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## Quality of Service Assessment

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

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#### Assessment of:

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

**October 2008**

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

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# Preface

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

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

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

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

The Survey and Audit modules for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. IMRB International conducted Survey and Audit modules across West Bengal, Karnataka, Tamil Nadu, Bihar and Jharkhand in the period of April to June 2008. The present report details the **Quality of Services** survey module findings for the **West Bengal (Including Andaman and Nicobar) circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

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## **1.0 Background**

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

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

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

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

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

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

The present report highlights the findings for the Survey module for West Bengal circle that was covered in the Quarter 2 (April – June 2008). The primary data collection from the end users of Basic (Wireline), Cellular Mobile (Wireless) and broadband services was undertaken by IMRB International during the period of April 2008 – July 2008.



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

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



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

## **2.0 Objectives**

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

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



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

### **3.0 Study methodology**

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



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

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

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

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

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

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

The questionnaire is divided into two broad segments viz.

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

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

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

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

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

### 3.2 Data analysis methodology

The satisfaction scores have been represented in two ways:-

#### Weighted satisfaction scores

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

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

Where:

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

N=Total sample size achieved

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

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

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

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

### 3.3 Sampling Plan

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

	Name of Service Provider	Sample Size	Sample Size achieved
<b>BASIC WIRELINE</b>	BSNL – WEST BENGAL	600	600
	BSNL – ANDAMAN & NICOBAR	570	570
	RCOM	100	100
<b>WIRELESS</b>	Bharti Airtel	600	598
	Vodafone	600	603
	BSNL (WB & Andaman)	1200	1221
	RCOM	600	604
	Aircel	600	599
	TATA	600	601
	RTL	600	595
<b>BROADBAND</b>	BSNL (WB & Andaman)	600	610

#### Basic (Wireline) Services

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

Gender Distribution	Operator			
	Total	RCOM	BSNL - Andaman	BSNL - West Bengal
Total	1,270	100	570	600
Male	70.2%	92.0%	63.2%	73.3%
Female	29.8%	8.0%	36.8%	26.7%

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

Age Distribution	Operator			
	Total	RCOM	BSNL - Andaman	BSNL - West Bengal
Total	1,270	100	570	600
< 25	10.9%	17.0%	11.1%	9.8%
25-60	81.3%	81.0%	83.0%	79.7%
> 60	7.8%	2.0%	6.0%	10.5%

Respondent Type	Operator			
	Total	RCOM	BSNL - Andaman	BSNL - West Bengal
Total	1,270	100	570	600
Rural	50.3%	23.0%	41.2%	63.5%
Urban	49.7%	77.0%	58.8%	36.5%

The respondents for the Basic (Wireline) survey module were contacted in the following exchanges in the West Bengal circle. The list includes only 60 exchanges. However, respondents lying under many more exchanges were part of the survey.

Name of Exchange	Name of Exchange	Name of Exchange	Name of Exchange
Kharagpur	Taki	Asansol	Rangli
Benapur	Ghurni	Hill-view	Malda-main (ocb-r)
Debra	Krishnagar	Pandaveswar	S m pally
Godapiasal	Bhatjangla	Jhanjra	Gazole
Madpur	Dakshinpara	Chinchuria	Kalia chak
Radhamohanpur	Dhubulia	Churulia	Manik chak
Shyamchak	Gobindapur	Domohani	Milky
Diamond harbour Urban	Hanskhali	Ukhra	Motha bari
Diamond harbour Rural	Mayapur	Basirhat	Suja pur
Falta	Gangtok	Bhebia	Siliguri
Fatehpur	Rumtek	Gopalpur	Bidhan nagar
Roychak	Pendam	Haroa	Kharibari
Roydighi	Majitar	Hingalganj	Ghoshpukur
Sararhat	Pakyong	Kholapota	Phansidewa
Sarisha	Sang	Swarupnagar	Batasi

### Cellular Mobile (Wireless) Services

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

Gender Distribution	Operator						
	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Total	598	603	1,221	604	599	601	595
Male	86.6%	89.4%	82.0%	89.6%	94.8%	90.3%	88.1%
Female	13.4%	10.6%	18.0%	10.4%	5.2%	9.7%	11.9%

Age Distribution	Operator						
	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Total	598	603	1,221	604	599	601	595
Less than 25	25.9%	24.5%	6.4%	25.3%	32.1%	20.5%	23.4%
25-60	72.1%	73.0%	90.2%	73.8%	67.3%	77.5%	75.3%
More than 60	2.0%	2.5%	3.4%	0.8%	0.7%	2.0%	1.3%

Area Type	Operator						
	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Total	598	603	1,221	604	599	601	595
Rural	16.0%	14.1%	18.7%	6.5%	8.3%	1.2%	8.9%
Urban	84.0%	85.9%	81.3%	93.5%	91.7%	98.8%	91.1%

### Broadband Services

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

Gender Distribution	Operator		
	Total	BSNL - Andaman	BSNL - West Bengal
Total	610	151	459
Male	83.0%	78.1%	84.5%
Female	17.0%	21.9%	15.5%

Age Distribution	Operator		
	Total	BSNL - Andaman	BSNL - West Bengal
Total	610	151	459
Less than 25	15.3%	12.6%	16.2%
25-60	81.4%	84.8%	80.3%
More than 60	3.3%	2.6%	3.5%

### 3.4 Definition of key terms

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

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

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

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

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

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

## 4.0 Executive Summary

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

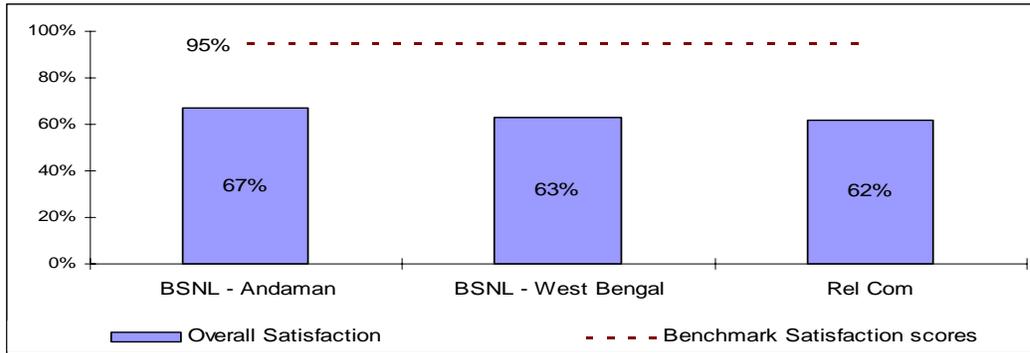
Legend	
Score Range (For level of satisfaction)	Cell color
Score less or equal to 60%	
Score between 60% and 69%	
Score greater than or equal to 70%	

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

S. N.	Customer Perception of Services	Benchmark	BSNL - Andaman	BSNL - West Bengal	RCOM
1	% subscribers satisfied with the provision of service	>95%	67%	63%	62%
2a	% subscribers satisfied with the billing performance (Post paid customers)	>90%	63%	62%	Very few post paid subscribers
2b	% subscribers satisfied with the billing performance (Pre paid customers)		Very few prepaid customer		63%
3	% subscribers satisfied with help services	>90%	63%	55%	53%
4	% subscribers satisfied with network performance, reliability and availability	>95%	65%	60%	61%
5	% subscribers satisfied with maintainability	>95%	57%	52%	49%
6	Overall customer satisfaction	>95%	61%	55%	58%
7	% subscribers satisfied with offered supplementary services	>95%	65%	47%	Low penetration observed

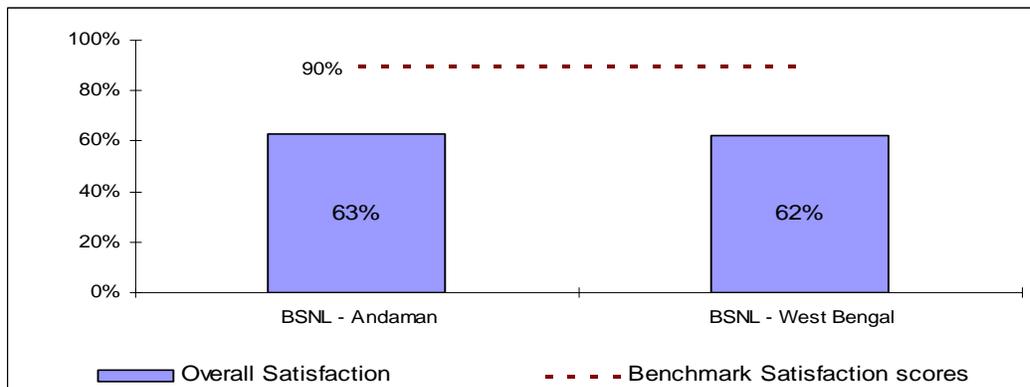
In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter. In general, the scores of BSNL are better than the RCOM for most of the parameters. Amongst BSNL subscribers, level of satisfaction of Andaman subscribers is relatively higher than that of BSNL West Bengal subscribers.

### 1. Service Provision



All the service providers are way below the benchmark level of satisfaction (i.e. 95%). Relatively RCOM scores lowest at subscriber satisfaction level of 62%. BSNL relatively has better satisfaction level of subscribers in Andaman than in West Bengal.

