



**A MARKET PULSE RESEARCH REPORT ON  
PUNJAB CIRCLE  
October – December, 2011**



**Telecom Regulatory  
Authority of India**

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

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**The Market  
Intelligence  
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## PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20<sup>th</sup> March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

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

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

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

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

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

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

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

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

## 1. EXECUTIVE SUMMARY

In the period 1<sup>st</sup> October to 31<sup>th</sup> December of 2011, Market Pulse has carried out the customer satisfaction survey in Punjab circle.

Four basic wire-line service providers present in the circle as on December 2011 have been covered. Across 4 cities of Punjab circle, a sample of 2,425 basic wire-line customers has been covered. Of this, 2,239 were urban customers and remaining 186 were rural customers.

Eight cellular mobile telephone service providers present in the circle as on December 2011 have been covered. A sample of 5,035 cellular mobile phone customers was covered. Of this, 3,453 were urban customers and remaining 1,582 were rural customers.

Five broadband service providers i. e. Airtel, BSNL, Reliance, Hathway & HFCL present in the circle as on December 2011 have been covered. Across various points of presence in Punjab, a sample of 2,619 broadband customers was covered. Of this, 2,425 were urban customers and 194 were rural customers.

The following feedback was obtained from the sample of customers:

- Satisfaction on the Quality of Service parameters as laid down by TRAI, namely...
  - Provision of service (activation/ reactivation)
  - Billing performance
  - Help services including customer grievance redressal
  - Network performance, reliability and availability
  - Maintainability
  - Supplementary and value added service
  - Overall service quality
- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

The key findings of this survey in Punjab are presented subsequently.

### **1.1 Basic Wire-line Service**

- 93% of the basic wire-line service customers in Punjab circle were satisfied with overall service quality of their service providers. All the service providers met the benchmark set for overall service quality except Reliance (89%). Airtel & HFCL (96%) scored highest on overall service quality.
- None of the service providers met the benchmark set for provision of service, except HFCL (97%).
- None of the service providers met the benchmark set for postpaid billing performance; Reliance (83%) scored lowest on this parameter.
- BSNL(74%) scored lowest on help services including customer grievance redressal. None of the service providers met the benchmark for help services.
- Airtel (95%) & HFCL (98%) met the benchmark set for with network performance, reliability and availability while BSNL(93%) & Reliance (91%) scored slightly lower than the benchmark.
- None of the service providers met the benchmark set for maintainability. BSNL (71%) scored lowest on maintainability.
- Only Reliance (96%) met the benchmark set for Supplementary and Value Added Services.
- 85% of all customers reported that the fault was repaired within 3 days.
- A higher percentage of Airtel customers (91%) reported that their fault was repaired within 3 days. BSNL (77%) registered the lowest incidence.
- 65% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was significantly lower among rural customers (54%) as compared to urban customers.
- A higher percentage of Reliance (75%) customers were aware of the call centre number.

- Approximately 31% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months.
- 76% of the customers who had complained said that they had received a docket number for most of their complaints. A significantly higher percentage of rural customers (18%) did not receive the docket number for most of the complaints.
- 73% of the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- Only 40% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.
- Only 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer. Of those who were aware of the Nodal Officer's contact details, 8% claimed to have complained to the nodal officer.
- Only 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.
- 52% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.



## **1.2 Cellular Mobile Telephone Service**

- 92% of all cellular mobile customers were satisfied with the overall service quality. All the service providers met the benchmark set for overall service quality except Reliance & Aircel.
- All the service providers met the benchmark set for provision of service.
- None of the service providers met the benchmark set for prepaid billing performance. Only Airtel (95%), BSNL(96%) & HFCL (100%) met the benchmark set for postpaid billing performance.
- All the operators registered low satisfaction scores on help services including customer grievance and did not meet the benchmark. Reliance's score (67%) was lowest among all the operators.
- Reliance (87%) & Aircel (79%) did not meet the benchmark set for network performance, reliability & availability. Airtel (97%) and Idea (97%) scored highest among all the operators.
- Reliance, Aircel & HFCL did not meet the benchmark set for maintainability.
- BSNL & HFCL did not meet the benchmark set for Supplementary and value added services.
- 60% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was lower among Vodafone (54%) customers and higher among Reliance customers (67%).
- 33% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number.
- 94% of the customers reported complaint registration. Only in the case of Aircel, a substantial % claimed that the complaint was not registered.
- 66% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.

- 62% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre. A higher percentage of Vodafone and Airtel customers were informed about the action taken on their complaints.
- Only 38% 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. This was even lower among HFCL customers (23%).
- Only 3% of the cellular mobile customers were aware of the contact details of the nodal officer.
- 17% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- A higher percentage of Aircel & TTSL customers complained to Nodal officer regarding their complaint not being resolved or being resolved satisfactorily.
- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.
- 23% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among Aircel (45%) customers and lowest among BSNL (18%) customers.
- 81% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

### **1.3 Broadband Service**

- 93% of all the broadband customers were satisfied with overall service quality.
- All the operators met the benchmark for provision of service, network performance, reliability and availability and supplementary & value added services.
- Hathway (92%) met the benchmark set for prepaid billing performance.
- All the operators met the benchmark set for postpaid billing performance except Hathway (85%).
- None of the operators met the benchmark set for help services including customer grievance redressal. Reliance (87%) scored highest on this parameter.
- None of the service provider met the benchmark set for maintainability. BSNL (13%) scored lowest and Hathway (75%) scored the highest on maintainability.
- 86% of the customers got their working connections within 7 working days.
- 70% of broadband customers belonging to different service providers said that they were aware of the call centre number of their service provider for making a complaint/ query. A higher percentage (82%) of Reliance customers were aware about the call centre number for making complaint
- 34% of broadband customers who were aware of the call centre number claimed to have complained in the last 6 months.
- 86% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 8% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.
- 78% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 81% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.

- A higher percentage (84%) of HFCL customers were satisfied with resolution of complaints as compared to other service providers.
- 70% of the billing complaints were resolved satisfactorily within 4 weeks.
- Only 6% of the broadband customers said that they were aware of the contact details of the Nodal Officer. 13% of the customers who were aware of the nodal officer had complained to the nodal officer
- Only 3% of the customers were aware of the Appellate Authority's contact details.
- Only 15% of Hathway prepaid customers were aware that they can get item wise usage charge details.
- 76% of the customers claimed to have got the Manual of Practice while taking the connection.

## 2. SCOPE OF THE PROJECT

### 2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20<sup>th</sup> March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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

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

The current report presents the findings of the survey for Punjab circle. This survey was conducted in the period October - December, 2011.

## 2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

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

## 2.3 Survey Methodology

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

## **2.4 Coverage of the Survey**

In the period 1<sup>st</sup> October to 31<sup>th</sup> December of 2011, we conducted the Customer Satisfaction Survey (CSS) in Punjab circle. The following service providers have been covered in the Punjab circle.

### **2.4.1 Basic Telephone (Wire-line) Service**

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

### **2.4.2 Cellular Mobile Telephone Service (including FWP)**

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

### **2.4.3 Broadband Service**

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Hathway (Referred as Hathway in the report)
5. Infotel Connect (Referred as HFCL in the report)

## 2.5 Geographical Coverage

Geographical Coverage	Cities Covered
Punjab	Amritsar, Chandigarh, Jalandhar, Ludhiana, Moga, Mohali, Panchkula, Faridkot, Ferozpur, Bathinda,

## 2.6 Respondent Profile

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

### 2.6.1 Individual/ Household users

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

### 2.6.2 Commercial users

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

## 2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified in both urban and rural areas of Punjab 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.

**Airtel:** Airtel provides wireline service in Jalandhar, Ludhiana & Chandigarh only; so we have covered all these 3 cities.

**BSNL:** In the Punjab circle, there are 1473 exchanges and 56 SDCAs. 5% of these exchanges can be approximated to 74 exchanges and 10% of these SDCAs are 6 SDCAs. We have covered 74 exchanges and more than 6 SDCAs across Punjab circle.

**Reliance:** Reliance provides wire-line service in Jalandhar, Ludhiana & Chandigarh, so we have covered all these 3 cities.

**HFCL:** HFCL provides basic wireline service in Chandigarh, Jalandhar & Ludhiana so we have covered all these cities.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	599	--	599	3
BSNL	415	186	601	7
Reliance	614	--	614	3
HFCL	611	--	611	3
<b>Overall</b>	<b>2239</b>	<b>186</b>	<b>2425</b>	

Geographical Coverage	Cities Covered
Punjab	Amritsar, Chandigarh, Jalandhar, Ludhiana, Moga, Mohali, Panchkula, Faridkot, Firozpur, Bathinda,

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

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

In all, there are 20 district headquarters in Punjab circle. We had selected 4 district headquarters on the basis of their geographical spread namely Jalandhar, Amritsar Ludhiana & Chandigarh. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	495	208	703	4
BSNL	439	184	623	9
TTSL	415	194	609	4
Reliance	387	205	592	4
Idea	401	192	593	4
Vodafone	434	196	630	4
Aircel	422	214	636	4
HFCL	460	189	649	4
Overall	3453	1582	5035	4

Geographical Coverage	Cities Covered
Punjab	Amritsar, Chandigarh, Jalandhar, Ludhiana, Moga, Mohali, Panchkula, Faridkot & Firozpur

**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.

**Airtel:** Airtel provides broadband service in Chandigarh, Jalandhar and Ludhiana; so we have covered all the 3 cities.

**BSNL:** There are 11 SSAs/Point of Presence (where their broadband service is available) we covered more than 10% of these i.e. 4 SSAs.

**Reliance:** Reliance broadband service is present in Chandigarh and Ludhiana so we have covered both the cities.

**Hathway:** Hathway broadband service is present in Chandigarh only so we have covered Chandigarh.

**Reliance:** Reliance broadband service is present in Chandigarh, Jalandhar and Ludhiana so we have covered all the 3 cities.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	601	--	601	3
BSNL	456	194	650	7
Reliance	591	--	591	2
Hathway	162	--	162	1
HFCL	615	--	615	3
<b>Overall</b>	2425	194	2619	

Geographical Coverage	Cities Covered
Punjab	Amritsar, Chandigarh, Jalandhar, Ludhiana, Moga, Mohali, Panchkula, Faridkot & Firozpur

## 2.8 Mode of Interview & Sample Size Covered

### 2.8.1 Basic Wire-line Service

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

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	289	--	289	310	--	310	<b>599</b>
BSNL	124	183	307	291	3	294	<b>601</b>
Reliance	306	--	306	308	--	308	<b>614</b>
HFCL	294	--	294	317	--	317	<b>611</b>
<b>Overall</b>	<b>1013</b>	<b>183</b>	<b>1196</b>	<b>1226</b>	<b>3</b>	<b>1229</b>	<b>2425</b>

### 2.8.2 Cellular Mobile Telephone Service

For the survey of Cellular Mobile Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	168	180	348	<b>327</b>	28	<b>355</b>	<b>703</b>
BSNL	135	179	314	304	5	309	<b>623</b>
TTSL	118	186	304	297	8	305	<b>609</b>
Reliance	96	196	292	291	9	300	<b>592</b>
Idea	138	169	307	263	23	286	<b>593</b>
Vodafone	117	192	309	317	4	321	<b>630</b>
Aircel	115	204	319	307	10	317	<b>636</b>
HFCL	142	189	331	318	0	318	<b>649</b>
<b>Overall</b>	<b>1029</b>	<b>1495</b>	<b>2524</b>	<b>2424</b>	<b>87</b>	<b>2511</b>	<b>5035</b>

### 2.8.3 Broadband Service

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

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	299	--	299	302	--	302	601
BSNL	212	111	323	244	83	327	650
Reliance	298	--	298	293	--	293	591
Hathway	--	--	--	162	--	162	162
HFCL	317	--	317	298	--	298	615
<b>Overall</b>	1126	--	1237	1299	--	1382	2619

## 2.9 Respondents Profile by Payment Mode Used

### 2.9.1 Basic Wire-line Service

Airtel, BSNL, Reliance & HFCL are the basic wire-line service provider present in the circle and have been covered. All the customers covered were postpaid.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	--	--	--	599	--	599	<b>599</b>
BSNL	--	--	--	415	186	601	<b>601</b>
Reliance	--	--	--	614	--	614	<b>614</b>
HFCL	--	--	--	611	--	611	<b>611</b>
<b>Overall</b>	--	--	--	<b>2239</b>	<b>186</b>	<b>2425</b>	<b>2425</b>

### 2.9.2 Cellular Mobile Telephone Service

A total of 8 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 5035, prepaid users were 4,080 with the balance being postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	478	197	675	17	11	28	703
BSNL	389	175	564	50	9	59	623
TTSL	372	170	542	43	24	67	609
Reliance	236	143	379	151	62	213	592
Idea	361	172	533	40	20	60	593
Vodafone	420	190	610	14	6	20	630
Aircel	67	74	141	355	140	495	636
HFCL	449	187	636	11	2	13	649
<b>Overall</b>	<b>2772</b>	<b>1308</b>	<b>4080</b>	<b>681</b>	<b>274</b>	<b>955</b>	<b>5035</b>

### 2.9.3 Broadband Service

Broadband service providers present in the circle namely Airtel, BSNL, Reliance, Hathway & HFCL as of date have been covered. Across various Points of Presence of the Punjab circle, 2619 broadband service customers were covered.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	--	--	--	601	--	601	601
BSNL	--	--	--	456	194	650	650
Reliance	--	--	--	591	--	591	591
Hathway	54	--	54	108	--	108	162
HFCL	--	--	--	615	--	615	615
<b>Overall</b>	--	--	--	<b>2371</b>	<b>194</b>	<b>2565</b>	<b>2619</b>



## 2.10 Respondents Demographic Profile

### 2.10.1 Basic Wire-line Service

#### 2.10.1.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	69	31	2239
Rural	74	26	186
<b>Overall</b>	<b>69</b>	<b>31</b>	<b>2425</b>

- 2522 basic telephone service (Wire-line) customers were covered. Of this sample, 69% were male and the balance 31% were female respondents.

#### 2.10.1.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	21	33	20	26	2239
Rural	24	32	12	32	186
<b>Overall</b>	<b>21</b>	<b>33</b>	<b>19</b>	<b>27</b>	<b>2425</b>

- 52% of the customers were in the age group of 25 – 44 years while 21% were less than 25 years and 27% were more than 45 years old.

### 2.10.1.3 Occupation Profile

Occupation	% Customers						Base
	Service	Business- man/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	31	37	4	15	11	2	2239
Rural	21	39	5	23	10	2	186
<b>Overall</b>	<b>30</b>	<b>37</b>	<b>4</b>	<b>15</b>	<b>11</b>	<b>2</b>	<b>2425</b>

- Out of 2425 basic telephone service customers, 37% of the customers were businessmen/ self-employed and 30% of them were salaried while 15% were students.

### 2.11.2 Cellular Mobile Telephone Service

#### 2.11.2.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	84	16	3453
Rural	92	8	1582
<b>Overall</b>	<b>87</b>	<b>13</b>	<b>5035</b>

- 5035 cellular mobile telephone service customers were covered. Of this sample, 87% were male and 13% were female respondents.

### 2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	29	38	19	13	3453
Rural	38	34	18	11	1582
<b>Overall</b>	<b>32</b>	<b>37</b>	<b>19</b>	<b>13</b>	<b>5035</b>

- 56% of the customers were in the age group of 25 – 44 years while 32% were less than 25 years and the 13% were more than 45 years old.

### 2.11.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	44	32	3	12	9	1	3453
Rural	37	39	3	17	4	1	1582
<b>Overall</b>	<b>42</b>	<b>34</b>	<b>3</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>5035</b>

- Out of 5035 cellular mobile telephone service customers, 34% of the customers were businessmen/ self-employed and 42% of them were salaried while 14% were students.

### 2.12.3 Broadband Service

#### 2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	79	21	2425
Rural	63	37	194
<b>Overall</b>	<b>78</b>	<b>22</b>	<b>2619</b>

- 2619 broadband service customers were covered. Of this sample, 22% were female respondents.

#### 2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	23	38	21	19	2425
Rural	34	27	17	22	194
<b>Overall</b>	<b>23</b>	<b>37</b>	<b>20</b>	<b>19</b>	<b>2619</b>

- 57% of the customers were in the age group of 25 –44 years while 23% were less than 25 years and the 19% were more than 45 years old.

#### 2.12.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	38	39	--	9	11	2	2425
Rural	39	16	--	13	30	1	194
<b>Overall</b>	<b>38</b>	<b>37</b>	<b>--</b>	<b>10</b>	<b>13</b>	<b>2</b>	<b>2619</b>

- Out of 2619 cellular mobile telephone service customers, 37% of the customers were businessmen/ self-employed and 38% of them were salaried while 10% were students.

