0%	60.1%	62.0%
7	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	15.4%	34.1%	57.1%	51.4%

Basic Wireline

- Only 1% of the basic telephone service customers were aware about the 3 stage grievance redressal mechanism.
- 94% of the customers claimed to be aware of the call center.
- 21% of all basic telephone service customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Helpline telephone number.
- A higher proportion of Airtel customers compared to the other service providers had complained.
- Only 57% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- Lower proportion (48%) of BSNL customers were informed about the action taken on their complaint by call centre.
- 62% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.
- The satisfaction was lower among BSNL and Reliance customers.
- Only 29% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.
- Lower proportion of Reliance and BSNL customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

Basic Wireline

- 51% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.
- Lower percentage of Airtel (15%) got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Cellular Mobile

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

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTSL	Rel Tel	Idea	Overall
1	% of customers aware about the three stage grievances redressal mechanism	6%	5%	3%	3%	5%	8%	5%
2	% of customers aware about Call Centre	96%	98%	96%	94%	97%	95%	96%
3	% of customers who have complained in last 6 months to the toll free call centre/customer care/Helpline telephone number	17%	16%	17%	14%	20%	28%	18%
4	% of customers claimed to have been informed about the action taken on their complaint by call centre	63%	83%	42%	54%	45%	48%	58%
5	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	70%	87%	36%	29%	18%	50%	50%
6	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	85%	92%	69%	73%	60%	65%	76%
7	% of customers who got Manual of Practice containing the terms and conditions of service, grievance	39%	24%	48%	37%	54%	43%	41%

	redressal mechanism etc. while taking the connection							
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- Only 5% of all cellular mobile customers were aware about the 3 stage grievances redressal mechanism. A lower percentage of TTSL and Reliance customers were aware of the same.
- 96% of the customers claimed to be aware of the call center.
- Almost 18% of all cellular mobile customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ help-line telephone number. A higher proportion of Idea customers had complained.
- 58% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 76% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was higher among BSNL customers.
- Only 54% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- An even lower proportion of Reliance Tel, TTSL and Reliance customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaints.
- 41% of the new customers had got the Manual of Practice. 54% of the Reliance Tel customers had got the Manual of Practice.

Broadband

Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

S. No	Sub Parameter	BSNL	Tata	Airtel	Reliance	Overall
1	% of customers aware about the three stage grievances redressal mechanism	2.1%	14.7%	7.1%	3.2%	6.4%
2	% of customers aware about Call Centre	98.9%	99.4%	99.8%	100.0%	99.5%
3	% of customers who have complained in last 6 months to the toll free call centre/customer care/Helpline telephone number	28.2%	69.0%	31.8%	27.5%	38.3%
4	% of customers claimed to have been informed about the action taken on their complaint by call centre	38.8%	57.3%	56.9%	45.1%	51.0%
5	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	9.8%	27.5%	36.7%	32.6%	27.0%
6	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	43.4%	53.9%	68.1%	54.9%	54.3
10	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	14.5%	20.6%	7.7%	21.5%	20.7%

- Only 6% of broadband customers belonging to different service providers said that they were aware about the 3-stage grievance redressal mechanism. 15% of Tata customers were aware of the same.
- All of the broadband customers claimed to be aware of the call center.
- 38% of all broadband customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of Tata customers had complained.

Broadband

- 51% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was lower for BSNL at 39%.
- Only 54% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- The satisfaction was lower among BSNL customers but significantly higher for Airtel.
- Only 27% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- BSNL customers were less satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.
- Only 21% of the new customers claimed to have got the Manual of Practice.