### 2a. Billing Parameter – Postpaid subscribers

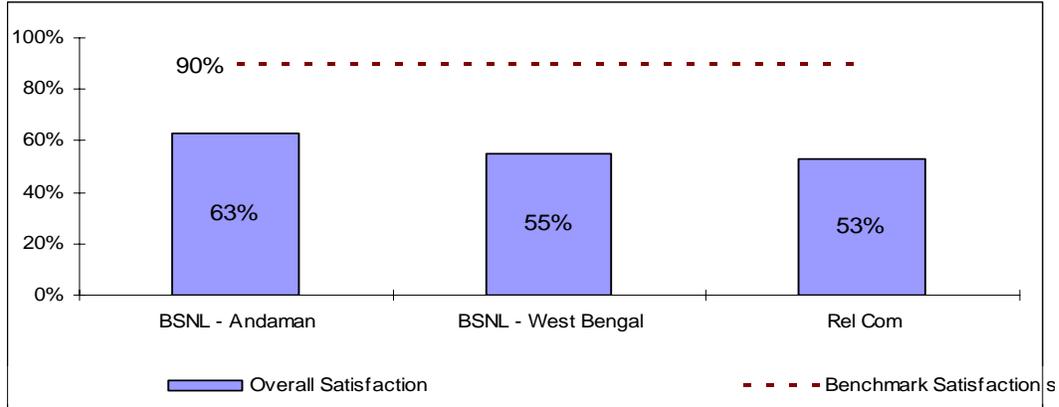


The level of satisfaction of postpaid BSNL subscribers is way below the TRAI specified benchmark of 90% in both Andaman as well as West Bengal. Relatively, the subscribers in Andaman are a little more satisfied than the subscribers in West Bengal on postpaid billing aspects.

### 2b. Billing Parameter – Prepaid subscribers

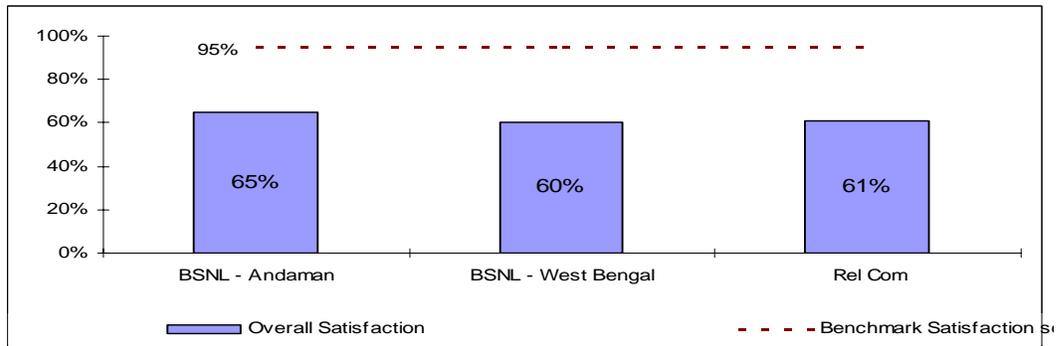
RCOM subscribers in prepaid segment have low satisfaction levels of 63%.

### 3. Help Services



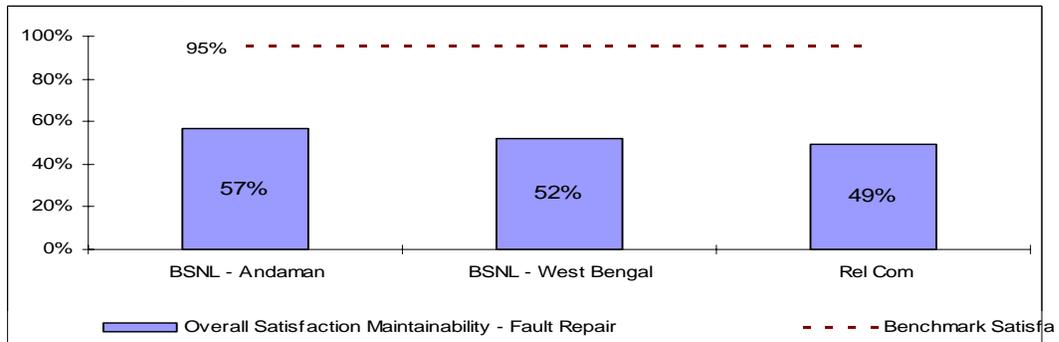
Satisfaction level is highest for BSNL Andaman on help services at 63%. However, both RCOM and BSNL are way below the TRAI benchmark of 90% on level of satisfaction with help services.

### 4. Network Performance, Reliability and Availability



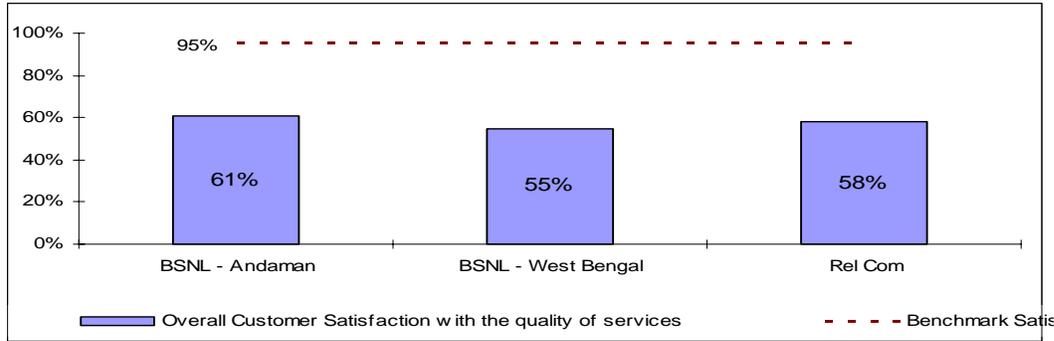
Relatively BSNL Andaman is doing better on network performance at 65% whereas BSNL WB scores relatively low at 60% satisfaction level. Both BSNL & RCOM do not meet the TRAI specified benchmark of 95%.

### 5. Maintainability



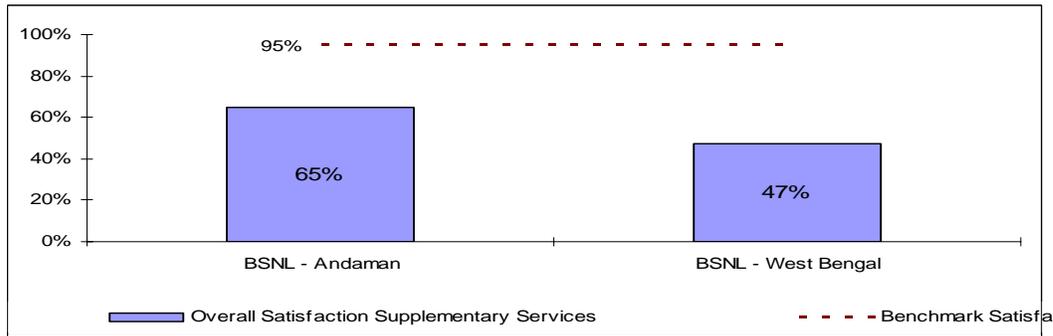
The relatively better score among the service providers is for BSNL Andaman at 57%. RCOM subscribers are the least satisfied lot with a very low satisfaction level of 49%.

## 6. Overall Customer Satisfaction



When it comes to overall customer satisfaction, the satisfaction level varies from 55% for BSNL west Bengal to 61% for BSNL Andaman for the wireline services for West Bengal circle. These scores are much below the benchmark level of 95%.

## 7. Supplementary Services



The satisfaction level of BSNL West Bengal subscribers, at 47% for the Supplementary services is substantially lower than the level of satisfaction of BSNL Andaman at 65%. However, both of them fail to meet the TRAI benchmark of 95%. Here the scores of RCOM cannot be compared as the number of subscribers using supplementary services is quite low.

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

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

S. N.	Sub-parameter	BSNL - Andaman	BSNL - West Bengal	RCOM
1	Awareness of three stage grievance mechanism	3%	4%	6%
2	For pre-paid customers, awareness about item-wise call charge details on request	0%	0%	9%
3	For new customers, provisioning of 'Manual of Practice' while taking the new connection	4%	6%	14%

The awareness of three stage grievance mechanism is low across the subscribers of all the service providers. The same varies between 3% (BSNL Andaman) and 6% for RCOM.

As far as awareness of item-wise call charges details among pre-paid customers is concerned, none of the BSNL subscribers are aware of the same. Also, only 9% of RCOM subscribers are aware of getting item-wise call charge details on request.

As far as provisioning of 'Manual of Practice' for new customers is concerned, the scores vary from 4% (BSNL Andaman) to only 14% (RCOM).

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

S. N.	Sub-parameter	BSNL - Andaman	BSNL - West Bengal	RCOM
1	Awareness of Call center for redressing grievances	14%	37%	73%
2	Percentage of consumers made any complaints to the toll free number within last 6 months	2%	16%	8%
3	Call center informing about the action taken on complaints	69%	80%	100%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint		12%	13%
4	% subscribers satisfied with the complain resolution by call center		51%	58%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 14% for BSNL Andaman to 73% for RCOM.