### **2.13 Questionnaire Development Process**

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

The questionnaires developed were for:

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

### **2.14 Methodology for Calculating Percentage of Satisfied Customers**

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

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

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

## 2.15 Explanation of Benchmarks

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

### 2.15.1 Basic Wire-line Service

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

### 2.15.2 Cellular Mobile Telephone Service

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

### 2.15.3 Broadband Service

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

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

**A. Basic Wire-line Service**

**Provision of Service**

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

**Billing Performance (Postpaid)**

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

**Billing Performance (Prepaid)**

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



**Help Services including customer grievance redressal**

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

**Network Performance, Reliability and Availability**

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

**Maintainability**

- Fault repair service

**Supplementary and Value Added Services**

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

**Overall Service Quality**

**B. Cellular Mobile Telephone Service**

**Provision of Service**

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

**Billing Performance (Postpaid)**

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

**Billing Performance (Prepaid)**

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

**Help Services including customer grievance redressal**

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

**Network Performance, Reliability and Availability**

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

**Maintainability**

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

### **Supplementary and Value Added Services**

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

### **Overall Service Quality**

#### **C. Broadband Service**

##### **Provision of Service**

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

##### **Billing performance (Postpaid)**

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

##### **Billing Performance (Prepaid)**

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

### **Help Services**

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

### **Network Performance, Reliability and Availability**

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

### **Maintainability**

- Restoration of broadband connection

### **Supplementary Services**

- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

### **Overall Customer Satisfaction**

## 2.16 Definition of Key Terms Used

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

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

**Broadband Service:** It means data connection....

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

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

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

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

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

**Cellular Mobile Telephone Service: Means....**

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

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

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

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

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

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

### **3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE**

The compliance report has been presented, by using the following method:

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 2.14 (Page 25). According to this methodology, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

## 3.1 Basic Wire-line Service

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

Sub Parameters	Type	Bench marks	% Customers				
			Airtel	BSNL	Reliance	HFCL	Overall
% Satisfied with Provision of Service	Urban	≥90%	77	86	79	97	85
	Rural	≥90%	--	73	--	--	73
	<b>Overall</b>	<b>≥90%</b>	<b>77</b>	<b>84</b>	<b>79</b>	<b>97</b>	<b>84</b>
% Satisfied with Billing Performance Postpaid	Urban	≥95%	90	89	83	92	88
	Rural	≥95%	--	85	--	--	85
	<b>Overall</b>	<b>≥95%</b>	<b>90</b>	<b>88</b>	<b>83</b>	<b>92</b>	<b>88</b>
% Satisfied with Billing Performance Prepaid*	Urban	≥95%	--	--	--	--	--
	Rural	≥95%	--	--	--	--	--
	<b>Overall</b>	<b>≥95%</b>	--	--	--	--	--
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	87	75	80	87	83
	Rural	≥90%	--	70	--	--	70
	<b>Overall</b>	<b>≥90%</b>	<b>87</b>	<b>74</b>	<b>80</b>	<b>87</b>	<b>82</b>
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	95	93	91	98	94
	Rural	≥95%	--	91	--	--	91
	<b>Overall</b>	<b>≥95%</b>	<b>95</b>	<b>93</b>	<b>91</b>	<b>98</b>	<b>94</b>
% Satisfied with Maintainability	Urban	≥95%	80	79	73	85	79
	Rural	≥95%	--	59	--	--	59
	<b>Overall</b>	<b>≥95%</b>	<b>80</b>	<b>71</b>	<b>73</b>	<b>85</b>	<b>77</b>
% Supplementary and Value Added Services	Urban	≥90%	90	78	98	88	91
	Rural	≥90%	--	97	--	--	97
	<b>Overall</b>	<b>≥90%</b>	<b>79</b>	<b>73</b>	<b>96</b>	<b>70</b>	<b>85</b>
% Satisfied with Overall Service Quality	Urban	≥90%	96	94	89	96	94
	Rural	≥90%	--	92	--	--	92
	<b>Overall</b>	<b>≥90%</b>	<b>96</b>	<b>92</b>	<b>89</b>	<b>96</b>	<b>93</b>
<i>Base</i>			599	601	614	611	2425

\*No prepaid wireline subscriber was interviewed.



- 93% of the basic wire-line service customers in Punjab circle were satisfied with overall service quality of their service providers. All the service providers met the benchmark set for overall service quality except Reliance (89%). Airtel & HFCL (96%) scored highest on overall service quality.
- None of the service providers met the benchmark set for provision of service, except HFCL (97%).
- None of the service provider met the benchmark set for billing performance postpaid; Reliance (83%) scored lowest on this parameter.
- BSNL(74%) scored lowest on help services including customer grievance redressal. None of the service providers met the benchmark on this help services.
- Airtel (95%) & HFCL (98%) met the benchmark set for with network performance, reliability and availability while BSNL(93%) & Reliance (91%) scored slightly lower than the benchmark.
- None of the service providers met the benchmark set for maintainability. BSNL (71%) scored lowest on maintainability.
- Only Reliance (96%) met the benchmark set for Supplementary and Value Added Services.

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	91	80	85	90	87
Rural	--	72	--	--	72
<b>Overall</b>	91	77	85	90	85
<i>Base</i>	136	214	188	189	727

- 85% of all customers reported that the fault was repaired within 3 days.
- A higher percentage of Airtel customers (91%) reported that their fault was repaired within 3 days. BSNL (77%) registered the lowest incidence.

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

Type	%Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	100	100	--	100	71
Rural	--	--	--	--	--
<b>Overall</b>	100	100	--	100	71
<i>Base*</i>	3	2	2	1	8

\*Denotes small sample and thus, statistically invalid data

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	40	59	35	41	41
Rural	--	30	--	--	30
<b>Overall</b>	40	48	35	41	40
<i>Base</i>	131	87	170	102	490

- 40% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

## 3.2 Cellular Mobile Telephone Service

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

Sub Parameters	Type	Bench marks	% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
% Satisfied with Provision of Service	Urban	≥90%	99	98	99	98	99	98	98	100	99
	Rural	≥90%	98	99	99	98	98	99	99	99	99
	<b>Overall</b>	<b>≥90%</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>98</b>	<b>99</b>	<b>98</b>	<b>98</b>	<b>100</b>	<b>99</b>
% Satisfied with Billing Performance Prepaid	Urban	≥95%	90	94	88	94	93	92	93	90	92
	Rural	≥95%	91	90	89	95	94	94	93	90	92
	<b>Overall</b>	<b>≥95%</b>	<b>90</b>	<b>93</b>	<b>88</b>	<b>94</b>	<b>94</b>	<b>92</b>	<b>93</b>	<b>90</b>	<b>92</b>
% Satisfied with Billing Performance Postpaid	Urban	≥95%	94	95	92	93	89	95	92	100	92
	Rural	≥95%	97	100	89	90	93	72	90	100	90
	<b>Overall</b>	<b>≥95%</b>	<b>95</b>	<b>96</b>	<b>91</b>	<b>92</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>100</b>	<b>92</b>
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	83	73	65	84	81	83	75	73	78
	Rural	≥90%	79	78	71	86	83	85	80	71	79
	<b>Overall</b>	<b>≥90%</b>	<b>82</b>	<b>75</b>	<b>67</b>	<b>85</b>	<b>82</b>	<b>84</b>	<b>77</b>	<b>72</b>	<b>78</b>
% Satisfied with Network Performance, Reliability and Availability	Urban	≥90%	97	91	89	94	97	96	78	91	92
	Rural	≥90%	95	93	84	86	96	95	80	91	90
	<b>Overall</b>	<b>≥90%</b>	<b>97</b>	<b>92</b>	<b>87</b>	<b>91</b>	<b>97</b>	<b>96</b>	<b>79</b>	<b>91</b>	<b>91</b>
% Satisfied with Maintainability	Urban	≥90%	95	92	86	93	94	94	75	90	89
	Rural	≥90%	92	86	84	85	96	92	74	87	86
	<b>Overall</b>	<b>≥90%</b>	<b>94</b>	<b>90</b>	<b>85</b>	<b>90</b>	<b>95</b>	<b>93</b>	<b>74</b>	<b>89</b>	<b>88</b>
% Supplementary and Value Added Services	Urban	≥90%	92	85	94	91	98	90	95	89	92
	Rural	≥90%	96	83	90	90	93	95	95	79	92
	<b>Overall</b>	<b>≥90%</b>	<b>93</b>	<b>85</b>	<b>93</b>	<b>90</b>	<b>96</b>	<b>92</b>	<b>95</b>	<b>86</b>	<b>92</b>
% Satisfied with Overall Service Quality	Urban	≥90%	96	94	86	95	95	95	81	93	92
	Rural	≥90%	91	95	85	91	97	95	83	89	91
	<b>Overall</b>	<b>≥90%</b>	<b>95</b>	<b>94</b>	<b>86</b>	<b>94</b>	<b>96</b>	<b>95</b>	<b>82</b>	<b>92</b>	<b>92</b>
<i>Base</i>			703	623	592	609	593	630	636	649	5035

- 92% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except Reliance & Aircel.
- All the service providers met the benchmark set for provision of service.
- None of the service providers met the benchmark set for prepaid billing performance. Only Airtel (95%), BSNL(96%) & HFCL (100%) met the benchmark set for postpaid billing performance.
- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark. Reliance's score (67%) was lowest among all the operators.
- Reliance (87%) & Aircel (79%) did not meet the benchmark set for network performance, reliability & availability. Airtel (97%) and Idea (97%) scored highest among all the operators.
- Reliance, Aircel & HFCL did not meet the benchmark set for maintainability.
- BSNL & HFCL did not meet the benchmark set for Supplementary and value added services.

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	43	49	42	56	34	60	33	21	<b>43</b>
Rural	19	31	35	44	28	25	26	26	<b>29</b>
<b>Overall</b>	<b>37</b>	<b>43</b>	<b>39</b>	<b>52</b>	<b>31</b>	<b>49</b>	<b>30</b>	<b>23</b>	<b>38</b>
<i>Base</i>	183	88	160	118	90	137	123	105	1004

- Only 38% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was lowest for HFCL.

### 3.3 Broadband Service

#### 3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Benchmar ks	% Customers					
			Airtel	BSNL	Reliance	Hathway	HFCL	Overall
% Satisfied with Provision of Service	Urban	≥90%	97	98	98	99	98	98
	Rural	≥90%	--	95	--	--	--	95
	<b>Overall</b>	<b>≥90%</b>	<b>97</b>	<b>97</b>	<b>98</b>	<b>99</b>	<b>98</b>	<b>98</b>
% Satisfied with Billing Performance Prepaid	Urban	≥90%	--	--	--	92	--	92
	Rural	≥90%	--	--	--	--	--	--
	<b>Overall</b>	<b>≥90%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>92</b>	<b>--</b>	<b>92</b>
% Satisfied with Billing Performance Postpaid	Urban	≥90%	90	94	91	85	93	91
	Rural	≥90%	--	95	--	--	--	95
	<b>Overall</b>	<b>≥90%</b>	<b>90</b>	<b>94</b>	<b>91</b>	<b>85</b>	<b>93</b>	<b>92</b>
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	86	80	87	75	85	85
	Rural	≥90%	--	84	--	--	--	84
	<b>Overall</b>	<b>≥90%</b>	<b>86</b>	<b>81</b>	<b>87</b>	<b>75</b>	<b>85</b>	<b>85</b>
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	51	44	46	40	46	47
	Rural	≥85%	--	44	--	--	--	44
	<b>Overall</b>	<b>≥85%</b>	<b>94</b>	<b>87</b>	<b>91</b>	<b>85</b>	<b>88</b>	<b>90</b>
% Satisfied with Maintainability	Urban	≥85%	28	18	39	29	75	41
	Rural	≥85%	--	8	--	--	--	8
	<b>Overall</b>	<b>≥85%</b>	<b>28</b>	<b>13</b>	<b>39</b>	<b>29</b>	<b>75</b>	<b>37</b>
% Supplementary and Value Added Services	Urban	≥85%	93	100	100	100	95	97
	Rural	≥85%	--	100	--	--	--	100
	<b>Overall</b>	<b>≥85%</b>	<b>93</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>95</b>	<b>97</b>
% Satisfied with Overall Service Quality	Urban	≥85%	96	94	92	90	90	93
	Rural	≥85%	--	92	--	--	--	92
	<b>Overall</b>	<b>≥85%</b>	<b>96</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>90</b>	<b>93</b>
<i>Base</i>			601	650	591	162	615	2619

- 93% of all the broadband customers were satisfied with overall service quality. A higher percentage (96%) of Airtel customers was satisfied as compared to other operators.
- All the operators met the benchmark for provision of service, network performance, reliability and availability and supplementary & value added services.
- Hathway (92%) met the benchmark set for prepaid billing performance.
- All the operators met the benchmark set for postpaid billing performance except Hathway (85%).
- None of the operators met the benchmark set for help services including customer grievance redressal. Reliance (87%) scored highest on this parameter.
- None of the service provider met the benchmark set for maintainability. BSNL (13%) scored lowest and Hathway (75%) scored highest on this parameter.

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	80	88	93	98	82	86
Rural	--	82	--	--	--	82
<b>Overall</b>	<b>80</b>	<b>86</b>	<b>93</b>	<b>98</b>	<b>82</b>	<b>86</b>
<i>Base</i>	601	650	591	162	615	2619

- 86% of the customers got their working connections within 7 working days.

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	73	66	68	58	72	70
Rural	--	61	--	--	--	--
<b>Overall</b>	73	64	68	58	72	70
<i>Base</i>	144	115	178	24	165	626

- 70% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.



## 4. DETAILED SURVEY FINDINGS

### 4.1 Basic Wire-line Service – Punjab Circle

Customer Satisfaction Survey in the Punjab circle was done among 4 wire-line service customers, namely Airtel, BSNL, Reliance and HFCL.

#### 4.1.1 Customer Satisfaction with Provision of Service

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

Sub Parameters	Type	Airtel	BSNL	Reliance	HFCL	Overall
Time taken to provide working connection	Urban	77	92	75	97	85
	Rural	--	69	--	--	69
	<b>Overall</b>	<b>77</b>	<b>89</b>	<b>75</b>	<b>97</b>	<b>85</b>
Ease of understanding	Urban	77	80	83	97	84
	Rural	--	77	--	--	77
	<b>Overall</b>	<b>77</b>	<b>80</b>	<b>83</b>	<b>97</b>	<b>84</b>
Overall Provision of service	Urban	77	86	79	97	85
	Rural	--	73	--	--	73
	<b>Overall</b>	<b>77</b>	<b>84</b>	<b>79</b>	<b>97</b>	<b>84</b>
Base		53	108	101	67	329

- 85% of the customers were satisfied with the time taken to provide a working telephone. A low proportion of rural customers (73%) were satisfied as compared to urban customers. A higher percentage of HFCL (97%) customers were satisfied among all operators.
- 84% of the urban customers were satisfied with the ease of understanding/ provision of all relevant information related to tariff plans & charges.

#### 4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

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

Sub Parameters	Type	% Postpaid Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Timely delivery of bills	Urban	89	94	90	94	91
	Rural	--	90	--	--	90
	<b>Overall</b>	89	92	90	94	91
Quality, Accuracy & Completeness of the bills	Urban	93	95	89	92	92
	Rural	--	91	--	--	91
	<b>Overall</b>	93	94	89	92	92
Process of resolution of billing complaints	Urban	28	50	41	21	34
	Rural	--	40	--	--	40
	<b>Overall</b>	28	47	41	21	34
Clarity of the bills in terms of transparency & understandability	Urban	93	80	76	95	87
	Rural	--	78	--	--	78
	<b>Overall</b>	93	79	76	95	86
<b>Billing performance postpaid</b>	<b>Urban</b>	<b>90</b>	<b>89</b>	<b>83</b>	<b>92</b>	<b>88</b>
	<b>Rural</b>	--	<b>85</b>	--	--	<b>85</b>
	<b>Overall</b>	<b>90</b>	<b>88</b>	<b>83</b>	<b>92</b>	<b>88</b>
<i>Base</i>		599	601	614	611	2425

- All service providers registered high satisfaction scores on account of timely delivery of bills as well as quality, accuracy and completeness of bills.
- All the operators registered low satisfaction scores on account of process of resolution of billing complaints. A very low percentage of BSNL customers (21%) were satisfied with process of resolution of billing complaints.

**4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers**

**Note:** None of the wire-line prepaid customer was covered. Hence this table is not relevant.

#### 4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Ease of access of call centre/customer care or help-line	Urban	91	77	85	93	87
	Rural	--	73	--	--	73
	<b>Overall</b>	<b>91</b>	<b>76</b>	<b>85</b>	<b>93</b>	<b>86</b>
Ease of getting an option for “ talking to a customer care executive”	Urban	90	75	81	93	85
	Rural	--	67	--	--	67
	<b>Overall</b>	<b>90</b>	<b>73</b>	<b>81</b>	<b>93</b>	<b>84</b>
Response time taken to answer the call	Urban	92	72	81	86	84
	Rural	--	68	--	--	68
	<b>Overall</b>	<b>92</b>	<b>71</b>	<b>81</b>	<b>86</b>	<b>83</b>
Problem solving ability of customer care executive	Urban	81	75	77	83	79
	Rural	--	68	--	--	68
	<b>Overall</b>	<b>81</b>	<b>73</b>	<b>77</b>	<b>83</b>	<b>79</b>
Time taken by call centre/customer care to resolve complaint	Urban	80	77	77	82	79
	Rural	--	72	--	--	72
	<b>Overall</b>	<b>80</b>	<b>75</b>	<b>77</b>	<b>82</b>	<b>79</b>
<b>Help service including customer grievance redressal</b>	<b>Urban</b>	<b>87</b>	<b>75</b>	<b>80</b>	<b>87</b>	<b>83</b>
	<b>Rural</b>	<b>--</b>	<b>70</b>	<b>--</b>	<b>--</b>	<b>70</b>
	<b>Overall</b>	<b>87</b>	<b>74</b>	<b>80</b>	<b>87</b>	<b>82</b>
<i>Base</i>		244	211	303	244	1002

- A lower percentage of customers were satisfied with the problem solving ability of customer care executive and the time taken by call centre/customer care /helpline to resolve complaint.
- HFCL (82%) scored highest on account of response time taken by call centre/customer care.