The Percentage of consumers making any complaints to the toll free number within last 6 months is 16% for BSNL West Bengal subscribers whereas it is just 2% for BSNL Andaman customers. This also explains the low for BSNL in Andaman on the awareness aspects of call centers.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, RCOM scores the highest at 100% (the score seem to be bloated as the penetration of Reliance is quite low in the West Bengal circle) whereas BSNL Andaman scores lowest at 69%

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

S. N.	Sub-parameter	BSNL - Andaman	BSNL - West Bengal	RCOM
1	Awareness of Nodal officer for redressing grievances	9%	7%	10%
2	Awareness of contact details of Nodal officer	1%	0%	1%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low and it varies from 7% for BSNL West Bengal subscribers to 10% for RCOM subscribers. As far as awareness of contact details of Nodal Officer is concerned, it is abysmally low at a level of 0% to 1% for BSNL & RCOM.

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

S. N.	Sub-parameter	BSNL - Andaman	BSNL - West Bengal	Rel Com
1	Awareness of Appellate authority for redressing grievances	2%	3%	4%
2	Awareness of contact details of Appellate authority for filing of appeals on complaints	1%	0%	2%

The awareness of the Appellate authority for redressing grievances (i.e. Stage 3 of the 3 stage process) is negligible across all service providers with scores of 2% to 4% only.

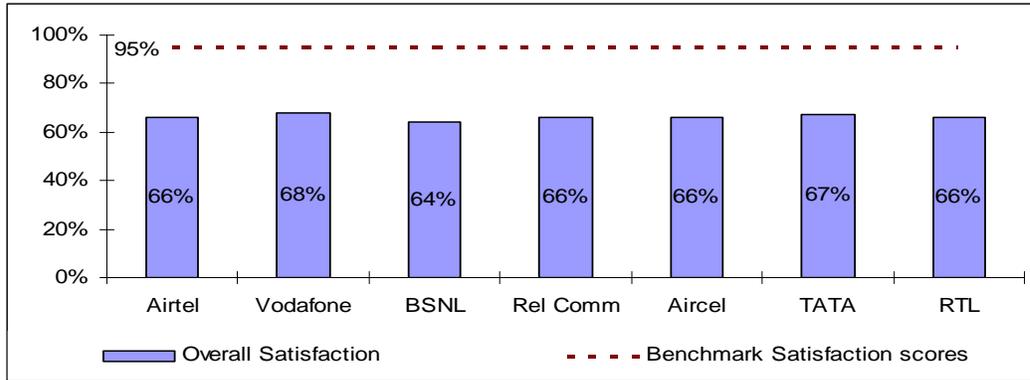
## 4.2 Summary of the Survey module for Cellular Mobile (Wireless) Operators in the West Bengal circle

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

S. N.	Customer Perception of Services	B'mark	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
1	%age subscribers satisfied with the provision of service	>95%	66%	68%	64%	66%	66%	67%	66%
2a	%age subscribers satisfied with the billing performance (postpaid)	>90%	69%	60%	63%	62%	No Postpaid	62%	Few postpaid subscribers
2b	%age subscribers satisfied with the billing performance (prepaid)	>90%	63%	63%	63%	58%	64%	64%	62%
3	%age subscribers satisfied with help services	>90%	56%	57%	47%	47%	54%	60%	52%
4	%age subscribers satisfied with network performance, reliability and availability	>95%	64%	66%	59%	61%	57%	65%	61%
5	%age subscribers satisfied with maintainability	>95%	64%	65%	59%	61%	54%	64%	59%
6	Overall customer satisfaction	>95%	62%	63%	59%	56%	54%	64%	59%
7	%age subscribers satisfied with offered supplementary services	>95%	61%	59%	59%	57%	60%	64%	59%

In all of the measures of satisfaction none of the operators meet the TRAI benchmark which is set with respect to the corresponding parameter. Also, on an overall basis looking at the satisfaction levels of subscribers on all the parameters, the performance of all of them is approximately the same.

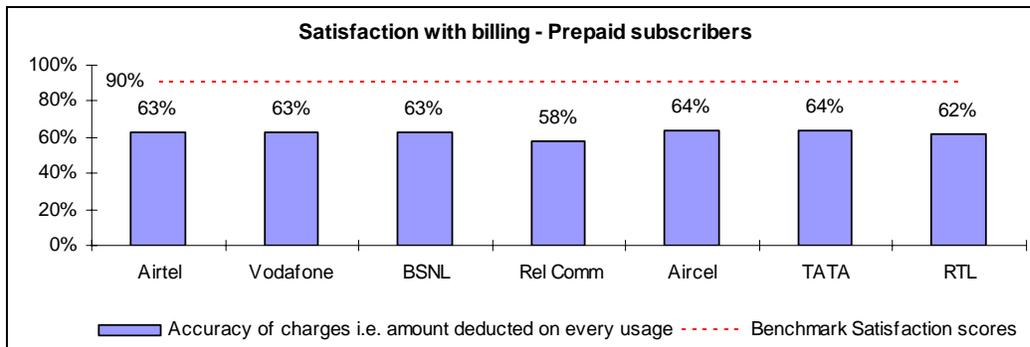
### Service Provision (Benchmark – 95%)



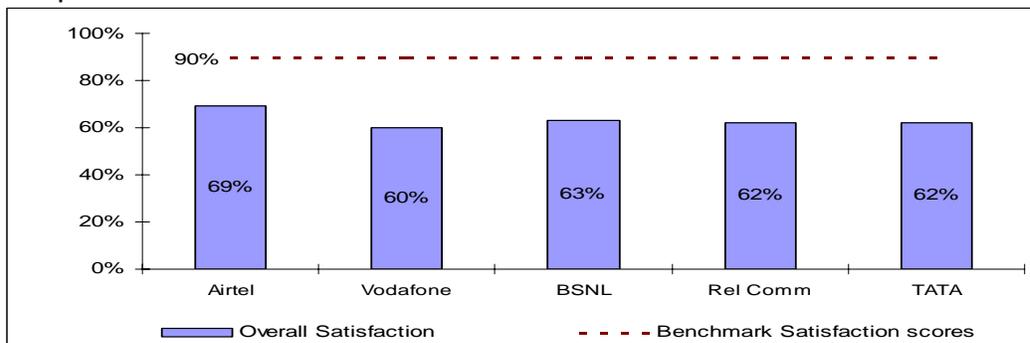
Level of satisfaction with service provision is marginally higher amongst Vodafone subscribers at 68% but still it is way below the TRAI specified benchmark of 95%. Satisfaction levels of subscribers of all the operators range from 64% to 68%.

### Billing performance (Benchmark – 90%)

#### Pre-paid Subscribers

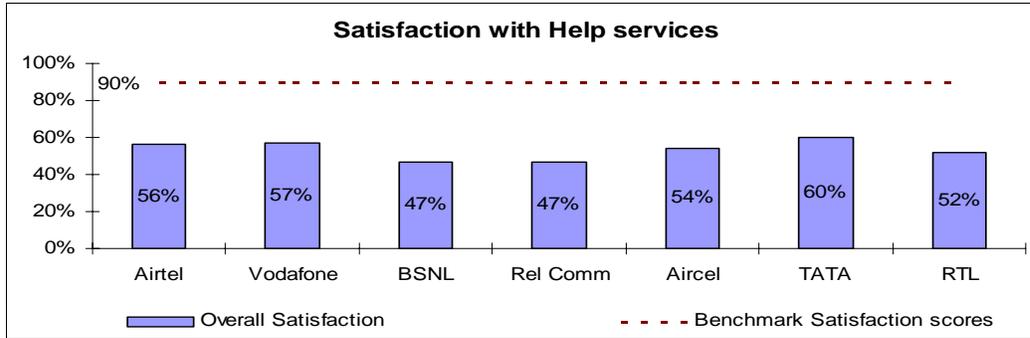


#### Post-paid Subscribers



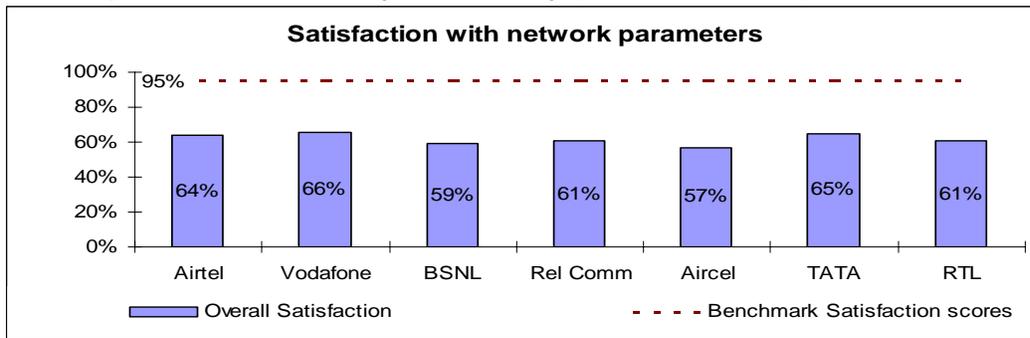
On an overall basis, the satisfaction level of prepaid subscribers is lowest among RCOM subscribers at only 58%. However, scores of satisfaction levels of all the subscribers fall way below the TRAI benchmark of 90%, the same ranging from 58% to 64%. **Aircel has only prepaid connections in West Bengal circle.** For postpaid subscribers, the satisfaction levels of all the operators are way below the TRAI benchmark set at 90%. Airtel postpaid subscribers have the highest level of satisfaction at 69% whereas Vodafone postpaid subscribers have the lowest level of satisfaction at 60%.

### Help Services (Benchmark – 90%)



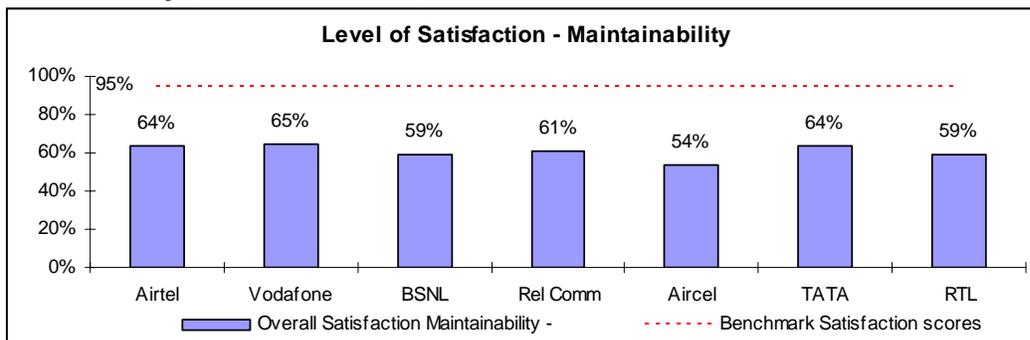
Satisfaction level with help services is highest amongst TATA subscribers at 60% followed by Vodafone subscribers at 57% and it is the lowest for BSNL & RCOM subscribers at 47%.

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



The level of satisfaction with network related parameters is the highest amongst Vodafone subscribers at 66% followed closely by TATA and Airtel subscribers at 65% and 64% respectively. It is the lowest for Aircel subscribers at 57% which could be a result of increased levels of network related problems faced by these subscribers.

### Maintainability (Benchmark – 95%)



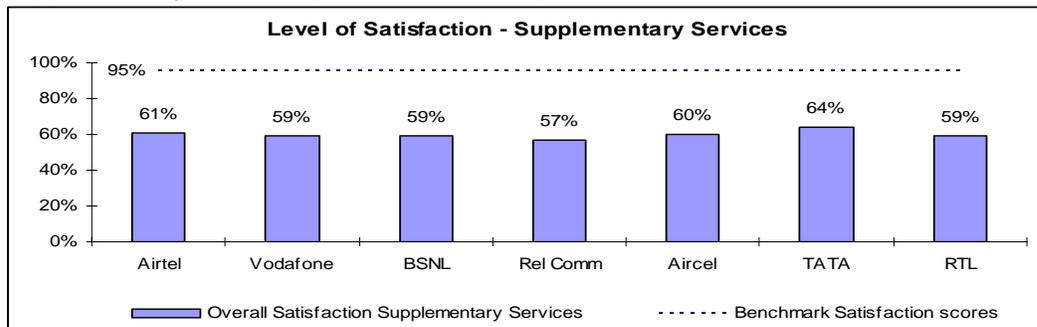
The level of satisfaction scores with maintainability of all service providers fall short with respect to TRAI benchmark of 95%. It is the highest amongst Vodafone subscribers at 65%. As observed across network related parameters, Aircel lags behind other service providers in this parameter too with a satisfaction level of only 54%.

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



The highest scores are observed for TATA subscribers at 64%. The overall level of satisfaction is the lowest for Aircel subscribers at a meager 54%.

### Supplementary services (Benchmark – 95%)



Satisfaction with quality of supplementary services is the highest for TATA subscribers at 64% followed by Airtel at 61%. RCOM lags behind in this aspect with the subscriber satisfaction level of 57%.

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

### Redressal Mechanism

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
1	Awareness of three stage grievance mechanism	3%	6%	17%	5%	5%	4%	5%
2	For pre-paid customers, awareness about item-wise call charge details on request	9%	7%	6%	8%	7%	7%	9%
3	If aware (for pre-paid customers), ever denied of item-wise usage charge details for pre-paid connection	2%	3%	0%	0%	3%	3%	6%
4	For new customers, provisioning of 'Manual of Practice' while taking the new connection	69%	73%	21%	84%	77%	89%	62%

The awareness of three stage grievance mechanism is observed to be low across the subscribers of all the service providers. However, the awareness amongst BSNL subscribers is quite high than other service providers at 17%. It is lowest for Airtel subscribers at 3%

As far as awareness of item-wise call charges details among pre-paid customers is concerned, it ranges from 6% to 9% for all service providers.

Among the pre-paid subscribers who are aware of item wise usage charge details, 6% of the RTL pre-paid subscribers were denied of item-wise bill for the pre-paid connection. For all the other service providers this number ranges from 0% to 3%.

As far as provisioning of 'Manual of Practice' for new customers is concerned, it is the lowest for BSNL subscribers at a meager 21% only. For all the other operators it ranges from 62% (RTL) to 89% (TATA).

### Redressal Mechanism - Stage 1: Call Center

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
1	Awareness of Call center for redressing grievances	50%	52%	42%	64%	49%	56%	49%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	7%	15%	7%	15%	18%	12%	10%
3	Call center informing about the action taken on complaints	72%	94%	49%	89%	89%	91%	79%
4	Resolution of complaint by customer care within 4 weeks of lodging complaint	2%	3%	14%	6%	6%	13%	7%
5	Percentage satisfied with the complain resolution by call center	49%	56%	39%	46%	52%	56%	50%

The awareness of Call center for redressing grievances (i.e. Stage 1 of the 3 stage process) varies from 42% to 64% for all the service providers. Except for BSNL, approximately half the subscribers of all other service providers are aware of the call center services.

The Percentage of consumers making any complaints to the toll free number within last 6 months is highest for Aircel with 18% subscribers registering a complaint. It is the lowest for Airtel and BSNL at 7%.

As far as responsiveness of call center for informing about the action taken on the complaints is concerned, only 49% of BSNL subscribers were informed about the action taken on complaints. Vodafone and TATA score relatively higher than other operators at 94% and 91% respectively

The complain resolution by customer care within 4 weeks of lodging complaint is low across all the service providers. For Airtel it is the lowest at 2%. The level of satisfaction with complaint resolution process of BSNL is lowest at 39% while it the highest for Vodafone & TATA is the highest at 56%.

### Redressal Mechanism - Stage 2: Nodal Officer

S. N.	Sub-parameter	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
1	Awareness of Nodal officer for redressing grievances	2%	2%	1%	2%	3%	2%	2%
2	Awareness of contact details of Nodal officer	0%	0%	2%	0%	0%	0%	0%

The awareness of Nodal officer for redressing grievances (i.e. Stage 2 of the 3 stage process) is very low across all the service providers. The awareness across all service providers ranges from 1% to 3%. Awareness of contact details of Nodal Officer is found to be negligible amongst subscribers of all the operators.

### Redressal Mechanism - Stage 3: Appellate Authority

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

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

Satisfaction level of subscribers with various parameters of Broadband service:

S. N.	Customer Perception of Services	Benchmark	BSNL - Andaman	BSNL - West Bengal
1	% subscribers satisfied with the provision of service	>90%	62%	64%
2a	% subscribers satisfied with the billing performance (Prepaid customers)	>90%	Very few prepaid customers	
2b	% subscribers satisfied with the Billing performance (Postpaid customers)	>90%	62%	65%
3	% subscribers satisfied with help services	>90%	52%	55%
4	% subscribers satisfied with network performance, reliability and availability	>85%	59%	63%
5	% subscribers satisfied with maintainability	>85%	60%	61%
6	Overall level of customer satisfaction	>85%	63%	63%
7	% subscribers satisfied with offered supplementary services	>85%	64%	65%

BSNL, both in Andaman as well as West Bengal, does meet the TRAI benchmark on any of the parameters.

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

BSNL scores for West Bengal are relatively better at 64% than for BSNL Andaman at 62% for level of satisfaction of subscribers with service provisioning.

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

As observed with service provisioning, BSNL West Bengal postpaid subscribers' are relatively better than BSNL Andaman. In Andaman, BSNL does not have prepaid subscribers.

#### Help Services (Benchmark – 90%)

Satisfaction level of subscribers with help services is quite low at 52% and 55% for BSNL subscribers in Andaman & West Bengal respectively. BSNL needs to look into this aspect in order to improve its satisfaction score.

#### Network performance, reliability and availability (Benchmark – 85%)

The satisfaction level of subscribers of BSNL West Bengal is relatively better than BSNL Andaman at 63% for network related parameters. However, it is still way below the TRAI benchmark of 85% on this parameter.

### Maintainability (Benchmark - 85%)

The satisfaction level of subscribers of BSNL West Bengal is relatively the same as BSNL Andaman subscribers at 61% and 60% respectively for maintainability. However, it is far below the TRAI benchmark of 85% on this parameter.

### Supplementary Services (Benchmark - 85%)

The satisfaction level of subscribers of BSNL West Bengal is relatively the same as BSNL Andaman subscribers at 65% and 64% respectively for maintainability. However, it is far below the TRAI benchmark of 85% on this parameter.

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

The overall satisfaction level of subscribers of BSNL West Bengal is the same as BSNL Andaman subscribers for the broadband services provided at 63% respectively for maintainability.

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

### Redressal Mechanism

S. N.	Sub-parameters	BSNL - Andaman	BSNL - West Bengal
1	Awareness of three stage grievance mechanism	7%	9%
2	Provision of Manual of Practice containing terms and conditions of service, grievance redressal mechanism etc	11%	0%

The awareness of three stage redressal mechanism is the higher for BSNL West Bengal at 9% as compared to BSNL Andaman at 7%. None of BSNL West Bengal subscribers were provided with 'Manual of Practice' at the time of taking new connection. Only 11% of the Andaman subscribers were provided with the manual of practice at the time of taking the connection.