#### 4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Availability of working telephone (dial tone)	Urban	95	95	91	98	95
	Rural	--	90	--	--	90
	<b>Overall</b>	<b>95</b>	<b>94</b>	<b>91</b>	<b>98</b>	<b>95</b>
Ability to make or receive calls easily	Urban	95	95	92	98	95
	Rural	--	93	--	--	93
	<b>Overall</b>	<b>95</b>	<b>95</b>	<b>92</b>	<b>98</b>	<b>95</b>
Voice Quality	Urban	94	90	90	98	93
	Rural	--	89	--	--	89
	<b>Overall</b>	<b>94</b>	<b>90</b>	<b>90</b>	<b>98</b>	<b>93</b>
<b>Network Performance, reliability &amp; availability</b>	<b>Urban</b>	<b>95</b>	<b>93</b>	<b>91</b>	<b>98</b>	<b>94</b>
	<b>Rural</b>	<b>--</b>	<b>91</b>	<b>--</b>	<b>--</b>	<b>91</b>
	<b>Overall</b>	<b>95</b>	<b>93</b>	<b>91</b>	<b>98</b>	<b>94</b>
<i>Base</i>		599	601	614	611	2425

- Both Reliance and BSNL registered lower satisfaction scores on voice quality as well as ability to make and receive calls.
- HFCL scored highest on all the sub –parameters of Network performance, reliability & availability.

#### 4.1.5 Customer Satisfaction with Maintainability

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Maintainability (Fault repair service)	Urban	80	79	73	85	79
	Rural	--	59	--	--	59
	<b>Overall</b>	<b>80</b>	<b>71</b>	<b>73</b>	<b>85</b>	<b>77</b>
<i>Base</i>		136	214	188	189	727

- 77% of the customers were satisfied with fault repair service.
- A higher percentage of HFCL (85%) customers were satisfied with the fault repair service as compared to other operators.

#### 4.1.6 Customer Satisfaction with Supplementary and Value Added Services

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Quality of the supplementary services / value added service provided	Urban	79	94	96	80	90
	Rural	--	75	--	--	75
	<b>Overall</b>	79	91	96	80	89
Process of activating value added services or the process of unsubscribing	Urban	79	50	95	60	81
	Rural	--	75	--	--	75
	<b>Overall</b>	79	55	95	60	81
<b>Overall Supplementary &amp; Value Added Service</b>	Urban	90	78	98	88	91
	Rural	--	97	--	--	97
	<b>Overall</b>	<b>79</b>	<b>73</b>	<b>96</b>	<b>70</b>	<b>85</b>
<i>Base</i>		38	22	56	5	121

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

#### **4.1.7 Customer Satisfaction with Overall Service Quality**

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Overall quality of Telephone service	Urban	96	94	89	96	94
	Rural	--	87	--	--	87
	<b>Overall</b>	<b>96</b>	<b>92</b>	<b>89</b>	<b>96</b>	<b>93</b>
<i>Base</i>		599	601	614	611	2425

- 93% of the customers were satisfied with the overall quality of telephone. Reliance registered lower score than others.

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

### 4.2.1 Awareness and experience of Call Centre

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	71	50	75	64	66
Rural	--	54	--	--	54
<b>Overall</b>	71	51	75	64	65
<i>Base</i>	599	601	614	611	2425

- 65% of the customers were aware about the call centre number of their service providers for the purpose of making a complaint/ query. Awareness was significantly lower among rural customers (54%) as compared to urban customers.
- A higher percentage of Reliance (75%) customers were aware of the call centre number.

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	31	26	37	26	31
Rural	--	33	--	--	33
<b>Overall</b>	31	28	37	26	31
<i>Base</i>	423	307	459	390	1579

- Approximately 31% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months.



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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Docket number received for most of the complaints	Urban	81	61	75	82	77
	Rural	--	70	--	--	70
	<b>Overall</b>	81	64	75	82	76
No docket number received for most of the complaints	Urban	11	13	16	6	12
	Rural	--	18	--	--	18
	<b>Overall</b>	11	15	16	6	12
It was received on request	Urban	7	26	6	12	10
	Rural	--	6	--	--	6
	<b>Overall</b>	7	18	6	12	10
No docket number received even on request	Urban	1	--	4	--	2
	Rural	--	6	--	--	6
	<b>Overall</b>	1	2	4	--	2
<i>Base</i>		131	87	170	102	490

- 76% of the customers who had complained said that they had received a docket number for most of their complaints. This was slightly higher for urban customers (77%) as compared to rural customers.
- 12% of all customers who had complained said that they did not receive docket number for most of their complaints. A significantly higher percentage of rural customers (18%) did not receive the docket number for most of the complaints.

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	77	70	70	76	74
Rural	--	61	--	--	61
<b>Overall</b>	77	67	70	76	73
<i>Base</i>	131	87	170	102	490

- 73% of the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by the call centre.

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	40	59	35	41	41
Rural	--	30	--	--	30
<b>Overall</b>	40	48	35	41	40
<i>Base</i>	131	87	170	102	490

- 40% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints. A significantly higher proportion (41%) of the urban customers were satisfied as compared to rural customers.

#### 4.2.2 Awareness and experience of Nodal Officer

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	4	3	5	4	4
Rural	--	4	--	--	4
<b>Overall</b>	4	3	5	4	4
<i>Base</i>	599	601	614	611	2425

- Only 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	9	18	7	4	8
Rural	--	--	--	--	--
<b>Overall</b>	9	11	7	4	8
<i>Base*</i>	23	18	28	23	92

- Of those who were aware of the Nodal Officer's contact details, 8% claimed to have complained to the nodal officer.

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	50	100	100	--	71
Rural	--	--	--	--	--
<b>Overall</b>	50	100	100	--	71
<i>Base*</i>	2	2	2	1	7

*\*Responses are too low to draw any statistical reference.*

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	50	50	--	--	29
Rural	--	--	--	--	--
<b>Overall</b>	50	50	--	--	29
<i>Base*</i>	2	2	2	1	7

*\*Responses are too low to draw any statistical reference.*

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	50	50	50	--	43
Rural	--	--	--	--	--
<b>Overall</b>	50	50	50	--	43
<i>Base*</i>	2	2	2	1	7

*\*Responses are too low to draw any statistical reference.*

#### 4.2.3 Awareness and experience of Appellate Authority

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	2	1	2	2	2
Rural	--	2	--	--	2
<b>Overall</b>	2	1	2	2	2
Base	599	601	614	611	2425

- Only 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority

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

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- None of the customers filed an appeal with the Appellate Authority.

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

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- As none of the customers filed an appeal with the Appellate Authority, hence this table is not relevant

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

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- Not Applicable

#### 4.2.4 General Information

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	61	38	44	63	52
Rural	--	47	--	--	47
<b>Overall</b>	61	41	44	63	52
<i>Base</i>	599	601	614	611	2425

- 52% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

**Table 4.2.4.2** The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

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

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

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

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

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

Type	% Customer				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	1	--	--	--	1
Rural	--	--	--	--	--
<b>Overall</b>	<b>1</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>1</b>
<i>Base</i>	<i>599</i>	<i>601</i>	<i>614</i>	<i>611</i>	<i>2425</i>

- Only 1% of the customers claimed to have terminated a wire-line telephone connection in the last 6 months.

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	4	3	4	2	3
Rural	--	2	--	--	2
<b>Overall</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>
<i>Base</i>	<i>599</i>	<i>61</i>	<i>614</i>	<i>611</i>	<i>2425</i>

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



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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	42	20	33	37	34
Rural	--	27	--	--	27
<b>Overall</b>	42	22	33	37	33
<i>Base</i>	599	601	614	611	2425

- 33% of the customers were aware about the facility for registering a telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

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

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	7	1	6	10	7
Rural	--	2	--	--	2
<b>Overall</b>	7	2	6	10	7
<i>Base</i>	249	132	203	228	812

- Only 7% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

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

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
No change	Urban	--	--	--	4	--
	Rural	--	--	--	--	--
	<b>Overall</b>	--	--	--	<b>4</b>	--
Slight decrease	Urban	6	--	8	4	6
	Rural	--	--	--	--	--
	<b>Overall</b>	<b>6</b>	--	<b>8</b>	<b>4</b>	<b>6</b>
Considerable decrease	Urban	--	--	--	--	--
	Rural	--	--	--	--	--
	<b>Overall</b>	--	--	--	--	--
Stopped receiving	Urban	94	100	92	92	93
	Rural	--	--	--	--	--
	<b>Overall</b>	<b>94</b>	<b>100</b>	<b>92</b>	<b>92</b>	<b>93</b>
<i>Base</i>		<i>17</i>	<i>2</i>	<i>12</i>	<i>23</i>	<i>54</i>

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

*Note: None of the customer had made a complaint to the service provider even after registering.*

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

	Type	Customer Ranking				
		Airtel	BSNL	Reliance	HFCL	Overall
<b>Mean Score</b>	Urban	8.1	7.8	7.4	7.9	7.8
	Rural	--	7.2	--	--	--
	<b>Overall</b>	<b>8.1</b>	<b>7.7</b>	<b>7.4</b>	<b>7.9</b>	<b>7.8</b>
<i>Base</i>		599	601	614	611	2425

### 4.3 Cellular Mobile Telephone Service – Punjab Circle

The survey of Customer Perception of Service in Punjab circle was done among customers of 8 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, Reliance, TTSL, Idea, Vodafone, Aircel & HFCL.

#### 4.3.1 Customer Satisfaction with Provision of Service

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

Sub Parameters	Type	% Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Process & time taken to activate connection	Urban	100	97	100	98	99	98	99	99	99
	Rural	99	99	98	98	100	100	99	99	99
	<b>Overall</b>	<b>99</b>	<b>98</b>	<b>99</b>	<b>98</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>99</b>
Ease of understanding	Urban	98	99	99	99	98	98	97	100	99
	Rural	98	100	100	98	97	98	99	99	99
	<b>Overall</b>	<b>98</b>	<b>100</b>	<b>100</b>	<b>98</b>	<b>98</b>	<b>98</b>	<b>97</b>	<b>100</b>	<b>99</b>
<b>Overall Provision of service</b>	Urban	99	98	99	98	99	98	98	100	99
	Rural	98	99	99	98	98	99	99	99	99
	<b>Overall</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>98</b>	<b>99</b>	<b>98</b>	<b>98</b>	<b>100</b>	<b>99</b>
<i>Base</i>		703	623	592	609	593	630	636	649	5035

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

#### 4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

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

Sub Parameters	Type	% customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Timely delivery of bills	Urban	82	92	95	86	90	93	89	100	91
	Rural	91	100	87	83	95	83	89	100	89
	<b>Overall</b>	86	93	92	85	92	90	89	100	90
Clarity of the bills in terms of transparency and understandability	Urban	94	98	95	93	90	100	96	100	95
	Rural	100	100	92	92	100	67	92	100	93
	<b>Overall</b>	96	98	94	93	93	90	95	100	95
Accuracy & completeness of the bills	Urban	100	96	91	100	88	93	92	100	92
	Rural	100	100	89	96	85	67	89	100	89
	<b>Overall</b>	100	97	90	99	87	85	91	100	92
Process of resolution of billing Complaints	Urban	100	94	89	93	90	93	90	100	91
	Rural	91	100	89	92	90	83	92	100	91
	<b>Overall</b>	96	95	89	93	90	90	91	100	91
<b>Overall Billing performance postpaid</b>	<b>Urban</b>	94	95	92	93	89	95	92	100	92
	<b>Rural</b>	97	100	89	90	93	72	90	100	90
	<b>Overall</b>	95	96	91	92	90	89	91	100	92
Base		28	59	213	67	60	20	495	13	955

#### 4.3.2b Customer Satisfaction with Billing Performance - Prepaid

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

Sub Parameters	Type	% Prepaid Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Accuracy of charges	Urban	90	94	89	94	94	91	96	91	92
	Rural	95	93	92	97	95	96	97	90	94
	<b>Overall</b>	91	93	91	95	94	92	97	91	93
Refund/Credit/Waiver of excess charges	Urban	55	59	42	66	48	59	29	40	53
	Rural	40	16	42	58	56	52	46	38	44
	<b>Overall</b>	50	45	42	64	51	57	40	40	50
Ease of recharging process & transparency of recharge offer	Urban	98	98	98	98	99	100	97	98	99
	Rural	100	99	97	100	100	99	96	100	99
	<b>Overall</b>	99	98	97	99	100	100	96	99	99
<b>Overall prepaid performance</b>	Urban	90	94	88	94	93	92	93	90	92
	Rural	91	90	89	95	94	94	93	90	92
	<b>Overall</b>	90	93	88	94	94	92	93	90	92
<i>Base</i>		675	564	379	542	533	610	141	636	4080

- TTSL, Aircel & Airtel had lower % of prepaid customers satisfied on account of accuracy of charges.
- Customers had higher satisfaction on account of refund/credit/waiver of excess charges across all the service providers. Vodafone scored lowest on this parameter.

### 4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

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

Sub Parameters	Type	Service Providers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Ease of access of call centre/customer care or help-line	Urban	86	73	70	84	81	85	87	71	80
	Rural	84	84	76	85	84	91	90	72	83
	<b>Overall</b>	<b>85</b>	<b>77</b>	<b>72</b>	<b>84</b>	<b>82</b>	<b>87</b>	<b>88</b>	<b>71</b>	<b>81</b>
Ease of getting an option for “ talking to a customer care executive”	Urban	85	75	69	83	79	84	85	74	80
	Rural	78	75	72	82	80	84	88	73	79
	<b>Overall</b>	<b>83</b>	<b>75</b>	<b>70</b>	<b>83</b>	<b>79</b>	<b>84</b>	<b>86</b>	<b>73</b>	<b>79</b>
Response time taken	Urban	84	74	65	85	83	90	82	78	81
	Rural	74	79	70	86	80	78	81	77	78
	<b>Overall</b>	<b>81</b>	<b>76</b>	<b>67</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>81</b>	<b>77</b>	<b>80</b>
Problem solving ability	Urban	80	72	60	84	84	78	61	75	75
	Rural	79	73	69	88	84	86	70	67	77
	<b>Overall</b>	<b>80</b>	<b>72</b>	<b>63</b>	<b>85</b>	<b>84</b>	<b>81</b>	<b>64</b>	<b>73</b>	<b>76</b>
Time taken to resolve complaint	Urban	81	72	59	85	81	80	61	68	74
	Rural	81	79	69	88	86	88	70	65	78
	<b>Overall</b>	<b>81</b>	<b>74</b>	<b>63</b>	<b>86</b>	<b>83</b>	<b>83</b>	<b>65</b>	<b>67</b>	<b>76</b>
Help services including customer grievance redressal	Urban	83	73	65	84	81	83	75	73	78
	Rural	79	78	71	86	83	85	80	71	79
	<b>Overall</b>	<b>82</b>	<b>75</b>	<b>67</b>	<b>85</b>	<b>82</b>	<b>84</b>	<b>77</b>	<b>72</b>	<b>78</b>
<i>Base</i>		366	207	283	285	268	303	256	266	2234

- A higher percentage of customers were dissatisfied with the ease of access of call centre / customer care or help line number, across service providers. HFCL 71% scored lowest on this parameter.
- Service providers registered low satisfaction levels on all aspects.

#### 4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

		% customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Availability of signal of your service provider in your locality	Urban	97	90	87	93	97	96	74	91	91
	Rural	94	90	82	84	94	91	77	91	88
	<b>Overall</b>	96	90	85	90	96	94	75	91	90
Ability to make or receive calls easily	Urban	98	91	90	93	97	96	78	93	92
	Rural	94	94	86	87	97	96	81	91	91
	<b>Overall</b>	97	92	89	91	97	96	79	92	92
Voice quality	Urban	97	93	91	94	97	97	82	90	93
	Rural	96	94	85	88	97	97	82	91	91
	<b>Overall</b>	97	93	89	92	97	97	82	91	92
<b>Network performance, reliability &amp; availability</b>	<b>Urban</b>	<b>97</b>	<b>91</b>	<b>89</b>	<b>94</b>	<b>97</b>	<b>96</b>	<b>78</b>	<b>91</b>	<b>92</b>
	<b>Rural</b>	<b>95</b>	<b>93</b>	<b>84</b>	<b>86</b>	<b>96</b>	<b>95</b>	<b>80</b>	<b>91</b>	<b>90</b>
	<b>Overall</b>	<b>97</b>	<b>92</b>	<b>87</b>	<b>91</b>	<b>97</b>	<b>96</b>	<b>79</b>	<b>91</b>	<b>91</b>
<i>Base</i>		703	623	592	609	593	630	636	649	5035

- Aircel registered lower satisfaction on all aspects of Network performance, reliability & availability.



#### 4.3.5 Customer Satisfaction with Maintainability

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

Sub Parameters	Type	% Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Availability of network (signal)	Urban	96	91	86	92	95	94	71	88	88
	Rural	93	86	82	84	96	92	71	86	86
	<b>Overall</b>	<b>95</b>	<b>90</b>	<b>85</b>	<b>89</b>	<b>95</b>	<b>94</b>	<b>71</b>	<b>87</b>	<b>88</b>
Restoration of network (signal) problems	Urban	95	92	86	93	94	94	79	91	90
	Rural	91	87	85	86	96	92	76	88	87
	<b>Overall</b>	<b>93</b>	<b>91</b>	<b>86</b>	<b>91</b>	<b>95</b>	<b>93</b>	<b>78</b>	<b>90</b>	<b>89</b>
Maintainability	Urban	95	92	86	93	94	94	75	90	89
	Rural	92	86	84	85	96	92	74	87	86
	<b>Overall</b>	<b>94</b>	<b>90</b>	<b>85</b>	<b>90</b>	<b>95</b>	<b>93</b>	<b>74</b>	<b>89</b>	<b>88</b>
<i>Base</i>		352	539	483	475	430	352	505	486	3622

- Aircel customers were less satisfied with availability of network signals and restoration of network signal problems. This pulled down their overall score for maintainability.

#### 4.3.6 Customer Satisfaction with Supplementary and Value Added Services

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

Sub Parameters	Type	% Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Quality of supplementary service	Urban	91	78	93	89	98	86	90	86	89
	Rural	96	71	91	85	86	94	94	71	89
	<b>Overall</b>	<b>95</b>	<b>90</b>	<b>85</b>	<b>89</b>	<b>95</b>	<b>94</b>	<b>71</b>	<b>87</b>	<b>88</b>
Process of activating VAS	Urban	93	92	96	92	98	93	100	92	96
	Rural	96	93	90	94	100	97	97	88	95
	<b>Overall</b>	<b>93</b>	<b>91</b>	<b>86</b>	<b>91</b>	<b>95</b>	<b>93</b>	<b>78</b>	<b>90</b>	<b>89</b>
Value added service	Urban	92	85	94	91	98	90	95	89	92
	Rural	96	83	90	90	93	95	95	79	92
	<b>Overall</b>	<b>93</b>	<b>85</b>	<b>93</b>	<b>90</b>	<b>96</b>	<b>92</b>	<b>95</b>	<b>86</b>	<b>92</b>
<i>Base</i>		91	51	88	88	65	90	232	53	758

- Airtel (95%) had the highest percentage of satisfied customers on quality of supplementary services as well as process of activating VAS.

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

##### 4.4.1 Awareness and experience of Call Centre

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	66	62	68	64	58	55	60	60	62
Rural	49	63	65	55	52	51	63	63	58
<b>Overall</b>	<b>61</b>	<b>62</b>	<b>67</b>	<b>61</b>	<b>56</b>	<b>54</b>	<b>61</b>	<b>61</b>	<b>60</b>
<i>Base</i>	703	623	592	609	593	630	636	649	5035

- 60% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- Awareness was slightly lower among Vodafone (54%) customers. A higher percentage of Reliance customers (67%) were aware of the call centre number for making a complaint/query.

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	42	22	39	29	21	39	30	24	31
Rural	46	25	43	39	40	44	35	32	38
<b>Overall</b>	43	23	40	32	27	40	32	26	33
<i>Base</i>	428	388	396	372	333	339	388	397	3041

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

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

	Type	% Customers									
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall	
Complaint was registered and Docket number received	Urban	74	71	56	81	50	78	61	75	69	
	Rural	45	72	67	73	48	64	57	61	60	
	<b>Overall</b>	66	72	60	78	49	74	59	70	66	
Complaint was registered and Docket number not received	Urban	13	19	27	14	32	16	25	12	19	
	Rural	34	24	23	22	40	27	28	29	28	
	<b>Overall</b>	18	20	26	17	36	20	26	18	22	
Complaint was registered and docket number provided on request	Urban	2	2	6	4	10	--	1	3	3	
	Rural	13	3	5	5	5	--	2	3	5	
	<b>Overall</b>	3	2	2	--	3	1	1	2	2	
Complaint was registered and docket number not provided even on request	Urban	3	3	3	--	6	--	1	--	2	
	Rural	4	--	--	--	--	2	--	5	1	
	<b>Overall</b>	5	2	6	4	8	--	2	3	4	
Refused to register the complaint	Urban	9	5	8	1	2	5	12	10	7	
	Rural	4	--	5	--	8	7	13	3	5	
	<b>Overall</b>	8	3	7	1	4	6	12	8	6	
<i>Base</i>		18	3	88	160	118	90	137	123	105	1004

- 94% of the customers reported complaint registration. Only in the case of Aircel, a substantial % claimed that the complaint was not registered.
- 66% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 4% of those who had complained did not receive docket numbers even on request.

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	71	66	54	78	56	75	59	60	66
Rural	55	52	58	61	53	52	51	55	55
<b>Overall</b>	<b>67</b>	<b>61</b>	<b>56</b>	<b>72</b>	<b>54</b>	<b>68</b>	<b>56</b>	<b>58</b>	<b>62</b>
<i>Base</i>	183	88	160	118	90	137	123	105	1004

- 62% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- A higher percentage of Vodafone and Airtel customers were informed about the action taken on their complaints.

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	43	49	42	56	34	60	33	21	43
Rural	19	31	35	44	28	25	26	26	29
<b>Overall</b>	<b>37</b>	<b>43</b>	<b>39</b>	<b>52</b>	<b>31</b>	<b>49</b>	<b>30</b>	<b>23</b>	<b>38</b>
<i>Base</i>	183	88	160	118	90	137	123	105	1004

- 38% 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. A lower percentage of HFCL customers (23%) were satisfied.

#### 4.4.2 Awareness and Experience of Nodal Officer

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	2	2	9	2	1	1	7	1	3
Rural	1	4	5	3	2	1	7	2	3
<b>Overall</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>3</b>
<i>Base</i>	703	623	592	609	593	630	636	649	5035

- Only 3% of the cellular mobile customers were aware of the contact details of the nodal officer.

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	8	22	12	20	25	20	32	--	19
Rural	33	--	9	17	--	--	21	--	12
<b>Overall</b>	13	13	11	19	13	17	29	--	17
<i>Base</i>	15	16	45	16	8	6	42	9	157

- 17% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- A higher percentage of Aircel & Tata customers complained to Nodal officer regarding their complaint not being resolved or being resolved satisfactorily.



#### 4.4.2.3 Incidence of Customer Intimation Regarding Decision taken on Complaint

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	100	--	25	50	--	100	44	--	40
Rural	100	--	--	100	--	--	67	--	67
<b>Overall</b>	100	--	20	67	--	100	50	--	46
<i>Base*</i>	2	2	5	3	1	1	12	--	26

*\*Responses are too low to draw any statistical reference.*

#### 4.4.2.4 Satisfaction with Nodal Officer

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	100	50	25	100	--	--	44	--	45
Rural	--	--	--	100	--	--	33	--	33
<b>Overall</b>	50	50	20	100	--	--	42	--	42
<i>Base*</i>	2	2	5	3	1	1	12	--	26

*\*Responses are too low to draw any statistical reference.*

#### 4.4.3 Awareness and experiences with Appellate Authority

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	--	1	3	1	1	--	3	1	1
Rural	--	1	1	1	1	--	2	2	1
<b>Overall</b>	--	1	2	1	1	--	3	1	1
<i>Base</i>	703	623	592	609	593	630	636	649	5035

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

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	--	--	--	--	--	--	--	20	2
Rural	--	--	--	--	--	--	25	--	6
<b>Overall</b>	--	--	--	--	--	--	6	13	3
<i>Base</i>	2	9	16	8	4	1	17	8	65

#### **4.4.3.3 % Customers who received an acknowledgement from Appellate Authority**

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- None of the customers received an acknowledgement from Appellate Authority.

#### **4.4.3.4 Reported Decisions by the Appellate Authority**

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- Not Applicable.

#### 4.4.4 General Information

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Airtel	HFCL	Overall
Urban	10	15	26	17	23	15	55	20	18
Rural	27	23	35	42	35	37	36	24	32
Overall	15	18	29	25	27	22	45	21	23
Base	675	564	379	542	533	610	141	636	4080

- 23% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among Airtel (45%) customers and lowest among BSNL (18%) customers.

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

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Airtel	HFCL	Overall
Urban	3	--	--	--	--	--	3	--	1
Rural	1	--	--	1	1	1	--	--	--
Overall	2	--	--	1	--	--	1	--	1
Base	675	564	379	542	533	610	141	636	4080

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

	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	86	67	77	83	81	80	88	85	81
Rural	83	73	81	82	80	84	82	79	81
<b>Overall</b>	<b>85</b>	<b>69</b>	<b>79</b>	<b>83</b>	<b>80</b>	<b>81</b>	<b>86</b>	<b>83</b>	<b>81</b>
<i>Base</i>	703	623	592	609	593	630	636	649	5035

- 81% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

#### 4.5 Broadband Service – Punjab circle

The survey of customer perception of service was done in Punjab circle among 5 service providers of Broadband Service, namely Airtel, BSNL, Reliance, Hathway & HFCL.

##### 4.5.1 Customer Satisfaction with Provision of Service

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

Sub Parameters	Type	% Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Time taken	Urban	97	98	98	99	98	98
	Rural	--	95	--	--	--	95
	Overall	<b>97</b>	<b>97</b>	<b>98</b>	<b>99</b>	<b>98</b>	<b>98</b>
Base		601	650	591	162	615	2619

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

#### 4.5.2a Postpaid Customer Satisfaction with Billing Performance

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

Sub Parameters	Type	% Postpaid Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Timely delivery of bills	Urban	87	90	84	65	90	87
	Rural	--	93	--	--	--	93
	Overall	<b>87</b>	<b>91</b>	<b>84</b>	<b>65</b>	<b>90</b>	<b>87</b>
Clarity of the bills in terms of transparency and understandability	Urban	92	97	97	96	98	96
	Rural	--	98	--	--	--	98
	Overall	<b>92</b>	<b>97</b>	<b>97</b>	<b>96</b>	<b>98</b>	<b>96</b>
Accuracy of the bills	Urban	95	97	96	97	95	96
	Rural	--	95	--	--	--	95
	Overall	<b>95</b>	<b>96</b>	<b>96</b>	<b>97</b>	<b>95</b>	<b>96</b>
Process of resolution of billing complaints	Urban	35	40	40	14	33	36
	Rural	--	82	--	--	--	82
	Overall	<b>35</b>	<b>55</b>	<b>40</b>	<b>14</b>	<b>33</b>	<b>39</b>
<b>Overall Billing performance postpaid</b>	<b>Urban</b>	<b>90</b>	<b>94</b>	<b>91</b>	<b>85</b>	<b>93</b>	<b>91</b>
	<b>Rural</b>	<b>--</b>	<b>95</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>95</b>
	<b>Overall</b>	<b>90</b>	<b>94</b>	<b>91</b>	<b>85</b>	<b>93</b>	<b>92</b>
<i>Base</i>		601	650	591	108	615	2565

- A higher percentage of all the customers were satisfied with the clarity of bills in terms of transparency and understandability as well as accuracy of the bills.
- However, a lower proportion of customers were satisfied on account of process of resolution of billing complaints; only 39% were satisfied. BSNL (55%) had the highest percentage of customers satisfied with the process of resolution of billing complaints.

#### 4.5.2b Prepaid Customer Satisfaction with Billing Performance

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

Sub Parameters	Type	% Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Accuracy of Charges	Urban	--	--	--	93	--	93
	Rural	--	--	--	--	--	--
	<b>Overall</b>	--	--	--	<b>93</b>	--	<b>93</b>
Process of resolution of billing complaints	Urban	--	--	--	86	--	86
	Rural	--	--	--	--	--	--
	<b>Overall</b>	--	--	--	<b>86</b>	--	<b>86</b>
Overall Billing performance prepaid	Urban	--	--	--	92	--	92
	Rural	--	--	--	--	--	--
	<b>Overall</b>	--	--	--	<b>92</b>	--	<b>92</b>
<i>Base</i>		--	--	--	54	--	54

- 92% of Hathway customers were satisfied with the prepaid billing performance.
- Satisfaction was low (86%) on account of process of resolution of billing complaints.



### 4.5.3 Customer Satisfaction with Help Services

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

Sub Parameters	Type	% Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Ease of access of call centre/ customer care or helpline	Urban	87	90	92	93	89	90
	Rural	--	83	--	--	--	83
	<b>Overall</b>	<b>87</b>	<b>88</b>	<b>92</b>	<b>93</b>	<b>89</b>	<b>89</b>
Ease of getting an option for “talking to customer care executive”	Urban	89	90	93	91	89	90
	Rural	--	86	--	--	--	86
	<b>Overall</b>	<b>89</b>	<b>88</b>	<b>93</b>	<b>91</b>	<b>89</b>	<b>90</b>
Response time taken by customer executive to answer customer call	Urban	87	77	87	66	85	84
	Rural	--	83	--	--	--	83
	<b>Overall</b>	<b>87</b>	<b>79</b>	<b>87</b>	<b>66</b>	<b>85</b>	<b>84</b>
Problem solving ability of customer care executive(s)	Urban	83	73	83	61	79	79
	Rural	--	83	--	--	--	83
	<b>Overall</b>	<b>83</b>	<b>76</b>	<b>83</b>	<b>61</b>	<b>79</b>	<b>80</b>
Time taken by call centre/ customer care / help-line to resolve your complaint	Urban	83	72	82	63	82	80
	Rural	--	82	--	--	--	82
	<b>Overall</b>	<b>83</b>	<b>75</b>	<b>82</b>	<b>63</b>	<b>82</b>	<b>80</b>
<b>Help service</b>	<b>Urban</b>	<b>86</b>	<b>80</b>	<b>87</b>	<b>75</b>	<b>85</b>	<b>85</b>
	<b>Rural</b>	<b>--</b>	<b>84</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>84</b>
	<b>Overall</b>	<b>86</b>	<b>81</b>	<b>87</b>	<b>75</b>	<b>85</b>	<b>85</b>
Base		272	207	350	67	318	1214

- A lower proportion of customers (80%) were satisfied with the problem solving ability of the customer care executives and time taken by call centre/ customer care/ help line to resolve the complaint.
- Higher percentage (90%) customers were satisfied with the ease of getting an option for “talking to customer care executives”. Reliance (93%) scored highest on this parameter.

#### 4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Speed of broadband connection	Urban	93	87	90	80	86	88
	Rural	--	85	--	--	--	85
	<b>Overall</b>	93	86	90	80	86	88
Amount of time for which service is up and working	Urban	95	89	92	90	90	92
	Rural	--	88	--	--	--	88
	<b>Overall</b>	95	89	92	90	90	91
Network performance, Reliability & availability	Urban	51	44	46	40	46	47
	Rural	--	44	--	--	--	44
	<b>Overall</b>	94	87	91	85	88	90
<i>Base</i>		601	650	591	162	615	2619

- 80% of Hathway customers were satisfied with the speed of broadband connection which is lowest among other operators.
- Airtel (95%) scored highest on the amount of time for which speed is up and working.
- Airtel performed better on both the parameters of network performance as compared to other service providers.

#### 4.5.5 Customer Satisfaction with Maintainability

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

Sub Parameters	Type	%Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Maintainability (Time taken for restoration of connection)	Urban	28	18	39	29	75	41
	Rural	--	8	--	--	--	8
	<b>Overall</b>	<b>28</b>	<b>13</b>	<b>39</b>	<b>29</b>	<b>75</b>	<b>37</b>
<i>Base</i>		225	178	236	21	161	821

- 37% of the customers were satisfied with the time taken for restoration of broadband connection. Lower proportions (8%) of rural customers were satisfied with the time taken for restoration of broadband connection.
- BSNL (13%) scored lowest among all the service providers.

#### 4.5.6 Customer Satisfaction with Supplementary Services

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

Sub Parameters	Type	% Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Process of activating	Urban	93	100	100	100	95	97
VAS or process of unsubscribing	Rural	--	100	--	--	--	100
	<b>Overall</b>	<b>93</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>95</b>	<b>97</b>
<i>Base</i>		30	31	5	10	38	114

- 97% of customers satisfied with process of activating VAS or process of unsubscribing.

#### **4.5.7 Customer Satisfaction with Overall Service Quality**

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

Sub Parameters	Type	% Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Overall service quality	Urban	96	94	92	90	90	93
	Rural	--	92	--	--	--	92
	<b>Overall</b>	<b>96</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>90</b>	<b>93</b>
Base		601	650	591	162	615	2619

- 93% of the customers were satisfied with the quality of overall service. A higher % of Airtel customers were satisfied.

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

### 4.6.1 Awareness and experience of Call Centre

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	70	61	82	57	72	71
Rural	--	63	--	--	--	63
<b>Overall</b>	<b>70</b>	<b>62</b>	<b>82</b>	<b>57</b>	<b>72</b>	<b>70</b>
<i>Base</i>	601	650	591	162	615	2619

- 70% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query. A higher percentage (82%) of Reliance customers were aware about the call centre number for making complaints.

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	34	27	37	26	37	34
Rural	--	33	--	--	--	33
<b>Overall</b>	<b>34</b>	<b>29</b>	<b>37</b>	<b>26</b>	<b>37</b>	<b>34</b>
<i>Base</i>	422	400	482	93	444	1841

- 34% of broadband customers who were aware of the call centre number claimed to have complained in the last 6 months.

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

	Type of User	% Customers					
		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Docket number received for most of the complaints	Urban	92	76	88	54	90	87
	Rural	--	78	--	--	--	78
	<b>Overall</b>	<b>92</b>	<b>77</b>	<b>88</b>	<b>54</b>	<b>90</b>	<b>86</b>
No Docket number received for most of the complaints	Urban	4	7	8	29	6	7
	Rural	--	15	--	--	--	15
	<b>Overall</b>	<b>4</b>	<b>10</b>	<b>8</b>	<b>29</b>	<b>6</b>	<b>8</b>
It was received on request	Urban	1	15	2	8	1	3
	Rural	--	5	--	--	--	5
	<b>Overall</b>	<b>1</b>	<b>11</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>4</b>
No Docket number received even on request	Urban	3	3	2	8	2	3
	Rural	--	2	--	--	--	2
	<b>Overall</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>2</b>	<b>3</b>
<i>Base</i>		144	115	178	24	165	626

- 86% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 8% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. Only 3% did not receive docket number even on request.

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	79	73	80	63	82	79
Rural	--	73	--	--	--	73
<b>Overall</b>	<b>79</b>	<b>73</b>	<b>80</b>	<b>63</b>	<b>82</b>	<b>78</b>
<i>Base</i>	144	115	178	24	165	626

- 78% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	80	77	82	71	84	81
Rural	--	78	--	--	--	78
<b>Overall</b>	<b>80</b>	<b>77</b>	<b>82</b>	<b>71</b>	<b>84</b>	<b>81</b>
<i>Base</i>	144	115	178	24	165	626

- 81% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- A higher percentage (84%) of HFCL customers was satisfied with resolution of complaints as compared to other service providers.

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

Type	% customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	73	66	68	58	72	70
Rural	--	61	--	--	--	--
<b>Overall</b>	<b>73</b>	<b>64</b>	<b>68</b>	<b>58</b>	<b>72</b>	<b>70</b>
<i>Base</i>	144	115	178	24	165	626

- 70% of the billing complaints were resolved satisfactorily within 4 weeks.