### Stage 1: Call Center

S. N.	Sub-parameter	BSNL - Andaman	BSNL - West Bengal
1	Awareness of Call center for redressing grievances	25%	24%
2	Penetration of consumers made any complaints to the toll free number within last 6 months	0%	7%

Only one out of every four subscribers in West Bengal and Andaman are aware of the presence of Call center. In Andaman, none of the BSNL subscribers have lodged a complaint to the call center, whereas in West Bengal only 7% have lodged a complaint.

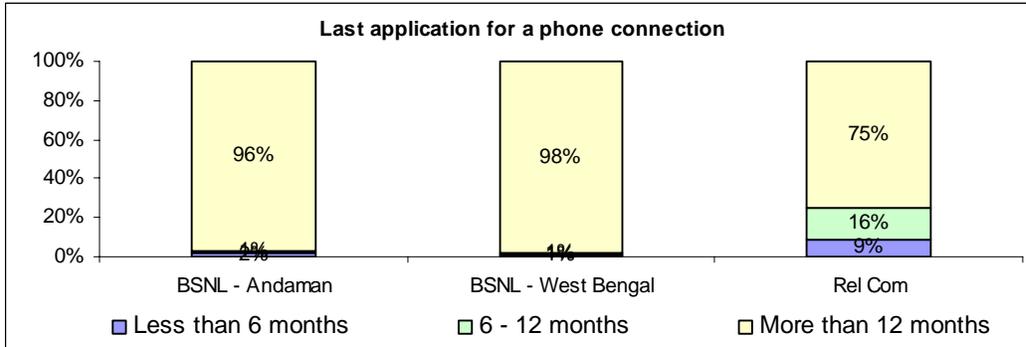
The awareness of the existence as a second and third level of resolution of complaints is also quite low amongst BSNL subscribers of both West Bengal as well as Andaman.

## 5.1 Detailed Findings – Basic Wireline

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

### 5.1.1 Service Provision sub-aspects

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



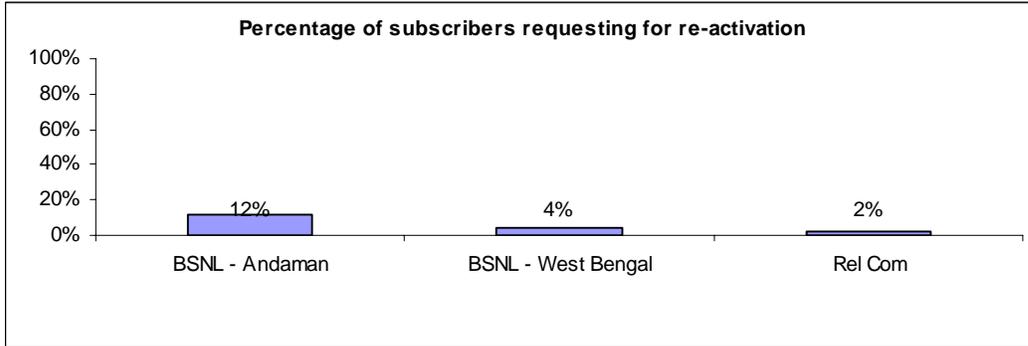
More than 95% of subscribers in West Bengal and Andaman are having telephone connection older than 12 months. Also, 3 out of every 4 RCOM subscribers have a connection older than 12 months.

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



As expected, the Percentage for the request for shifting the wireline connection is quite low for all the service providers. It is highest for BSNL Andaman at 12%.

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



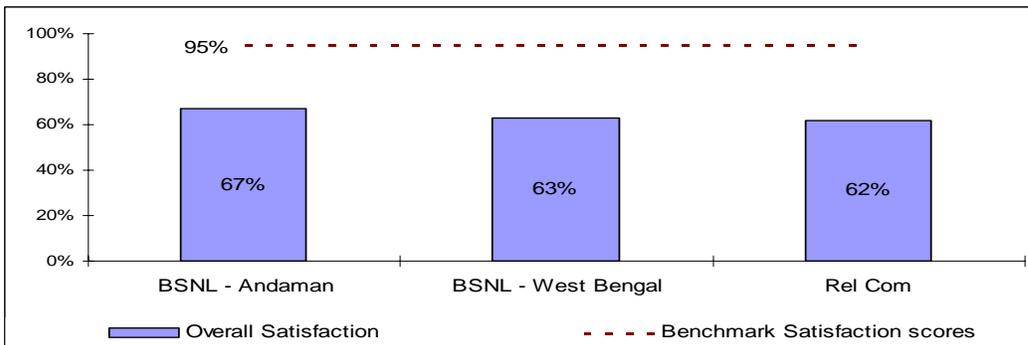
The percentage of requisition for re-activation, if the connection is temporarily deactivated is quite low for all the services providers. It is highest for BSNL Andaman at 12% and lowest for RCOM at 2%.

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

Satisfaction with Service Provision	BSNL - Andaman	BSNL - West Bengal	RCOM
Satisfaction with new connection	62%	53%	64%
Satisfaction with shifting	65%	63%	
Satisfaction with re-activation	70%	67%	

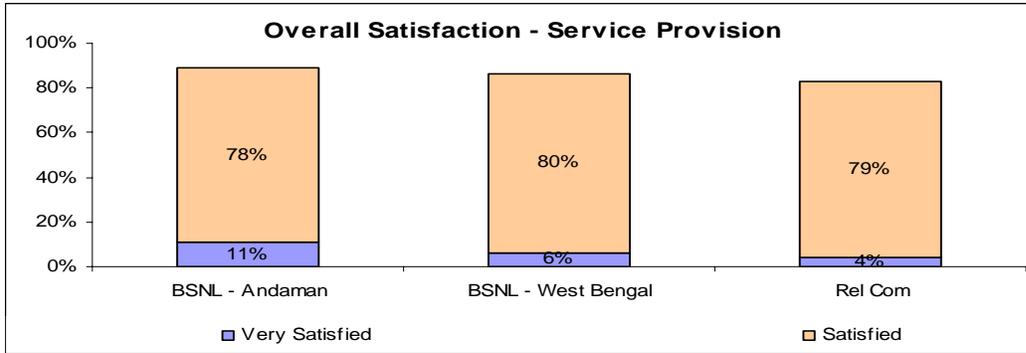
In general, subscribers of BSNL Andaman are relatively more satisfied than subscribers of RCOM & BSNL West Bengal on almost all aspects of service provision.

**Overall Satisfaction with service provisioning**



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

Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal	RCOM
Very Satisfied	11%	6%	4%
Satisfied	78%	80%	79%



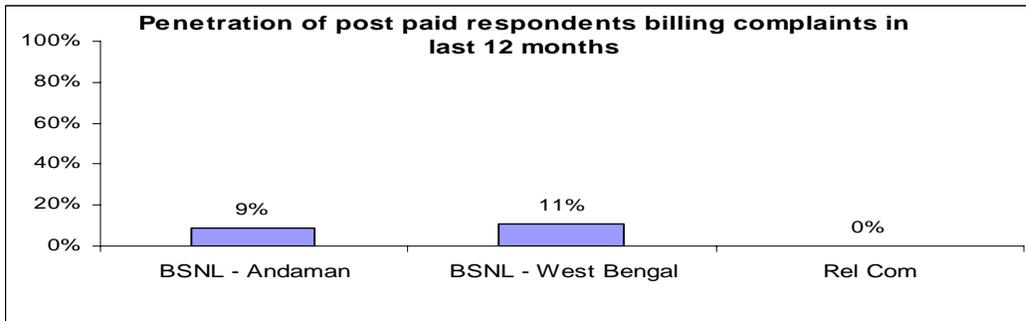
BSNL Andaman leads the pack in overall subscribers satisfied with 89% subscribers claiming that they are either “Very Satisfied” or “Satisfied”.

### 5.1.2 Billing Related sub-aspects

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

#### Post-paid Subscribers

##### a. Percentage of Billing Complaints



The Percentage of postpaid subscribers making billing complaints is low for BSNL at 9% to 11% for Andaman & West Bengal respectively.