**4.6.2 Awareness and experience of Nodal Officer**

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	7	4	7	4	7	6
Rural	--	4	--	--	--	4
<b>Overall</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>6</b>
<i>Base</i>	601	650	591	162	615	2619

- Only 6% of the broadband customers said that they were aware of the contact details of the Nodal Officer.



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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	10	25	20	--	5	13
Rural	--	14	--	--	--	14
<b>Overall</b>	<b>10</b>	<b>22</b>	<b>20</b>	<b>--</b>	<b>5</b>	<b>13</b>
Base*	41	27	40	6	43	157

\* The sample for Hathway & BSNL is too small to draw any statistical reference.

- 13% of the customers who were aware of the nodal officer had complained to the nodal officer.

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	50	60	88	--	--	63
Rural	--	100	--	--	--	100
<b>Overall</b>	<b>50</b>	<b>67</b>	<b>88</b>	<b>--</b>	<b>--</b>	<b>65</b>
Base*	4	6	8	--	2	20

\* The above sample is too small to draw any statistical reference.

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	25	60	38	--	--	37
Rural	--	100	--	--	--	100
<b>Overall</b>	<b>25</b>	<b>67</b>	<b>38</b>	<b>--</b>	<b>--</b>	<b>40</b>
Base	4	6	8	--	2	20

\* The above sample is too small to draw any statistical reference.

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	50	60	75	--	50	63
Rural	--	100	--	--	--	100
<b>Overall</b>	<b>50</b>	<b>67</b>	<b>75</b>	<b>--</b>	<b>50</b>	<b>65</b>
<i>Base</i>	4	6	8	--	2	20

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

#### 4.6.4 Awareness and experience of Appellate Authority

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	3	2	3	--	3	3
Rural	--	3	--	--	--	3
<b>Overall</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>--</b>	<b>3</b>	<b>3</b>
<i>Base</i>	601	650	591	162	615	2619

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

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	--	--	--	--	--	--
Rural	--	--	--	--	--	--
<b>Overall</b>	--	--	--	--	--	--
<i>Base</i>	21	15	16	--	19	71

- None of the customers, who were aware, had filed an appeal to the Appellate Authority.

#### 4.6.4.3 Incidence of Acknowledgement Receipt

- Not Applicable as none of the customer had filed an appeal.

#### 4.6.4.4 Reported Incidence of Decision by the Appellate Authority

- Not Applicable.

#### 4.6.5 General Information

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

Type	% Customers					
	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Urban	--	--	--	15	--	15
Rural	--	--	--	--	--	--
<b>Overall</b>	--	--	--	<b>15</b>	--	<b>15</b>
<i>Base</i>	--	--	--	54	--	54

- 15% of Hathway prepaid customers were aware that they can get item wise usage charge details.

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

- None of the customer was 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.

- Not Applicable as none of the customer was denied item –wise usage charge details.

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

Type	% Customers					Overall
	Airtel	BSNL	Reliance	Hathway	HFCL	
Urban	74	73	79	64	80	76
Rural	--	75	--	--	--	75
<b>Overall</b>	<b>74</b>	<b>74</b>	<b>79</b>	<b>64</b>	<b>80</b>	<b>76</b>
<i>Base</i>	601	650	591	162	615	2619

- 76% of the customers claimed to have got the Manual of Practice while taking the connection.

## 5. SUMMARY OF CRITICAL FINDINGS

### 5.1 Basic Wire-line Service

- 93% of the basic wire-line service customers in Punjab circle were satisfied with overall service quality of their service providers. All the service providers met the benchmark set for overall service quality except Reliance (89%). Airtel & HFCL (96%) scored highest on overall service quality.
- None of the service providers met the benchmark set for provision of service, except HFCL (97%).
- None of the service provider met the benchmark set for billing performance postpaid; Reliance (83%) scored lowest on this parameter.
- BSNL(74%) scored lowest on help services including customer grievance redressal. None of the service providers met the benchmark set for help services.
- Airtel (95%) & HFCL (98%) met the benchmark set for with network performance, reliability and availability while BSNL(93%) & Reliance (91%) scored slightly lower than the benchmark.
- None of the service providers met the benchmark set for maintainability. BSNL (71%) scored lowest on maintainability. Only Reliance (90%) met the benchmark set for Supplementary and Value Added Services.
- 85% of all customers reported that the fault was repaired within 3 days.

#### **Grievance Redressal**

- 65% of the customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was significantly low among rural customers (54%) as compared to urban customers..
- Approximately 31% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months.

- 73% of the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- 40% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.
- Only 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer; of those who were aware of the Nodal Officer's contact details, 8% claimed to have complained to the nodal officer.
- Only 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

## **5.2 Cellular Mobile Service**

- 92% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except Reliance & Aircel.
- None of the service providers met the benchmark set for prepaid billing performance. Only Airtel (95%), BSNL(96%) & HFCL (100%) met the benchmark set for postpaid billing performance.
- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark. Reliance's score (67%) was lowest among all the operators.
- Reliance (87%) & Aircel (79%) did not meet the benchmark set for network performance, reliability & availability. The others met the benchmark.
- Reliance, Aircel & HFCL did not meet the benchmark set for maintainability.
- BSNL & HFCL did not meet the benchmark set for Supplementary and value added services
- Only 38% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging.

### **Grievance Redressal**

- 60% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. 33% of all cellular mobile customers claimed that they had complained in the last 6 months.
- 62% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- Only 38% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- Only 3% of the cellular mobile customers were aware of the contact details of the nodal officer.

- Only 17% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.



### **5.3 Broadband Service**

- 93% of all the broadband customers were satisfied with the overall service quality. A higher percentage (96%) of Airtel customers was satisfied as compared to other operators.
- All the operators met the benchmark for provision of service, network performance, reliability and availability and supplementary & value added services.
- Hathway (92%) met the benchmark set for prepaid billing performance.
- All the operators met the benchmark set for postpaid billing performance except Hathway (85%).
- None of the operators met the benchmark set for help services including customer grievance redressal.
- None of the service provider met the benchmark set for maintainability. BSNL (13%) scored lowest and Hathway (75%) scored highest on this parameter.

### **Grievance Redressal**

- 70% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query.
- 34% of broadband customers who were aware of the call centre number claimed to have complained in the last 6 months. 78% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 81% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- 70% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.
- Only 6% of the broadband customers said that they were aware of the contact details of the Nodal Officer
- 13% of the customers who were aware of the nodal officer had complained to the nodal officer
- Only 3% of the customers were aware of the Appellate Authority's contact details.

## 6. RECOMMENDATIONS

### 6.1.1 Basic Wire-line

- Reliance needs to improve the overall quality of service.
- All the service providers need to improve the provision of service, especially ease of understanding/ provision of all relevant information related to tariff plans & charges.
- All the service providers need to improve on postpaid billing performance, help services including customer grievance redressal and maintainability.
- Problem solving ability of customer care executive and time taken by call centre/customer care to resolve in complaint require improvement to enhance the Help Services.
- All the service providers need to improve their fault repair service.
- Airtel, BSNL & HFCL need to improve their Supplememntary & Value added services.

### 6.1.2 Cellular Mobile

- All the service providers need to improve their prepaid billing performance and Help Services including customer grievance redressal.
- Reliance needs to improve their postpaid billing performance
- Reliance & Aircel need to improve their Network Performance, reliability and availability.
- Reliance, Aircel & HFCL need to improve the availability of network signal & the restoration of signal problems.
- BSNL & HFCL need to improve the quality of supplementary & value added services as well as the process of activating VAS.
- Reliance & Aircel need to improve their overall quality of service.

### **6.3 Broadband**

- Hathway needs to improve the postpaid billing performance.
- All the service providers need to improve the problem solving ability of customer care and time taken by call centre/customer care to resolve complaints.
- All the broadband service providers need to improve the time taken for restoration of broadband connection.

### **6.2 Grievance Redressal Mechanism**

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

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

**A. Service Provision**

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	53	95	101	67	316
		%	9	23	16	11	14
	Rural	Count	--	13	--	--	13
		%	--	7	--	--	7
	Overall	Count	53	108	101	67	329
		%	9	18	16	11	14
No	Urban	Count	546	320	513	544	1923
		%	91	77	84	89	86
	Rural	Count	--	173	--	--	173
		%	--	93	--	--	93
	Overall	Count	546	493	513	544	2096
		%	91	82	84	89	86

**Q (2). Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?**

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	19	20	5	54	98
		%	36	21	5	81	31
	Rural	Count	--	3	--	--	3
		%	--	23	--	--	23
	Overall	Count	19	23	5	54	101
		%	36	21	5	81	31
No	Urban	Count	34	75	96	13	218
		%	64	79	95	19	69
	Rural	Count	--	10	--	--	10
		%	--	77	--	--	77
	Overall	Count	34	85	96	13	228
		%	64	79	95	19	69

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Charges not as per tariff plan	Urban	Count	3	--	5	9	17
		%	8	--	7	19	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	3	--	5	9	17
		%	8	--	7	19	--
Charged for calls/services not made	Urban	Count	7	5	13	9	34
		%	18	24	19	19	--
	Rural	Count	--	1	--	--	1
		%	--	6	--	--	--
	Overall	Count	7	6	13	9	35
		%	18	16	19	19	--
Charge for Value added services not subscribed	Urban	Count	1	--	1	6	8
		%	3	--	1	13	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	--	1	6	8
		%	3	--	1	13	--
Details like item wise charges are not provided	Urban	Count	2	--	4	3	9
		%	5	--	6	6	--
	Rural	Count	--	2	--	--	2
		%	--	12	--	--	--
	Overall	Count	2	2	4	3	11
		%	5	5	6	6	--
Calculation are not clear	Urban	Count	1	--	--	4	5
		%	3	--	--	9	--
	Rural	Count	--	1	--	--	1
		%	--	6	--	--	--
	Overall	Count	1	1	--	4	6
		%	3	3	--	9	--
Others	Urban	Count	36	20	64	33	153
		%	90	95	93	70	--
	Rural	Count	--	16	--	--	16
		%	--	94	--	--	--
	Overall	Count	36	36	64	33	169
		%	90	95	93	70	--
Tariff plan changed without information	Urban	Count	1	1	3	2	7
		%	3	5	4	4	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	1	3	2	7
		%	3	3	4	4	--

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	50	24	68	48	190
		%	8	6	11	8	8
	Rural	Count	--	10	--	--	10
		%	--	5	--	--	5
	Overall	Count	50	34	68	48	200
		%	8	6	11	8	8
No	Urban	Count	549	391	546	563	2049
		%	92	94	89	92	92
	Rural	Count	--	176	--	--	176
		%	--	95	--	--	95
	Overall	Count	549	567	546	563	2225
		%	92	94	89	92	92

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Difficult to read the bill	Urban	Count	1	1	--	1	3
		%	2	1	--	4	--
	Rural	Count	--	1	--	--	1
		%	--	2	--	--	--
	Overall	Count	1	2	--	1	4
		%	2	2	--	4	--
Calculations not clear	Urban	Count	3	3	1	5	12
		%	7	4	1	18	--
	Rural	Count	--	1	--	--	1
		%	--	2	--	--	--
	Overall	Count	3	4	1	5	13
		%	7	3	1	18	--
Item-wise charges not given	Urban	Count	6	--	5	3	14
		%	14	--	3	11	--
	Rural	Count	--	3	--	--	3
		%	--	7	--	--	--
	Overall	Count	6	3	5	3	17
		%	14	2	3	11	--
Difficult to understand the language	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
Others	Urban	Count	33	79	143	19	274
		%	77	95	96	68	--
	Rural	Count	--	37	--	--	37
		%	--	88	--	--	--
	Overall	Count	33	116	143	19	311
		%	77	93	96	68	--

**Qus.10(b) Please specify the reason(s) for your dissatisfaction.**

None of the customer is dissatisfied.

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
No	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
		Count	--	--	--	--	--
		%	--	--	--	--	--

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	244	151	303	244	942
		%	41	36	49	40	42
	Rural	Count	--	60	--	--	60
		%	--	32	--	--	32
	Overall	Count	244	211	303	244	1002
		%	41	35	49	40	41
No	Urban	Count	355	264	311	367	1297
		%	59	64	51	60	58
	Rural	Count	--	126	--	--	126
		%	--	68	--	--	68
	Overall	Count	355	390	311	367	1423
		%	59	65	51	60	59



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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Nil	Urban	Count	463	288	426	422	1599
		%	77	69	69	69	71
	Rural	Count	--	99	--	--	99
		%	--	53	--	--	53
	Overall	Count	463	387	426	422	1698
		%	77	64	69	69	70
Once	Urban	Count	101	68	91	120	380
		%	17	16	15	20	17
	Rural	Count	--	33	--	--	33
		%	--	18	--	--	18
	Overall	Count	101	101	91	120	413
		%	17	17	15	20	17
2-3 times	Urban	Count	28	44	67	56	195
		%	5	11	11	9	9
	Rural	Count	--	30	--	--	30
		%	--	16	--	--	16
	Overall	Count	28	74	67	56	225
		%	5	12	11	9	9
More than 3 times	Urban	Count	7	15	30	13	65
		%	1	4	5	2	3
	Rural	Count	--	24	--	--	24
		%	--	13	--	--	13
	Overall	Count	7	39	30	13	89
		%	1	6	5	2	4

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	38	18	56	5	117
		%	6	4	9	1	5
	Rural	Count	--	4	--	--	4
		%	--	2	--	--	2
	Overall	Count	38	22	56	5	121
		%	6	4	9	1	5
No	Urban	Count	561	397	558	606	2122
		%	94	96	91	99	95
	Rural	Count	--	182	--	--	182
		%	--	98	--	--	98
	Overall	Count	561	579	558	606	2304
		%	94	96	91	99	95

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	5	4	8	16	33
		%	1	1	1	3	1
	Rural	Count	--	1	--	--	1
		%	--	1	--	--	1
	Overall	Count	5	5	8	16	34
		%	1	1	1	3	1
No	Urban	Count	594	411	606	595	2206
		%	99	99	99	97	99
	Rural	Count	--	185	--	--	185
		%	--	99	--	--	99
	Overall	Count	594	596	606	595	2391
		%	99	99	99	97	99

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	1	--	--	--	1
		%	20	--	--	--	3
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	--	--	--	1
		%	20	--	--	--	3
Dissatisfied	Urban	Count	2	3	4	7	16
		%	40	75	50	44	48
	Rural	Count	--	1	--	--	1
		%	--	100	--	--	100
	Overall	Count	2	4	4	7	17
		%	40	80	50	44	50
Satisfied	Urban	Count	2	1	4	8	15
		%	40	25	50	50	45
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	2	1	4	8	15
		%	40	20	50	50	44
Very Satisfied	Urban	Count	--	--	--	1	1
		%	--	--	--	6	3
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	1	1
		%	--	--	--	6	3

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Bills are not delivered on time & Not clear	Urban	Count	4	5	19	8	36
		%	29	42	37	40	--
	Rural	Count	--	9	--	--	9
		%	--	39	--	--	--
	Overall	Count	4	14	19	8	45
		%	29	40	37	40	--
Poor customer care	Urban	Count	10	7	27	19	63
		%	71	58	52	95	--
	Rural	Count	--	14	--	--	14
		%	--	61	--	--	--
	Overall	Count	10	21	27	19	77
		%	71	60	52	95	--
Poor Network	Urban	Count	4	4	19	8	35
		%	29	33	37	40	--
	Rural	Count	--	4	--	--	4
		%	--	17	--	--	--
	Overall	Count	4	8	19	8	39
		%	29	23	37	40	--
No complaint resolution	Urban	Count	2	--	4	1	7
		%	14	--	8	5	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	2	--	4	1	7
		%	14	--	8	5	--
Voice Quality is not clear	Urban	Count	2	--	2	1	5
		%	14	--	4	5	--
	Rural	Count	--	1	--	--	1
		%	--	4	--	--	--
	Overall	Count	2	1	2	1	6
		%	14	3	4	5	--

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Broadband	Urban	Count	432	243	434	302	1411
		%	72	59	71	49	--
	Rural	Count	--	96	--	--	96
		%	--	52	--	--	--
	Overall	Count	432	339	434	302	1507
		%	72	56	71	49	--
Mobile	Urban	Count	97	22	48	16	183
		%	16	5	8	3	--
	Rural	Count	--	49	--	--	49
		%	--	26	--	--	--
	Overall	<b>Count</b>	97	71	48	16	232
		<b>%</b>	16	12	8	3	--
Others	Urban	Count	40	4	23	2	69
		%	7	1	4	0	--
	Rural	Count	--	1	--	--	1
		%	--	1	--	--	--
	Overall	Count	40	5	23	2	70
		%	7	1	4	0	--
None	Urban	Count	95	152	141	298	686
		%	16	37	23	49	--
	Rural	Count	--	68	--	--	68
		%	--	37	--	--	--
	Overall	<b>Count</b>	95	220	141	298	754
		<b>%</b>	16	37	23	49	--

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Difficult to connect to the Nodal office	Urban	Count	--	--	--	1	1
		%	--	--	--	100	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	1	1
		%	--	--	--	100	--
Nodal officer not polite/courteous	Urban	Count	--	--	--	1	1
		%	--	--	--	100	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	1	1
		%	--	--	--	100	--
Time taken by Nodal Officer for redressal of complaint is too long	Urban	Count	1	1	1	--	3
		%	100	100	100	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	1	1	1	--	3
		%	100	100	100	--	--
Unable to understand the problem	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
Nodal Officer Not equipped with adequate information	Urban	Count	--	--	--	1	1
		%	--	--	--	100	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	1	1
		%	--	--	--	100	--

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

**A. Service Provision**

A.1. (Q 2) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

	Type										
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	256	125	235	233	231	254	199	267	1800
		%	52	28	61	56	58	59	47	58	52
	Rural	Count	150	93	121	121	118	135	99	113	950
		%	72	51	59	62	61	69	46	60	60
	Overall	Count	406	218	356	354	349	389	298	380	2750
		%	58	35	60	58	59	62	47	59	55
No	Urban	Count	239	314	152	182	170	180	223	193	1653
		%	48	72	39	44	42	41	53	42	48
	Rural	Count	58	91	84	73	74	61	115	76	632
		%	28	49	41	38	39	31	54	40	40
	Overall	Count	297	405	236	255	244	241	338	269	2285
		%	42	65	40	42	41	38	53	41	45

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

Sub Parameters	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Charges not as per tariff plan subscribed	Urban	Count	--	11	5	1	3	3	--	1	24
		%	--	52	21	6	16	8	--	3	--
	Rural	Count	2	2	1	2	1	2	--	--	10
		%	20	15	13	67	13	33	--	--	--
	Overall	Count	2	13	6	3	4	5	--	1	34
%		4	38	19	16	15	12	--	2	--	
Tariff plan changed without information	Urban	Count	4	3	6	4	2	2	--	--	21
		%	9	14	25	25	11	6	--	--	--
	Rural	Count	2	8	2	--	2	1	1	--	16
		%	20	62	25	--	25	17	50	--	--
	Overall	Count	6	11	8	4	4	3	1	--	37
%		11	32	25	21	15	7	33	--	--	
Charged for value added services not requested	Urban	Count	42	8	10	12	8	15	1	26	122
		%	91	38	42	75	42	42	100	74	--
	Rural	Count	5	2	2	1	3	2	--	15	30
		%	50	15	25	33	38	33	--	83	--
	Overall	Count	47	10	12	13	11	17	1	41	152
%		84	29	38	68	41	40	33	77	--	
Charged for call/services not made	Urban	Count	3	2	12	7	6	22	--	7	59
		%	7	10	50	44	32	61	--	20	--
	Rural	Count	1	3	4	--	3	1	1	3	16
		%	10	23	50	--	38	17	50	17	--
	Overall	Count	4	5	16	7	9	23	1	10	75
%		7	15	50	37	33	55	33	19	--	
Others	Urban	Count	--	--	--	--	--	--	--	2	2
		%	--	--	--	--	--	--	--	6	--
	Rural	Count	1	1	--	--	--	--	--	--	2
		%	10	8	--	--	--	--	--	--	--
	Overall	Count	1	1	--	--	--	--	--	2	4
%		2	3	--	--	--	--	--	4	--	



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

	Type	% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	112	49	59	68	52	95	7	80	522
		%	23	13	25	18	14	23	10	18	19
	Rural	Count	45	25	36	31	36	33	13	34	253
		%	23	14	25	18	21	17	18	18	19
	Overall	Count	157	74	95	99	88	128	20	114	775
		%	23	13	25	18	17	21	14	18	19
No	Urban	Count	366	340	177	304	309	325	60	369	2250
		%	77	87	75	82	86	77	90	82	81
	Rural	Count	152	150	107	139	136	157	61	153	1055
		%	77	86	75	82	79	83	82	82	81
	Overall	Count	518	490	284	443	445	482	121	522	3305
		%	77	87	75	82	83	79	86	82	81

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Lack of complete information about the offer	Urban	Count	2	1	3	3	--	--	1	1	11
		%	29	13	50	50	--	--	50	14	--
	Rural	Count	--	--	3	1	--	--	2	--	6
		%	--	--	60	100	--	--	67	--	--
	Overall	Count	2	1	6	4	--	--	3	1	17
		%	25	10	55	57	--	--	60	13	--
Charges/Services not as per the offer	Urban	Count	2	1	2	--	2	--	--	1	8
		%	29	13	33	--	100	--	--	14	--
	Rural	Count	--	1	2	--	--	1	--	--	4
		%	--	50	40	--	--	50	--	--	--
	Overall	Count	2	2	4	--	2	1	--	1	12
		%	25	20	36	--	100	33	--	13	--
Delay in activation of recharge	Urban	Count	1	3	2	1	--	--	1	2	10
		%	14	38	33	17	--	--	50	29	--
	Rural	Count	1	--	1	1	--	1	--	1	5
		%	100	--	20	100	--	50	--	100	--
	Overall	Count	2	3	3	2	--	1	1	3	15
		%	25	30	27	29	--	33	20	38	--
Non availability of all denomination recharge coupons	Urban	Count	2	3	2	1	--	1	--	2	11
		%	29	38	33	17	--	100	--	29	--
	Rural	Count	--	1	1	--	--	--	1	1	4
		%	--	50	20	--	--	--	33	100	--
	Overall	Count	2	4	3	1	--	1	1	3	15
		%	25	40	27	14	--	33	20	38	--
Others	Urban	Count	--	--	--	1	--	--	--	1	2
		%	--	--	--	17	--	--	--	14	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	1	--	--	--	1	2
		%	--	--	--	14	--	--	--	13	--

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

	Type		% Customers								Overall
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	
Yes	Urban	Count	468	377	213	361	350	406	66	438	2679
		%	98	97	90	97	97	97	99	98	97
	Rural	Count	192	173	126	165	164	189	73	181	1263
		%	97	99	88	97	95	99	99	97	97
	Overall	Count	660	550	339	526	514	595	139	619	3942
		%	98	98	89	97	96	98	99	97	97
No	Urban	Count	10	12	23	11	11	14	1	11	93
		%	2	3	10	3	3	3	1	2	3
	Rural	Count	5	2	17	5	8	1	1	6	45
		%	3	1	12	3	5	1	1	3	3
	Overall	Count	15	14	40	16	19	15	2	17	138
		%	2	2	11	3	4	2	1	3	3

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

	Type		% Customers								Overall
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	
Difficult to understand the language	Urban	Count	--	--	--	--	--	--	2	--	2
		%	--	--	--	--	--	--	13	--	--
	Rural	Count	--	--	1	--	--	--	3	--	4
		%	--	--	20	--	--	--	27	--	--
	Overall	Count	--	--	1	--	--	5	--	--	6
		%	--	--	8	--	--	19	--	--	--
Difficult to read the bill	Urban	Count	1	--	3	1	--	--	--	--	5
		%	100	--	43	33	--	--	--	--	--
	Rural	Count	--	--	1	1	--	--	2	--	4
		%	--	--	20	50	--	--	18	--	--
	Overall	Count	1	--	4	2	--	2	--	--	9
		%	100	--	33	40	--	7	--	--	--
Calculations not clear	Urban	Count	--	1	3	1	--	--	9	--	14
		%	--	50	43	33	--	--	56	--	--
	Rural	Count	--	--	2	1	--	1	4	--	8
		%	--	--	40	50	--	50	36	--	--
	Overall	Count	--	1	5	2	--	13	1	--	22
		%	--	50	42	40	--	48	50	--	--
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	--	1	1	1	3	--	6	--	12
		%	--	50	14	33	75	--	38	--	--
	Rural	Count	--	--	2	1	--	1	1	--	5
		%	--	--	40	50	--	50	9	--	--
	Overall	Count	--	1	3	2	3	7	1	--	17
		%	--	50	25	40	75	26	50	--	--
Others	Urban	Count	--	--	--	--	1	--	3	--	4
		%	--	--	--	--	25	--	19	--	--
	Rural	Count	--	--	--	--	--	--	1	--	1
		%	--	--	--	--	--	--	9	--	--
	Overall	Count	--	--	--	--	1	4	--	--	5
		%	--	--	--	--	25	15	--	--	--

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Charges not as per tariff plan subscribed r	Urban	Count	--	2	2	--	1	--	6	--	11
		%	--	100	14	--	20	--	20	--	--
	Rural	Count	--	--	1	--	1	--	5	--	7
		%	--	--	14	--	33	--	31	--	--
	Overall	Count	--	2	3	--	2	--	11	--	18
		%	--	100	14	--	25	--	24	--	--
Tariff Plan changed without information	Urban	Count	--	--	2	--	--	--	7	--	9
		%	--	--	14	--	--	--	23	--	--
	Rural	Count	--	--	--	1	--	1	2	--	4
		%	--	--	--	100	--	50	13	--	--
	Overall	Count	--	--	2	1	--	1	9	--	13
		%	--	--	10	100	--	33	20	--	--
Charged for value added services not subscribed	Urban	Count	--	--	1	--	1	1	9	--	12
		%	--	--	7	--	20	100	30	--	--
	Rural	Count	--	--	3	--	--	1	3	--	7
		%	--	--	43	--	--	50	19	--	--
	Overall	Count	--	--	4	--	1	2	12	--	19
		%	--	--	19	--	13	67	26	--	--
Charged for calls/services not made/used	Urban	Count	--	--	7	--	2	--	7	--	16
		%	--	--	50	--	40	--	23	--	--
	Rural	Count	--	--	1	--	1	--	2	--	4
		%	--	--	14	--	33	--	13	--	--
	Overall	Count	--	--	8	--	3	--	9	--	20
		%	--	--	38	--	38	--	20	--	--
Calculations are not clear	Urban	Count	--	--	2	--	3	--	3	--	8
		%	--	--	14	--	60	--	10	--	--
	Rural	Count	--	--	3	--	--	--	2	--	5
		%	--	--	43	--	--	--	13	--	--
	Overall	Count	--	--	5	--	3	--	5	--	13
		%	--	--	24	--	38	--	11	--	--

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	--	4	24	6	6	2	47	1	90
		%	--	8	16	14	15	14	13	9	13
	Rural	Count	1	--	7	2	1	1	20	--	32
		%	9	--	11	8	5	17	14	--	12
	Overall	Count	1	4	31	8	7	3	67	1	122
		%	4	7	15	12	12	15	14	8	13
No	Urban	Count	17	46	127	37	34	12	308	10	591
		%	100	92	84	86	85	86	87	91	87
	Rural	Count	10	9	55	22	19	5	120	2	242
		%	91	100	89	92	95	83	86	100	88
	Overall	Count	27	55	182	59	53	17	428	12	833
		%	96	93	85	88	88	85	86	92	87

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	258	130	180	189	168	196	158	178	1457
		%	52	30	47	46	42	45	37	39	42
	Rural	Count	108	77	103	96	100	107	98	88	777
		%	52	42	50	49	52	55	46	47	49
	Overall	Count	366	207	283	285	268	303	256	266	2234
		%	52	33	48	47	45	48	40	41	44
No	Urban	Count	237	309	207	226	233	238	264	282	1996
		%	48	70	53	54	58	55	63	61	58
	Rural	Count	100	107	102	98	92	89	116	101	805
		%	48	58	50	51	48	45	54	53	51
	Overall	Count	337	416	309	324	325	327	380	383	2801
		%	48	67	52	53	55	52	60	59	56

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

	Type		% Customers								Overall
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	
Very Frequently	Urban	Count	225	115	85	97	21	209	124	69	945
		%	45	26	22	23	5	48	29	15	27
	Rural	Count	60	32	45	20	33	44	52	28	314
		%	29	17	22	10	17	22	24	15	20
	Overall	Count	285	147	130	117	54	253	176	97	1259
		%	41	24	22	19	9	40	28	15	25
Frequently	Urban	Count	13	36	70	44	14	30	54	66	327
		%	3	8	18	11	3	7	13	14	9
	Rural	Count	10	16	35	29	6	6	30	18	150
		%	5	9	17	15	3	3	14	10	9
	Overall	Count	23	52	105	73	20	36	84	84	477
		%	3	8	18	12	3	6	13	13	9
Occasionally	Urban	Count	157	262	212	247	251	141	212	216	1698
		%	32	60	55	60	63	32	50	47	49
	Rural	Count	120	131	117	131	131	135	119	94	978
		%	58	71	57	68	68	69	56	50	62
	Overall	Count	277	393	329	378	382	276	331	310	2676
		%	39	63	56	62	64	44	52	48	53
Never	Urban	Count	100	26	20	27	115	54	32	109	483
		%	20	6	5	7	29	12	8	24	14
	Rural	Count	18	5	8	14	22	11	13	49	140
		%	9	3	4	7	11	6	6	26	9
	Overall	Count	118	31	28	41	137	65	45	158	623
		%	17	5	5	7	23	10	7	24	12



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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Frequently	Urban	Count	7	35	65	43	15	20	68	35	288
		%	1	8	17	10	4	5	16	8	8
	Rural	Count	9	23	33	33	6	11	31	15	161
		%	4	13	16	17	3	6	14	8	10
	Overall	Count	16	58	98	76	21	31	99	50	449
%		2	9	17	12	4	5	16	8	9	
Frequently	Urban	Count	215	352	248	265	282	188	271	311	2132
		%	43	80	64	64	70	43	64	68	62
	Rural	Count	121	129	137	134	127	133	135	125	1041
		%	58	70	67	69	66	68	63	66	66
	Overall	Count	336	481	385	399	409	321	406	436	3173
%		48	77	65	66	69	51	64	67	63	
Occasionally	Urban	Count	3	2	6	2	2	7	1	2	25
		%	1	--	2	--	--	2	--	--	1
	Rural	Count	2	1	2	--	1	--	2	1	9
		%	1	1	1	--	1	--	1	1	1
	Overall	Count	5	3	8	2	3	7	3	3	34
%		1	--	1	--	1	1	--	--	1	
Never	Urban	Count	270	50	68	105	102	219	82	112	1008
		%	55	11	18	25	25	50	19	24	29
	Rural	Count	76	31	33	27	58	52	46	48	371
		%	37	17	16	14	30	27	21	25	23
	Overall	Count	346	81	101	132	160	271	128	160	1379
%		49	13	17	22	27	43	20	25	27	

G.1. (Q 23) Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?

	Type	% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	69	38	69	52	40	59	154	36	517
		%	14	9	18	13	10	14	36	8	15
	Rural	Count	25	15	20	36	20	32	77	16	241
		%	12	8	10	19	10	16	36	8	15
	Overall	Count	94	53	89	88	60	91	231	52	758
		%	13	9	15	14	10	14	36	8	15
No	Urban	Count	426	401	318	363	361	375	268	424	2936
		%	86	91	82	87	90	86	64	92	85
	Rural	Count	183	169	185	158	172	164	137	173	1341
		%	88	92	90	81	90	84	64	92	85
	Overall	Count	609	570	503	521	533	539	405	597	4277
		%	87	91	85	86	90	86	64	92	85

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Not informed of charges	Urban	Count	1	--	2	2	--	--	--	1	6
		%	33	--	33	29	--	--	--	25	--
	Rural	Count	--	--	--	--	--	1	1	--	2
		%	--	--	--	--	--	14	33	--	--
	Overall	Count	1	--	2	2	--	1	1	1	8
		%	25	--	29	22	--	14	25	17	--
Activated without consent	Urban	Count	1	1	3	4	1	--	1	1	12
		%	33	100	50	57	100	--	100	25	--
	Rural	Count	1	--	1	1	--	4	1	1	9
		%	100	--	100	50	--	57	33	50	--
	Overall	Count	2	1	4	5	1	4	2	2	21
		%	50	50	57	56	100	57	50	33	--
Not informed about toll free number for unsubscribing	Urban	Count	1	--	--	2	--	--	--	1	4
		%	33	--	--	29	--	--	--	25	--
	Rural	Count	--	--	--	1	--	2	1	--	4
		%	--	--	--	50	--	29	33	--	--
	Overall	Count	1	--	--	3	--	2	1	1	8
		%	25	--	--	33	--	29	25	17	--
Others	Urban	Count	--	--	1	--	--	--	--	1	2
		%	--	--	17	--	--	--	--	25	--
	Rural	Count	--	1	--	--	--	--	--	1	2
		%	--	100	--	--	--	--	--	50	--
	Overall	Count	--	1	1	--	--	--	--	2	4
		%	--	50	14	--	--	--	--	33	--

C.4. (Q 26) In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

	Type		% Customers								Overall
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	
Yes	Urban	Count	129	67	102	78	71	95	37	81	660
		%	26	15	26	19	18	22	9	18	19
	Rural	Count	54	31	57	40	44	46	28	41	341
		%	26	17	28	21	23	23	13	22	22
	Overall	Count	183	98	159	118	115	141	65	122	1001
		%	26	16	27	19	19	22	10	19	20
No	Urban	Count	366	372	285	337	330	339	385	379	2793
		%	74	85	74	81	82	78	91	82	81
	Rural	Count	154	153	148	154	148	150	186	148	1241
		%	74	83	72	79	77	77	87	78	78
	Overall	Count	520	525	433	491	478	489	571	527	4034
		%	74	84	73	81	81	78	90	81	80

C.4. (Q 27) Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	105	55	91	65	53	82	22	65	538
		%	81	82	89	83	75	86	59	80	82
	Rural	Count	49	27	50	34	36	38	18	32	284
		%	91	87	88	85	82	83	64	78	83
	Overall	Count	154	82	141	99	89	120	40	97	822
		%	84	84	89	84	77	85	62	80	82
No	Urban	Count	24	12	11	13	18	13	15	16	122
		%	19	18	11	17	25	14	41	20	18
	Rural	Count	5	4	7	6	8	8	10	9	57
		%	9	13	12	15	18	17	36	22	17
	Overall	Count	29	16	18	19	26	21	25	25	179
		%	16	16	11	16	23	15	38	20	18

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

	Type		% Customers								Overall
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	
None	Urban	Count	29	32	33	34	20	44	3	13	208
		%	39	63	39	63	38	59	16	20	--
	Rural	Count	9	1	19	7	4	5	6	7	58
		%	20	4	40	22	11	13	35	21	--
	Overall	Count	38	33	52	41	24	49	9	20	266
%		32	44	39	48	27	43	25	20	--	
Delay in deactivation resulting in repeat complaints	Urban	Count	34	16	39	12	29	26	10	29	195
		%	46	31	46	22	56	35	53	44	--
	Rural	Count	26	17	27	22	28	32	9	13	174
		%	57	71	56	69	78	80	53	39	--
	Overall	Count	60	33	66	34	57	58	19	42	369
%		50	44	50	40	65	50	53	42	--	
Customer care refused to register the complaint	Urban	Count	6	2	11	7	4	5	4	3	42
		%	8	4	13	13	8	7	21	5	--
	Rural	Count	5	3	2	1	3	1	1	--	16
		%	11	13	4	3	8	3	6	--	--
	Overall	Count	11	5	13	8	7	6	5	3	58
%		9	7	10	9	8	5	14	3	--	
Not aware of whom to contact	Urban	Count	2	--	1	--	--	--	2	3	8
		%	3	--	1	--	--	--	11	5	--
	Rural	Count	--	--	--	--	--	--	1	--	1
		%	--	--	--	--	--	--	6	--	--
	Overall	Count	2	--	1	--	--	--	3	3	9
%		2	--	1	--	--	--	8	3	--	
Others	Urban	Count	5	2	3	2	2	--	3	26	43
		%	7	4	4	4	4	--	16	39	--
	Rural	Count	8	6	3	4	4	6	3	15	49
		%	17	25	6	13	11	15	18	45	--
	Overall	Count	13	8	6	6	6	6	6	41	92
%		11	11	5	7	7	5	17	41	--	

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

	Type		% Customers								Overall
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	
Very Dissatisfied	Urban	Count	3	2	10	1	5	6	1	9	37
		%	2	3	10	1	7	6	3	11	6
	Rural	Count	4	3	7	1	8	5	4	3	35
		%	7	10	12	3	18	11	14	7	10
	Overall	Count	7	5	17	2	13	11	5	12	72
		%	4	5	11	2	11	8	8	10	7
Dissatisfied	Urban	Count	45	22	39	21	21	35	13	33	229
		%	35	33	38	27	30	37	35	41	35
	Rural	Count	26	21	21	18	13	18	6	16	139
		%	48	68	37	45	30	39	21	39	41
	Overall	Count	71	43	60	39	34	53	19	49	368
		%	39	44	38	33	30	38	29	40	37
Satisfied	Urban	Count	78	43	53	52	44	52	22	39	383
		%	60	64	52	67	62	55	59	48	58
	Rural	Count	24	6	29	19	22	23	17	21	161
		%	44	19	51	48	50	50	61	51	47
	Overall	Count	102	49	82	71	66	75	39	60	544
		%	56	50	52	60	57	53	60	49	54
Very Satisfied	Urban	Count	3	--	--	4	1	2	1	--	11
		%	2	--	--	5	1	2	3	--	2
	Rural	Count	--	1	--	2	1	--	1	1	6
		%	--	3	--	5	2	--	4	2	2
	Overall	Count	3	1	--	6	2	2	2	1	17
		%	2	1	--	5	2	1	3	1	2

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

mobile service?