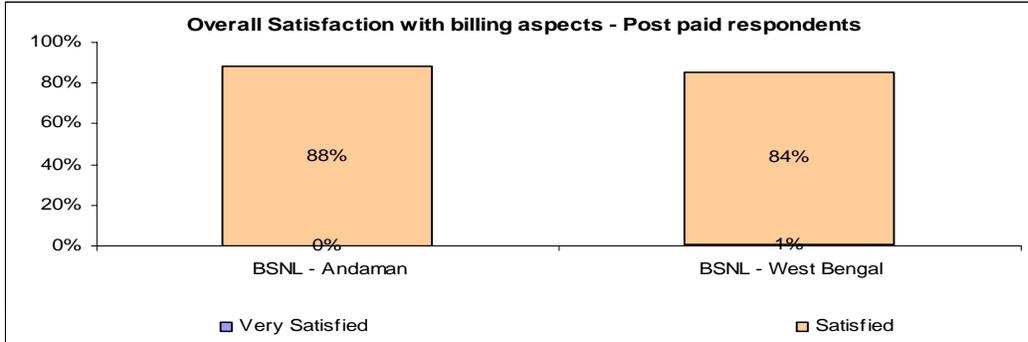
##### b. Satisfaction with various billing parameters

<u>Satisfaction with Billing Parameters</u>		
For Postpaid customers	BSNL - Andaman	BSNL - West Bengal
Timely delivery of bills	60%	64%
Accuracy of bills	65%	61%
Process of resolution of billing complaints	42%	34%
Clarity i.e. transparency and understandability of bills	65%	64%

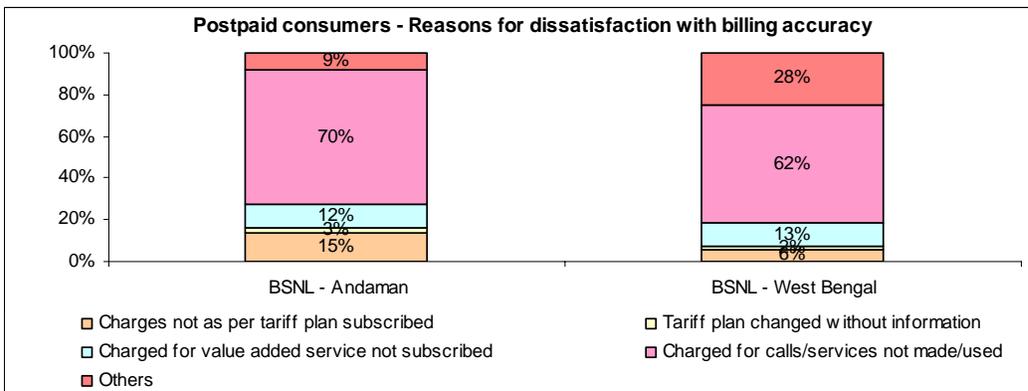
As far as timely delivery of bills is concerned, BSNL West Bengal has marginally higher satisfaction level of 64%. Most of the BSNL subscribers are quite dissatisfied on the ‘process of resolution of billing complaints’.

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

Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	0%	1%
Satisfied	88%	84%



Interestingly for BSNL, very few subscribers across Andaman and West Bengal seem to be very satisfied with the billing aspect.



As seen across other circles, the major dissatisfaction of subscribers is with the fact that they have been charged for calls and services that they have not used.

**Pre-paid Subscribers**

**a. Satisfaction with Billing Parameter**

Satisfaction with Billing Parameters	RCOM
Satisfaction with accuracy of charges on every usage	63%

For pre-paid customers, the level of satisfaction with accuracy of charges on every usage is only 63%.

**Level of satisfaction with Billing – Prepaid customers**

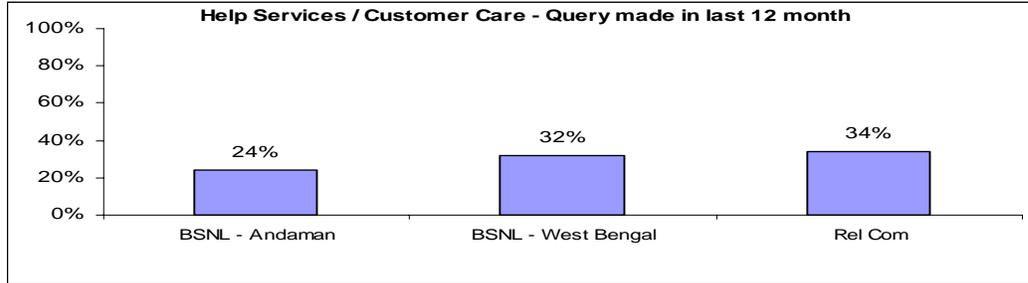
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	RCOM
Very Satisfied	2%
Satisfied	84%

86% of RCOM customers claim to be either very satisfied or satisfied with the billing related aspects.

### 5.1.3 Help Services Related sub-aspects

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



As far as Customer Care services are concerned, 34% of RCOM respondents have made query in the last 12 months. For BSNL Andaman only 24% of subscribers have claimed that they have made query in last six months.

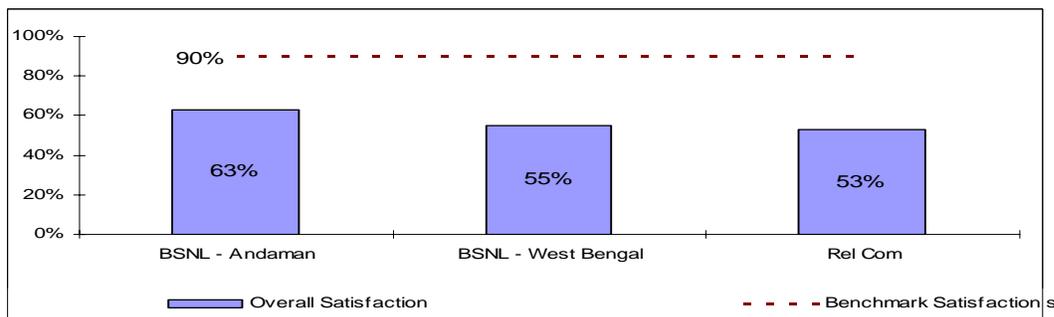
#### b. Satisfaction with Help Services / Customer Care

Satisfaction with Help Services / Customer Care	BSNL - Andaman	BSNL - West Bengal	RCOM
Ease of access of call center toll free number	64%	52%	52%
Response time to answer call by customer care executive	63%	56%	55%
Problem solving ability of customer care executive	63%	57%	54%
Time taken by customer care executive in resolving complaints	63%	57%	52%

All the sub aspects under help service have satisfaction scores less than 60% for RCOM & BSNL West Bengal. Among the operators, BSNL seems to be doing better on help services

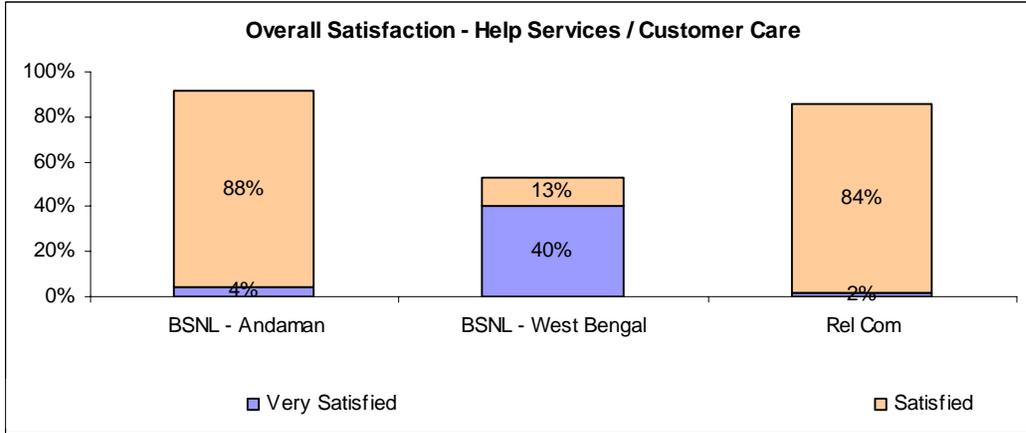
The major pain point, both for BSNL as well as RCOM subscribers, is the ease of connecting to the call center.

#### Level of satisfaction with Help services:



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

Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal	RCOM
Very Satisfied	4%	40%	2%
Satisfied	88%	13%	84%



Interestingly, 4 out of every 10 subscribers of BSNL West Bengal claim to be very satisfied with Help / Customer Care services. However, only 2 out of 100 subscribers for RCOM claim to be very satisfied with the same. Also top two box score is found to be lowest for BSNL

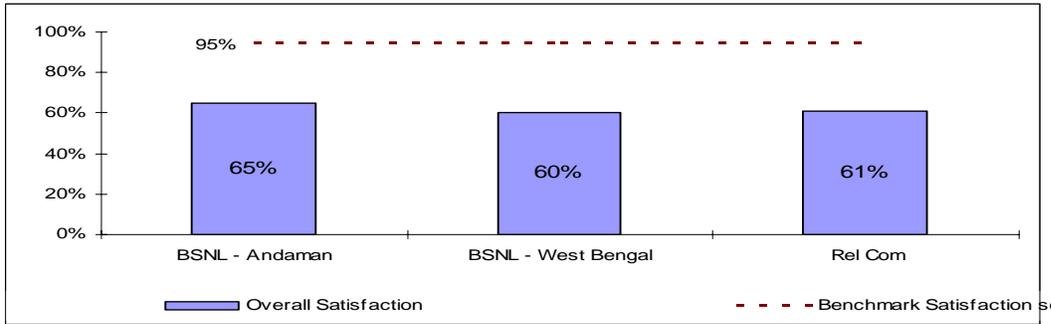
#### 5.1.4 Network performance, reliability and availability related sub-aspects

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

Satisfaction Scores	BSNL - Andaman	BSNL - West Bengal	RCOM
Availability of working telephone (with dial tone)	65%	60%	62%
Ability to make or receive calls easily	66%	61%	61%
Voice quality	65%	59%	60%

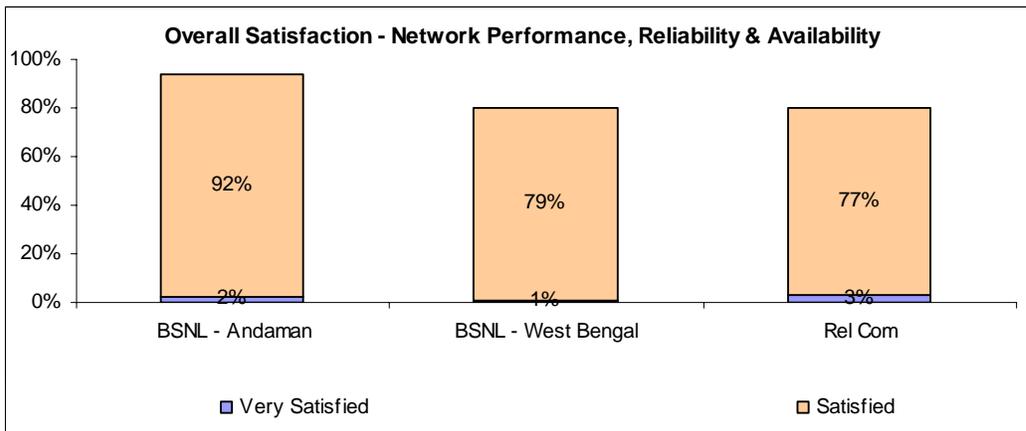
BSNL Andaman's subscribers have a relatively higher level of satisfaction on all the parameters of network performance, reliability and availability than BSNL West Bengal and RCOM subscribers.

**Level of satisfaction with Network performance:**



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

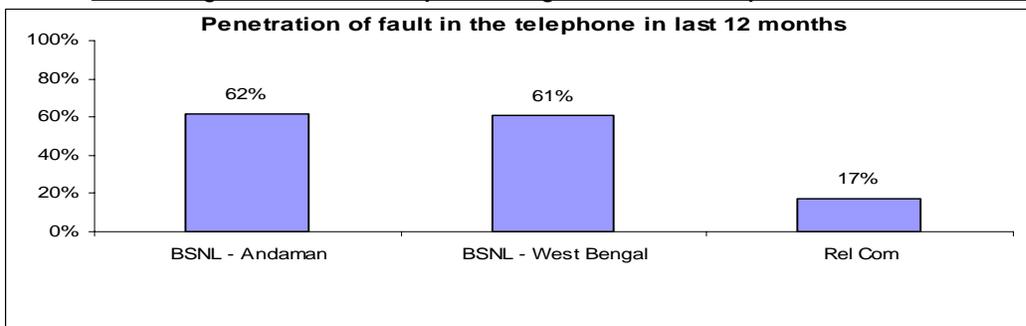
Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal	RCOM
Very Satisfied	2%	1%	3%
Satisfied	92%	79%	77%



The top 2 box satisfaction score of BSNL Andaman is the maximum at 94% for network related parameters.

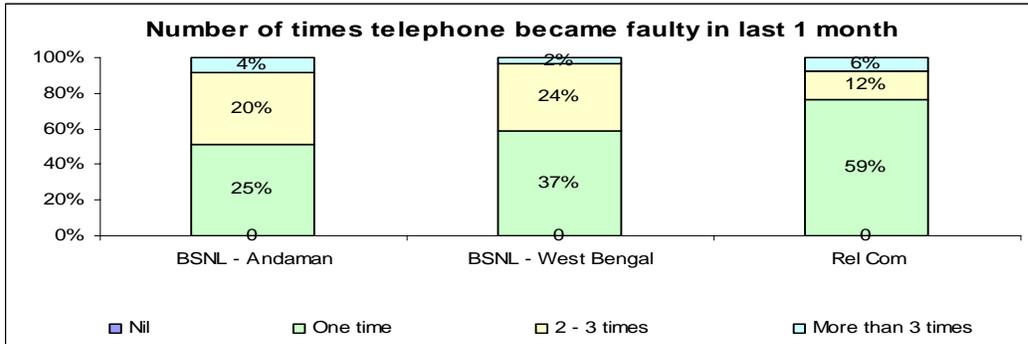
**5.1.5 Maintainability related sub-aspects**

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



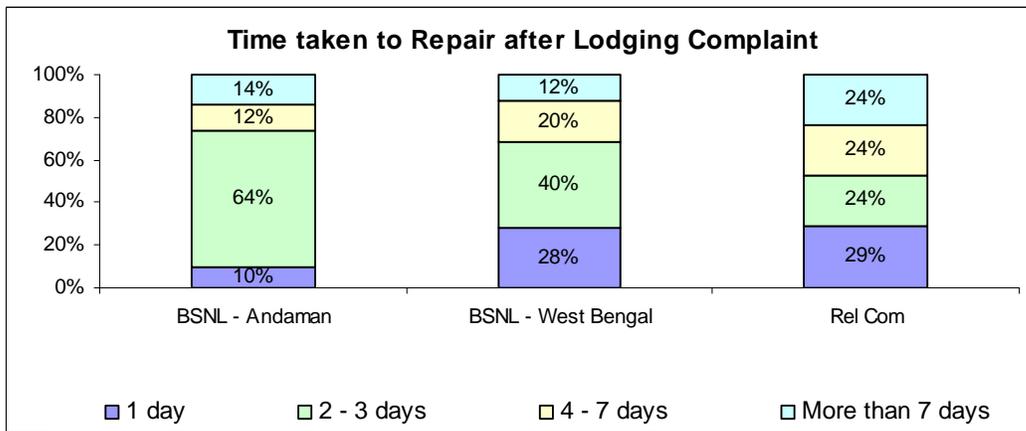
The chart above clearly shows penetration of fault in the telephone in last 12 months is most for BSNL Andaman subscribers at 62% followed closely by BSNL West Bengal at 61%.

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



When it comes to comparing number of times the subscriber's telephone became faulty out of the base of the subscriber who has faced any problem in their connection in the last 12 months, 51% of BSNL Andaman customers claim that they have not faced any problem. More than 3 out of every 4 RCOM subscribers claim that they their phone had become faulty in the last 12 months. (However it should be noted that penetration of subscribers making fault complaints is really low for RCOM at the findings are on a base of 17 subscribers)

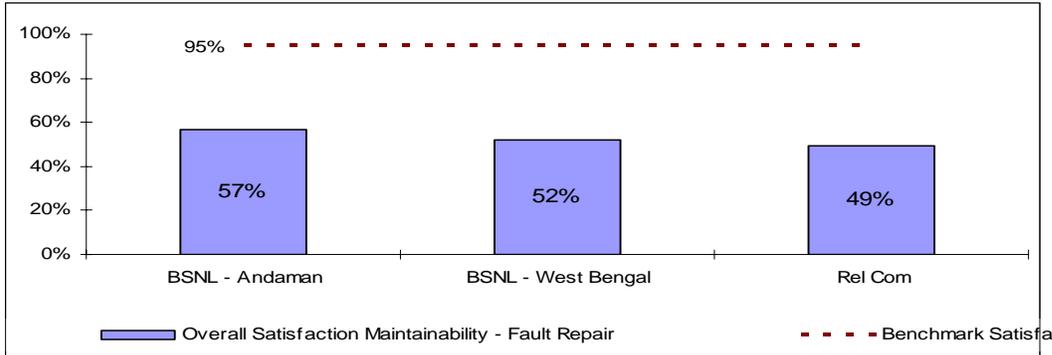
**c. Time taken to repair after lodging complaint**



As far as time taken to repair is concerned, only 10% of BSNL Andaman customers from the customers who faced problem in last 12 months got their telephone repaired within 1 day of lodging the complaint. (However it should be noted that penetration of subscribers making fault complaints is really low for RCOM at the findings are on a base of 17 subscribers)

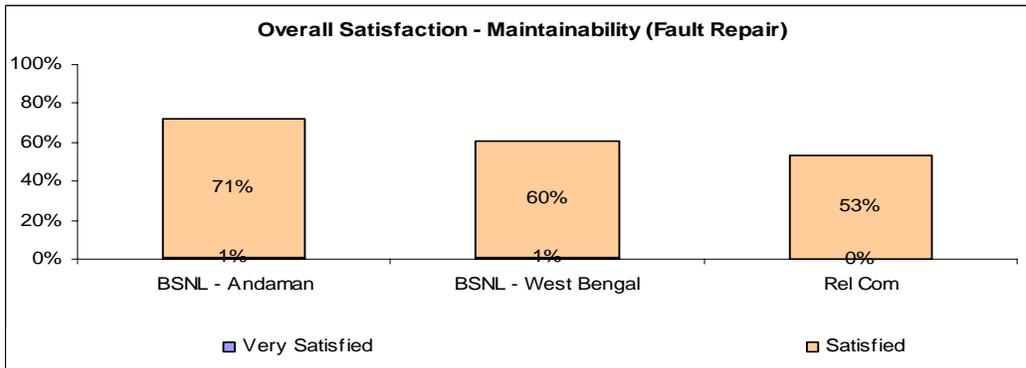
**d. Satisfaction with Maintainability parameters**

Level of satisfaction with Maintainability:



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

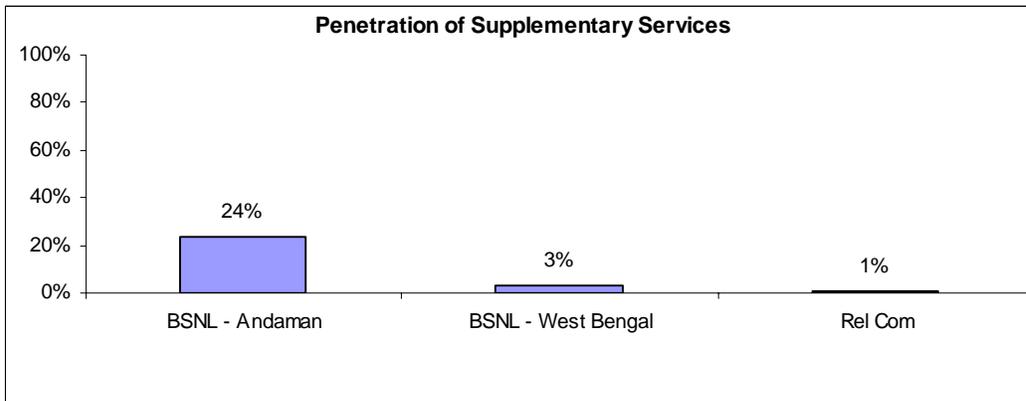
Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal	RCOM
Very Satisfied	1%	1%	0%
Satisfied	71%	60%	53%



Reliance subscribers are the most dissatisfied lot with the maintainability aspect as only 53% claim to be satisfied on this aspect.