	Type		% Customers								Overall
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	
Automatic balance Deduction	Urban	Count	5	4	4	6	4	5	2	11	41
		%	26	14	7	32	20	22	3	34	
	Rural	Count	4	1	7	1	0	3	2	3	21
		%	22	11	23	6	0	33	5	14	
	Overall	Count	9	5	11	7	4	8	4	14	62
		%	24	14	13	19	16	25	3	26	
Unauthorized activation of VAS	Urban	Count	5	4	9	5	1	3	3	6	36
		%	26	14	17	26	5	13	4	19	
	Rural	Count	2	0	6	4	1	1	0	4	18
		%	11	0	20	24	20	11	0	19	
	Overall	Count	7	4	15	9	2	4	3	10	54
		%	19	11	18	25	8	13	3	19	
Poor customer Care	Urban	Count	6	8	21	4	4	7	16	6	72
		%	32	29	39	21	20	30	20	19	
	Rural	Count	3	4	5	2	0	1	5	2	22
		%	17	44	17	12	0	11	14	10	
	Overall	Count	9	12	26	6	4	8	21	8	94
		%	24	32	31	17	16	25	18	15	
Poor Network	Urban	Count	6	18	24	6	6	6	62	8	136
		%	32	64	44	32	30	26	78	25	
	Rural	Count	9	5	17	10	0	2	27	9	79
		%	50	56	57	59	0	22	73	43	
	Overall	Count	15	23	41	16	6	8	89	17	215
		%	41	62	49	44	24	25	76	32	
Voice quality is not good	Urban	Count	--	8	8	1	0	1	5	--	23
		%	--	29	15	5	0	4	6	--	
	Rural	Count	--	0	2	1	1	0	3	--	7
		%	--	0	7	6	20	0	8	--	
	Overall	Count	--	8	10	2	1	1	8	--	30
		%	--	22	12	6	4	3	7	--	
Bills are not delivered on time	Urban	Count	--	--	4	--	1	--	12	--	17
		%	--	--	7	--	5	--	15	--	
	Rural	Count	--	--	2	--	2	--	6	1	11
		%	--	--	7	--	40	--	16	5	
	Overall	Count	--	--	6	--	3	--	18	1	28
		%	--	--	7	--	12	--	15	2	
High Charges	Urban	Count	2	--	3	2	3	3	6	2	21
		%	11	--	6	11	15	13	8	6	



	Rural	Count	3	4	1	2	1	2	2	4	19
		%	17	44	3	12	20	22	5	19	
	Overall	Count	5	4	4	4	4	5	8	6	40
		%	14	11	5	11	16	16	7	11	
Unwanted Call	Urban	Count	1	3	3	--	2	2	1	3	15
		%	5	11	6	--	10	9	1	9	
	Rural	Count	1	--	2	--	--	2	2	--	7
		%	6	--	7	--	--	22	5	--	
	Overall	Count	2	3	5	--	2	4	3	3	22
		%	5	8	6	--	8	13	3	6	

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Broadband	Urban	Count	37	23	21	23	6	9	70	4	193
		%	8	5	5	6	2	2	17	1	--
	Rural	Count	3	22	10	7	2	1	26	--	71
		%	1	12	5	4	1	1	12	--	--
	Overall	Count	40	45	31	30	8	10	96	4	264
		%	6	7	5	5	1	2	15	1	--
Wireline	Urban	Count	12	44	6	10	9	7	3	--	91
		%	2	10	2	2	2	2	1	--	--
	Rural	Count	1	27	10	10	2	2	5	2	59
		%	0	15	5	5	1	1	2	1	--
	Overall	Count	13	71	16	20	11	9	8	2	150
		%	2	11	3	3	2	1	1	0	--
Others	Urban	Count	13	125	83	89	52	48	79	30	519
		%	3	29	22	22	13	11	19	7	--
	Rural	Count	2	11	29	11	3	2	38	10	106
		%	1	6	14	6	2	1	18	5	--
	Overall	Count	15	136	112	100	55	50	117	40	625
		%	2	22	19	17	9	8	19	6	--
None	Urban	Count	440	257	279	292	330	369	268	419	2654
		%	90	59	72	71	84	85	64	92	--
	Rural	Count	202	138	156	171	182	189	147	175	1360
		%	98	75	77	89	97	98	69	94	--
	Overall	Count	642	395	435	463	512	558	415	594	4014
		%	92	64	74	77	88	89	66	93	--

C.4. (Q 42b) Were you able to connect to the Nodal officer without any difficulty?

Sub Parameters	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	--	2	3	1	--	1	6	--	13
		%	--	100	75	50	--	100	67	--	65
	Rural	Count	1	--	--	--	--	--	2	--	3
		%	100	--	--	--	--	--	67	--	50
	Overall	Count	1	2	3	1	--	1	8	--	16
		%	50	100	60	33	--	100	67	--	62
No	Urban	Count	1	--	1	1	1	--	3	--	7
		%	100	--	25	50	100	--	33	--	35
	Rural	Count	--	--	1	1	--	--	1	--	3
		%	--	--	100	100	--	--	33	--	50
	Overall	Count	1	--	2	2	1	--	4	--	10
		%	50	--	40	67	100	--	33	--	38

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	118	122	184	93	103	113	168	70	971
		%	24	28	48	22	26	26	40	15	28
	Rural	Count	83	80	107	79	78	84	101	43	655
		%	40	43	52	41	41	43	47	23	41
	Overall	Count	201	202	291	172	181	197	269	113	1626
		%	29	32	49	28	31	31	42	17	32
No	Urban	Count	377	317	203	322	298	321	254	390	2482
		%	76	72	52	78	74	74	60	85	72
	Rural	Count	125	104	98	115	114	112	113	146	927
		%	60	57	48	59	59	57	53	77	59
	Overall	Count	502	421	301	437	412	433	367	536	3409
		%	71	68	51	72	69	69	58	83	68

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	33	28	93	27	34	49	48	33	345
		%	28	23	51	29	33	43	29	47	36
	Rural	Count	18	14	45	21	17	23	26	18	182
		%	22	18	42	27	22	27	26	42	28
	Overall	Count	51	42	138	48	51	72	74	51	527
		%	25	21	47	28	28	37	28	45	32
No	Urban	Count	85	94	91	66	69	64	120	37	626
		%	72	77	49	71	67	57	71	53	64
	Rural	Count	65	66	62	58	61	61	75	25	473
		%	78	83	58	73	78	73	74	58	72
	Overall	Count	150	160	153	124	130	125	195	62	1099
		%	75	79	53	72	72	63	72	55	68

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
No change	Urban	Count	5	3	9	2	6	4	4	4	37
		%	16	11	10	8	18	8	9	11	--
	Rural	Count	3	--	2	3	--	--	1	--	9
		%	19	--	4	15	--	--	4	--	--
	Overall	Count	8	3	11	5	6	4	5	4	46
		%	17	7	8	11	12	5	7	7	--
Slight decrease	Urban	Count	1	4	4	--	1	--	--	--	10
		%	3	15	4	--	3	--	--	--	--
	Rural	Count	--	2	--	1	1	1	1	1	7
		%	--	14	--	5	6	4	4	5	--
	Overall	Count	1	6	4	1	2	1	1	1	17
		%	2	15	3	2	4	1	1	2	--
Considerable decrease	Urban	Count	3	2	4	--	2	1	6	7	25
		%	9	7	4	--	6	2	13	19	--
	Rural	Count	--	1	3	--	1	2	4	3	14
		%	--	7	7	--	6	8	15	15	--
	Overall	Count	3	3	7	--	3	3	10	10	39
		%	6	7	5	--	6	4	14	18	--
Stopped receiving	Urban	Count	23	18	72	23	25	45	37	25	268
		%	72	67	81	92	74	90	79	69	--
	Rural	Count	13	12	41	16	16	21	21	16	156
		%	81	86	89	80	89	88	81	80	--
	Overall	Count	36	30	113	39	41	66	58	41	424
		%	75	73	84	87	79	89	79	73	--

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

	Type	% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	4	1	6	--	1	--	4	--	16
		%	50	11	35	--	10	--	40	--	21
	Rural	Count	--	--	3	--	--	--	2	--	5
		%	--	--	75	--	--	--	40	--	19
	Overall	Count	4	1	9	--	1	--	6	--	21
		%	36	9	43	--	8	--	40	--	21
No	Urban	Count	4	8	11	3	9	7	6	12	60
		%	50	89	65	100	90	100	60	100	79
	Rural	Count	3	2	1	4	2	1	3	5	21
		%	100	100	25	100	100	100	60	100	81
	Overall	Count	7	10	12	7	11	8	9	17	81
		%	64	91	57	100	92	100	60	100	79

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

	Type	% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Airtel	HFCL	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	1	--	--	--	1	--	2	--	4
		%	25	--	--	--	100	--	50	--	--
	Rural	Count	--	--	1	--	--	--	--	1	2
		%	--	--	33	--	--	--	--	100	--
	Overall	Count	1	--	1	--	1	--	2	1	6
		%	25	--	11	--	100	--	33	50	--
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
Service Provider refused to register the complaint	Urban	Count	1	--	--	--	--	--	1	--	2
		%	25	--	--	--	--	--	25	--	--
	Rural	Count	--	--	--	--	--	--	1	--	1
		%	--	--	--	--	--	--	50	--	--
	Overall	Count	1	--	--	--	--	--	2	--	3
		%	25	--	--	--	--	--	33	--	--
Difficult to lodge the complaint	Urban	Count	2	--	1	--	--	--	--	--	3
		%	50	--	17	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	2	--	1	--	--	--	--	--	3
		%	50	--	11	--	--	--	--	--	--



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

	Type	% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	191	178	215	158	169	183	240	67	1401
		%	39	41	56	38	42	42	57	15	41
	Rural	Count	128	135	129	134	132	129	128	49	964
		%	62	73	63	69	69	66	60	26	61
	Overall	Count	319	313	344	292	301	312	368	116	2365
		%	45	50	58	48	51	50	58	18	47
No	Urban	Count	304	261	172	257	232	251	182	393	2052
		%	61	59	44	62	58	58	43	85	59
	Rural	Count	80	49	76	60	60	67	86	140	618
		%	38	27	37	31	31	34	40	74	39
	Overall	Count	384	310	248	317	292	318	268	533	2670
		%	55	50	42	52	49	50	42	82	53

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

	Type	% Customers									
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	26	5	16	3	2	6	17	1	76
		%	14	3	7	2	1	3	7	1	5
	Rural	Count	6	1	8	8	5	5	6	--	39
		%	5	1	6	6	4	4	5	--	4
	Overall	Count	32	6	24	11	7	11	23	1	115
		%	10	2	7	4	2	4	6	1	5
No	Urban	Count	165	173	199	155	167	177	223	66	1325
		%	86	97	93	98	99	97	93	99	95
	Rural	Count	122	134	121	126	127	124	122	49	925
		%	95	99	94	94	96	96	95	100	96
	Overall	Count	287	307	320	281	294	301	345	115	2250
		%	90	98	93	96	98	96	94	99	95

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very dissatisfied	Urban	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	1	--	--	--	1
		%	--	--	--	--	20	--	--	--	3
	Overall	Count	--	--	--	--	1	--	--	--	1
		%	--	--	--	--	14	--	--	--	1
Dissatisfied	Urban	Count	1	1	3	--	--	--	1	--	6
		%	4	20	19	--	--	--	6	--	8
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	1	1	3	--	--	--	1	--	6
		%	3	17	13	--	--	--	4	--	5
Satisfied	Urban	Count	17	4	11	3	2	6	15	1	59
		%	65	80	69	100	100	100	88	100	78
	Rural	Count	6	1	6	7	4	5	4	--	33
		%	100	100	75	88	80	100	67	--	85
	Overall	Count	23	5	17	10	6	11	19	1	92
		%	72	83	71	91	86	100	83	100	80
Very satisfied	Urban	Count	8	--	2	--	--	--	1	--	11
		%	31	--	13	--	--	--	6	--	14
	Rural	Count	--	--	2	1	--	--	2	--	5
		%	--	--	25	13	--	--	33	--	13
	Overall	Count	8	--	4	1	--	--	3	--	16
		%	25	--	17	9	--	--	13	--	14

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Within 5 minutes	Urban	Count	17	5	10	2	1	4	8	--	47
		%	65	100	63	67	50	67	47	--	62
	Rural	Count	3	1	6	4	4	4	5	--	27
		%	50	100	75	50	80	80	83	--	69
	Overall	Count	20	6	16	6	5	8	13	--	74
		%	63	100	67	55	71	73	57	--	64
After 5 to 10 minutes	Urban	Count	4	--	--	--	--	1	6	--	11
		%	15	--	--	--	--	17	35	--	14
	Rural	Count	--	--	--	1	1	1	1	--	4
		%	--	--	--	13	20	20	17	--	10
	Overall	Count	4	--	--	1	1	2	7	--	15
		%	13	--	--	9	14	18	30	--	13
After 10 minutes	Urban	Count	--	--	4	--	--	1	3	--	8
		%	--	--	25	--	--	17	18	--	11
	Rural	Count	3	--	2	3	--	--	--	--	8
		%	50	--	25	38	--	--	--	--	21
	Overall	Count	3	--	6	3	--	1	3	--	16
		%	9	--	25	27	--	9	13	--	14
Never	Urban	Count	5	--	2	1	1	--	--	1	10
		%	19	--	13	33	50	--	--	100	13
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	5	--	2	1	1	--	--	1	10
		%	16	--	8	9	14	--	--	100	9

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

	Type		Customer Ranking								Overall
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	
Average score	Urban	Count	489	430	372	399	397	427	409	430	3353
		Mean	8.1	8.3	7.5	8.1	8.5	8.4	7.1	8.0	8.0
	Rural	Count	208	181	201	188	192	196	209	179	1554
		Mean	7.9	7.7	7.1	7.6	8.3	7.7	7.3	7.7	7.7
	Overall	Count	697	611	573	587	589	623	618	609	4907
		Mean	8.0	8.1	7.4	8.0	8.4	8.2	7.2	8.0	7.9

**Annexure 3: Detailed Tables (Broadband Customers Survey)**

**A. Service Provision**

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
More than 7 to 15 days ago	Urban	Count	26	79	105	44	99	353
		%	4	17	18	27	16	15
	Rural	Count	--	5	--	--	--	5
		%	--	3	--	--	--	3
	Overall	Count	26	84	105	44	99	358
		%	4	13	18	27	16	14
More than 15 day to 30 days ago	Urban	Count	1	8	6	--	9	24
		%	0	2	1	--	1	1
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	1	8	6	--	9	24
		%	0	1	1	--	1	1
More than 30 days ago	Urban	Count	574	369	480	118	507	2048
		%	96	81	81	73	82	84
	Rural	Count	--	189	--	--	--	189
		%	--	97	--	--	--	97
	Overall	Count	574	558	480	118	507	2237
		%	96	86	81	73	82	85

**Qus.3 . In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?**

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Within 24 hrs	Urban	Count	6	8	8	--	7	29
		%	1	2	1	--	1	1
	Rural	Count	--	4	--	--	--	4
		%	--	2	--	--	--	2
	Overall	Count	6	12	8	--	7	33
		%	1	2	1	--	1	1
2-3 days	Urban	Count	8	9	6	3	33	59
		%	1	2	1	2	5	2
	Rural	Count	--	4	--	--	--	4
		%	--	2	--	--	--	2
	Overall	Count	8	13	6	3	33	63
		%	1	2	1	2	5	2
4-7 days	Urban	Count	21	18	18	8	26	91
		%	3	4	3	5	4	4
	Rural	Count	--	9	--	--	--	9
		%	--	5	--	--	--	5
	Overall	Count	21	27	18	8	26	100
		%	3	4	3	5	4	4
More than 7 days	Urban	Count	29	26	62	4	50	171
		%	5	6	10	2	8	7
	Rural	Count	--	9	--	--	--	9
		%	--	5	--	--	--	5
	Overall	Count	29	35	62	4	50	180
		%	5	5	10	2	8	7
Not applicable	Urban	Count	537	395	497	147	499	2075
		%	89	87	84	91	81	86
	Rural	Count	--	168	--	--	--	168
		%	--	87	--	--	--	87
	Overall	Count	537	563	497	147	499	2243
		%	89	87	84	91	81	86

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Difficult to read the bill	Urban	Count	--	--	1	--	1	2
		%	--	--	7	--	13	--
	Rural	Count	--	1	--	--	--	1
		%	--	33	--	--	--	--
	Overall	Count	--	1	1	--	1	3
		%	--	11	7	--	13	--
Difficult to understand the language	Urban	Count	1	--	4	--	1	6
		%	6	--	29	--	13	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	1	--	4	--	1	6
		%	6	--	29	--	13	--
Calculation-on not clear	Urban	Count	6	6	6	1	4	23
		%	35	100	43	50	50	--
	Rural	Count	--	1	--	--	--	1
		%	--	33	--	--	--	--
	Overall	Count	6	7	6	1	4	24
		%	35	78	43	50	50	--
Item-wise charges not given	Urban	Count	6	--	4	1	3	14
		%	35	--	29	50	38	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	6	--	4	1	3	14
		%	35	--	29	50	38	--
Others	Urban	Count	4	--	5	--	--	9
		%	24	--	36	--	--	--
	Rural	Count	--	1	--	--	--	1
		%	--	33	--	--	--	--
	Overall	Count	4	1	5	--	--	10
		%	24	11	36	--	--	--



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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Charges not as per tariff plan subscribed	Urban	Count	10	3	11	--	6	30
		%	40	43	50	--	46	--
	Rural	Count	--	3	--	--	--	3
		%	--	60	--	--	--	--
	Overall	Count	10	6	11	--	6	33
		%	40	50	50	--	46	--
Tariff plan changed without information	Urban	Count	4	--	9	2	6	21
		%	16	--	41	67	46	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	4	--	9	2	6	21
		%	16	--	41	67	46	--
Charged for value added services not requested	Urban	Count	3	--	1	--	5	9
		%	12	--	5	--	38	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	3	--	1	--	5	9
		%	12	--	5	--	38	--
Charged for calls not made	Urban	Count	5	4	3	1	2	15
		%	20	57	14	33	15	--
	Rural	Count	--	2	--	--	--	2
		%	--	40	--	--	--	--
	Overall	Count	5	6	3	1	2	17
		%	20	50	14	33	15	--
Others	Urban	Count	5	--	3	--	--	8
		%	20	--	14	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	5	--	3	--	--	8
		%	20	--	14	--	--	--

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Yes	Urban	Count	52	20	52	7	36	167
		%	9	4	9	6	6	7
	Rural	Count	--	11	--	--	--	11
		%	--	6	--	--	--	6
	Overall	Count	52	31	52	7	36	178
		%	9	5	9	6	6	7
No	Urban	Count	549	436	539	101	579	2204
		%	91	96	91	94	94	93
	Rural	Count	--	183	--	--	--	183
		%	--	94	--	--	--	94
	Overall	Count	549	619	539	101	579	2387
		%	91	95	91	94	94	93

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Yes	Urban	Count	--	--	--	7	--	7
		%	--	--	--	13	--	13
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	7	--	7
		%	--	--	--	13	--	13
No	Urban	Count	--	--	--	47	--	47
		%	--	--	--	87	--	87
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	47	--	47
		%	--	--	--	87	--	87

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Yes	Urban	Count	272	135	350	67	318	1142
		%	45	30	59	41	52	47
	Rural	Count	--	72	--	--	--	72
		%	--	37	--	--	--	37
	Overall	Count	272	207	350	67	318	1214
		%	45	32	59	41	52	46
No	Urban	Count	329	321	241	95	297	1283
		%	55	70	41	59	48	53
	Rural	Count	--	122	--	--	--	122
		%	--	63	--	--	--	63
	Overall	Count	329	443	241	95	297	1405
		%	55	68	41	59	48	54

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Very frequently	Urban	Count	64	2	65	2	23	156
		%	11	0	11	1	4	6
	Rural	Count	--	42	--	--	--	42
		%	--	22	--	--	--	22
	Overall	Count	64	44	65	2	23	198
		%	11	7	11	1	4	8
Frequently	Urban	Count	161	81	171	19	138	570
		%	27	18	29	12	22	24
	Rural	Count	--	53	--	--	--	53
		%	--	27	--	--	--	27
	Overall	Count	161	134	171	19	138	623
		%	27	21	29	12	22	24
Occasionally	Urban	Count	303	271	326	90	358	1348
		%	50	59	55	56	58	56
	Rural	Count	--	96	--	--	--	96
		%	--	49	--	--	--	49
	Overall	Count	303	367	326	90	358	1444
		%	50	56	55	56	58	55
Never	Urban	Count	73	102	29	51	96	351
		%	12	22	5	31	16	14
	Rural	Count	--	3	--	--	--	3
		%	--	2	--	--	--	2
	Overall	Count	73	105	29	51	96	354
		%	12	16	5	31	16	14

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Problem was related to my computer Hardware/software	Urban	Count	62	5	72	3	22	164
		%	28	6	31	14	14	23
	Rural	Count	--	42	--	--	--	42
		%	--	44	--	--	--	44
	Overall	Count	62	47	72	3	22	206
		%	28	26	31	14	14	25
Problem was related to broad band and modem provided by the service operator	Urban	Count	163	78	164	18	139	562
		%	72	94	69	86	86	77
	Rural	Count	--	53	--	--	--	53
		%	--	56	--	--	--	56
	Overall	Count	163	131	164	18	139	615
		%	72	74	69	86	86	75

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Yes	Urban	Count	31	30	5	10	38	114
		%	5	7	1	6	6	5
	Rural	Count	--	1	--	--	--	1
		%	--	1	--	--	--	1
	Overall	Count	31	31	5	10	38	115
		%	5	5	1	6	6	4
No	Urban	Count	570	426	586	152	577	2311
		%	95	93	99	94	94	95
	Rural	Count	--	193	--	--	--	193
		%	--	99	--	--	--	99
	Overall	Count	570	619	586	152	577	2504
		%	95	95	99	94	94	96

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Not informed of charges	Urban	Count	1	--	--	--	1	2
		%	100	--	--	--	50	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	1	--	--	--	1	2
		%	100	--	--	--	50	--
Activated without consent	Rural	Count	--	--	--	--	2	2
		%	--	--	--	--	100	--
	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	2	2
		%	--	--	--	--	100	--
Not informed about toll free no. for unsubscribing	Urban	Count	--	--	--	--	1	1
		%	--	--	--	--	50	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	1	1
		%	--	--	--	--	50	--
Others	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--

**Qus 21(a)** In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?( such as static/fixed IP addresses, email-ids, antivirus packages, etc)

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Yes	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
No	Urban	Count	601	456	591	162	615	2425
		%	100	100	100	100	100	100
	Rural	Count	--	194	--	--	--	194
		%	--	100	--	--	--	100
	Overall	Count	601	650	591	162	615	2619
		%	100	100	100	100	100	100

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Yes	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
No	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
None	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
Delay in deactivation	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
Customer care refused to register	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
Not aware of whom to be contacted	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
Others	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--

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

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



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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Bills Not delivered on time/Not clear	Urban	Count	6	3	8	2	11	30
		%	26	13	19	17	20	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	6	3	8	2	11	30
		%	26	8	19	17	20	--
Extra charges are added	Urban	Count	--	1	--	--	--	1
		%	--	4	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	1	--	--	--	1
		%	--	3	--	--	--	--
Poor Connectivity	Urban	Count	--	5	12	3	5	25
		%	--	22	28	25	9	--
	Rural	Count	--	6	--	--	--	6
		%	--	40	--	--	--	--
	Overall	Count	--	11	12	3	5	31
		%	--	29	28	25	9	--
Poor Customer care	Urban	Count	11	12	13	4	14	54
		%	48	52	30	33	26	--
	Rural	Count	--	4	--	--	--	4
		%	--	27	--	--	--	--
	Overall	Count	11	16	13	4	14	58
		%	48	42	30	33	26	--
Speed is very slow	Urban	Count	10	18	29	8	43	108
		%	43	78	67	67	80	--
	Rural	Count	--	12	--	--	--	12
		%	--	80	--	--	--	--
	Overall	Count	10	30	29	8	43	120
		%	43	79	67	67	80	--

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

		Type	Airtel	BSNL	Reliance	Hathway	HFCL	Total
Average score	Urban	Count	601	456	591	162	615	2425
		Mean	2.8	2.5	2.2	1.8	3.1	2.6
	Rural	Count	--	194.0	--	--	--	194.0
		Mean	--	2.4	--	--	--	2.4
	Overall	Count	601	650	591	162	615	2619
		Mean	2.8	2.5	2.2	1.8	3.1	2.6

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

		Type	Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Mobile	Urban	Count	274	167	150	34	146	771
		%	46	37	26	21	25	--
	Rural	Count	--	26	--	--	--	26
		%	--	13	--	--	--	--
	Overall	Count	274	193	150	34	146	797
		%	46	30	26	21	25	--
Wireline	Urban	Count	412	284	242	27	381	1346
		%	69	63	42	17	64	--
	Rural	Count	--	169	--	--	--	169
		%	--	88	--	--	--	--
	Overall	Count	412	453	242	27	381	1515
		%	69	70	42	17	64	--
Others	Urban	Count	19	18	55	--	30	122
		%	3	4	10	--	5	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	19	18	55	--	30	122
		%	3	3	10	--	5	--
None	Urban	Count	81	81	150	106	137	555
		%	14	18	26	67	23	--
	Rural	Count	--	19	--	--	--	19
		%	--	10	--	--	--	--
	Overall	Count	81	100	150	106	137	574
		%	14	16	26	67	23	--

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Yes	Urban	Count	269	89	279	60	239	936
		%	45	20	47	37	39	39
	Rural	Count	--	52	--	--	--	52
		%	--	27	--	--	--	27
	Overall	Count	269	141	279	60	239	988
		%	45	22	47	37	39	38
No	Urban	Count	332	367	312	102	376	1489
		%	55	80	53	63	61	61
	Rural	Count	--	142	--	--	--	142
		%	--	73	--	--	--	73
	Overall	Count	332	509	312	102	376	1631
		%	55	78	53	63	61	62

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

	Type		Airtel	BSNL	Reliance	Hathway	HFCL	Overall
Difficult to connect to the call centre	Urban	Count	3	3	6	--	2	14
		%	13	16	19	--	9	--
	Rural	Count	--	3	--	--	--	3
		%	--	33	--	--	--	--
	Overall	Count	3	6	6	--	2	17
		%	13	21	19	--	9	--
Customer care executive not polite	Urban	Count	9	8	11	2	11	41
		%	38	42	35	50	50	--
	Rural	Count	--	4	--	--	--	4
		%	--	44	--	--	--	--
	Overall	Count	9	12	11	2	11	45
		%	38	43	35	50	50	--
Customer care not equipped with adequate information	Urban	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
Time taken by call centre for redresser of complaint is too long	Urban	Count	5	5	14	2	3	29
		%	21	26	45	50	14	--
	Rural	Count	--	6	--	--	--	6
		%	--	67	--	--	--	--

	Overall	Count	5	11	14	2	3	35
		%	21	39	45	50	14	--
Others	Urban	Count	1	--	2	--	--	3
		%	4	--	6	--	--	--
	Rural	Count	--	--	--	--	--	--
		%	--	--	--	--	--	--
	Overall	Count	1	--	2	--	--	3
		%	4	--	6	--	--	--

**SURVEY A: Basic Service (WireLine)**

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

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

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

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

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

**S1.2. Name:** \_\_\_\_\_ **S1.3. RECORD Gender:**  Male  Female

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

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

STD Code	Telephone Number

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

**S1.7. RECORD Usage Type:**  Residential  Commercial

**S1.8. RECORD Area:**  Rural  Urban

**S1.9. User Type:**  1 Postpaid  2 Prepaid

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

**S1.11. RECORD District:** \_\_\_\_\_ **Address:** \_\_\_\_\_

**S1.12. RECORD Name of SDCA:** \_\_\_\_\_

**S1.13. RECORD Name of Exchange:** \_\_\_\_\_

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

**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**

**A. SERVICE PROVISION**

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

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

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

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

**For Prepaid Customers only**

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

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

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

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

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

**E. MAINTAINABILITY (FAULT REPAIR)**

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

**F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES**

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	—————▶(If No, go to Q 26(a))
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied	
24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied	
24(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify		
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	—————▶(If No, go to Q 26(a))
<b>(Ask only If Yes in Q25)</b>			
25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied	

**G. OVERALL CUSTOMER SATISFACTION**

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
	<b>(Ask Q 26(b) only if 1 OR 2 is coded)</b>	

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

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

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

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      —————&gt; <b>(If No, go to Q 40)</b></p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? <b>(Single Code)</b></p>	<p><input type="checkbox"/> 1 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 It was received on request</p> <p><input type="checkbox"/> 4 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
<p>38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      —————&gt; <b>(If No, go to Q 43)</b></p>

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      —————> <b>(If No, go to Q 43)</b>
39(b). Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied <b>(Ask Q 42 only if 1 OR 2 is coded)</b>
<b>(Ask this question only if 1 OR 2 is coded in Q41)</b> 42. Please specify the reason(s) for your dissatisfaction. <b>(Multiple Code)</b>	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____
43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      —————> <b>(If No, go to Q 47)</b>
44. Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      —————> <b>(If No, go to Q 47)</b>
45. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently

<b>(Q47 to Q49 are for Prepaid Customers only)</b>	
47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>—————&gt; (If No, go to Q 50)</b>
49. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) _____
50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

**SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE**

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

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

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

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

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

**S1.2**Name: \_\_\_\_\_ **S1.3 RECORD Gender:**       Male       Female

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

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

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

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

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

**S1.8. RECORD Area:**  1 Rural  2 Urban

**S1.9. User Type:**  1 Postpaid  2 Prepaid

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

**S1.11. RECORD District:** \_\_\_\_\_ **Address:** \_\_\_\_\_

**S1.12. RECORD Name of SDCA:** \_\_\_\_\_

**S1.13. RECORD Name of Exchange:** \_\_\_\_\_

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

**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**

**A. SERVICE PROVISION**

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

**B. BILLING RELATED – PREPAID CUSTOMER**

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

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

**C. BILLING RELATED – POSTPAID CUSTOMER**

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

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

**D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

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

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

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

**F. MAINTAINABILITY**

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

**G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES**

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 24)	
24. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

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

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

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

<p>44. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied      <input type="checkbox"/> 3 Satisfied  <input type="checkbox"/> 2 Dissatisfied      <input type="checkbox"/> 1 Very Dissatisfied  <b>(Ask Q 45 only if 1 OR 2 is coded)</b></p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q44)</b>  45. Please specify the reason(s) for your dissatisfaction.  <b>(Multiple Code)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer  <input type="checkbox"/> 2 Nodal Officer not polite/courteous  <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information  <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long  <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem  <input type="checkbox"/> 6 Others (please specify) _____</p>
<p>46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      → <b>(If No, go to Q 50)</b></p>
<p>47. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      → <b>(If No, go to Q 50)</b></p>
<p>48. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No  <input type="checkbox"/> 3 Appeal filed only recently</p>
<p><b>(Q50 to Q52 are for prepaid customers only)</b></p>	
<p>50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No</p>
<p>51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes      <input type="checkbox"/> 2 No      → <b>(If No, go to Q 53)</b></p>
<p>52. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given  <input type="checkbox"/> 2 Technical problem  <input type="checkbox"/> 3 Others (please specify)</p>
<p>53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and</p>	

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

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

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

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

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

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

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

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

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

STD Code	Telephone Number

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

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

\_\_\_\_\_  
**S1.10 User Type:**  1 Prepaid       2 Postpaid

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

**S1.12. RECORD District** \_\_\_\_\_

**S1.13. RECORD Name of SDCA:** \_\_\_\_\_ **S1.14. RECORD Name of Exchange:** \_\_\_\_\_

**S1.15 RECORD Name of POP:** \_\_\_\_\_

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

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

**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**

**A. SERVICE PROVISION**

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

**B. BILLING RELATED - POSTPAID CUSTOMER**

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

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

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

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

**D. HELP SERVICE**

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



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

## E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

## F. MAINTAINABILITY

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

## G. SUPPLEMENTARY SERVICES

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

	<input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?( such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(b). ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> None <input type="checkbox"/> Delay in deactivation resulting in repeat complaints <input type="checkbox"/> Customer care refused to register the complaint <input type="checkbox"/> Not aware of whom to be contacted <input type="checkbox"/> Others please specify _____
22.How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL**

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

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

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

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

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

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

**THANKS**

Name of the interviewer: \_\_\_\_\_

Date: \_\_\_\_\_

Name of the scrutinizer: \_\_\_\_\_

Date: \_\_\_\_\_

Back-check done by: \_\_\_\_\_

Date of back-check: \_\_\_\_\_

Name of field officer: \_\_\_\_\_