**5.1.6 Supplementary services**

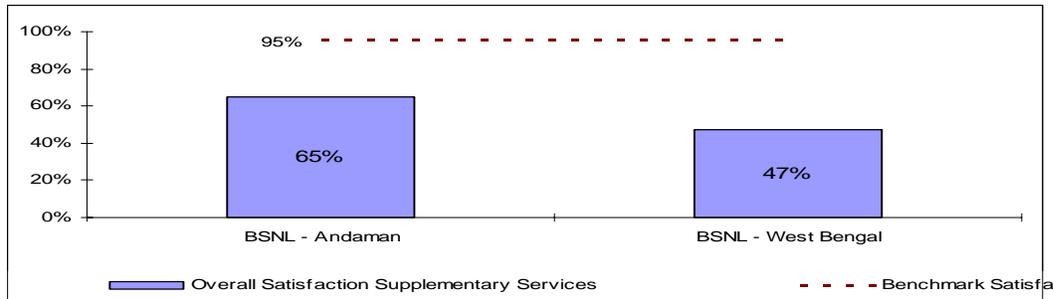
**a. Percentage of subscribers opting for Supplementary Services**



The penetration of supplementary services is quite low across all the service providers except for BSNL Andaman where almost one out of every 4 subscribers claims to be using supplementary services.

### Satisfaction with Supplementary Services

#### Level of satisfaction with supplementary services



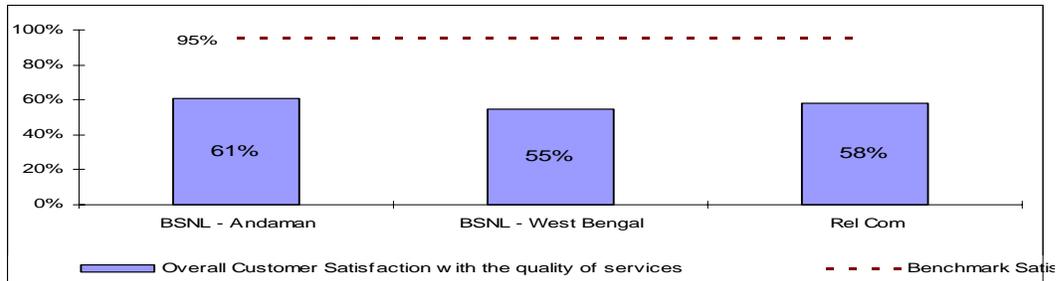
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	2%	0%
Satisfied	93%	53%

Out of the total subscribers using supplementary services in BSNL Andaman, 95% claim to be either 'satisfied' or 'very satisfied'.

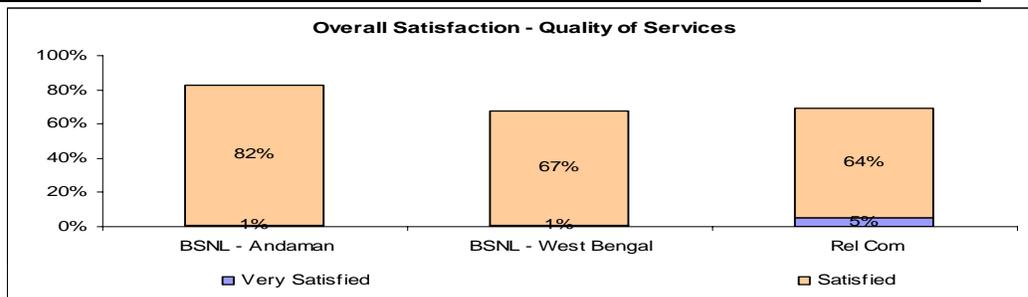
### 5.1.7 Overall Customer Satisfaction

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



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

Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal	RCOM
Very Satisfied	1%	1%	5%
Satisfied	82%	67%	64%



As far as overall customer satisfaction with the 'Quality of Services' is concerned, 83% of BSNL Andaman subscribers claim that they are either satisfied for very satisfied with Quality of service. The scores for BSNL West Bengal & RCOM are relatively lower at 68% & 69% respectively.

### 5.1.8 Redressal Mechanism

Consumer Protection and Redressal of Grievances			
Awareness of Grievance Redressal Mechanism	BSNL - Andaman	BSNL - West Bengal	RCOM
Awareness of three stage grievance redressal mechanism	3%	4%	6%
Awareness of the names of following stages of grievance redressal set up by service provider			
Call Center	14%	37%	73%
Nodal Officer	9%	7%	10%
Appellate Authority	2%	3%	4%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	4%	6%	14%

It is observed that the awareness of three stage redressal mechanism has remained low among the subscribers of all the service providers and varies between 3 to 6%. Also, approximately three out of every four subscribers of RCOM is aware of Call Center. As expected, awareness about nodal officer and appellate tribunal is quite low for all the service providers.

Stage 1: Customer Care	BSNL - Andaman	BSNL - West Bengal	RCOM
<b>Penetration</b> - Complains made to customer care within last 6 months	2%	16%	8%
Customer care informing about the action taken on the complaint	69%	80%	100%
Resolution of complaint by customer care within 4 weeks of lodging complaint		12%	13%
If lodged a complaint, provisioning of docket number:			
- No docket number received even on request		52%	100%
- No docket number received for most of the complaints		19%	0%
- Docket number received for most of the complaints		29%	0%

The table given above depicts that percentage of people making complaints to customer care has remained low for all the service providers in West Bengal circle.

If dissatisfied with call center's complain resolution, reasons for dissatisfaction	BSNL - West Bengal
Difficult to connect call center executive	7%
Customer care executive not polite/courteous	2%
Customer care executive not equipped with adequate information	32%
Time taken by call center for redressal of complaint is too long	61%
The customer care executive was unable to understand the problem	41%
Others	0%

The major pain point of BSNL West Bengal subscriber with the customer care services is the time taken by the customer care executive to solve the problem with more than 6 out of every 10 subscribers expressing their dissatisfaction at the same.

<b><u>Stage 2: Nodal Officer</u></b>	<b>BSNL - Andaman</b>	<b>BSNL - West Bengal</b>	<b>RCOM</b>
Awareness of the contact details of the Nodal Officer	1%	0%	1%
<b><u>Stage 3: Appellate Authority</u></b>	<b>BSNL - Andaman</b>	<b>BSNL - West Bengal</b>	<b>RCOM</b>
Awareness of the contact details of the Appellate Authority	1%	0%	2%

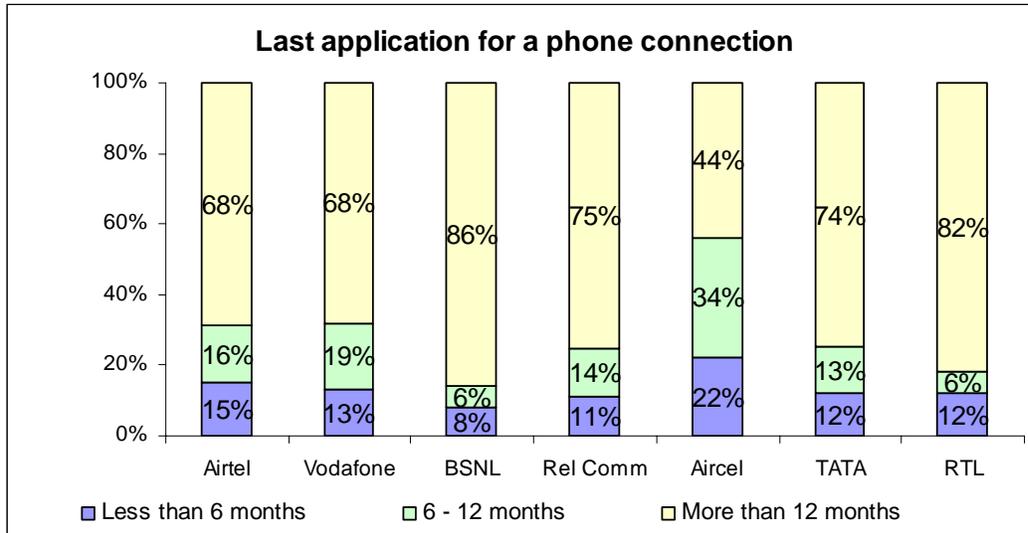
The awareness of nodal officer and appellate authority is quite across all the regions for both the service providers.

## 5.2 Detailed Findings – Cellular Mobile Services

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

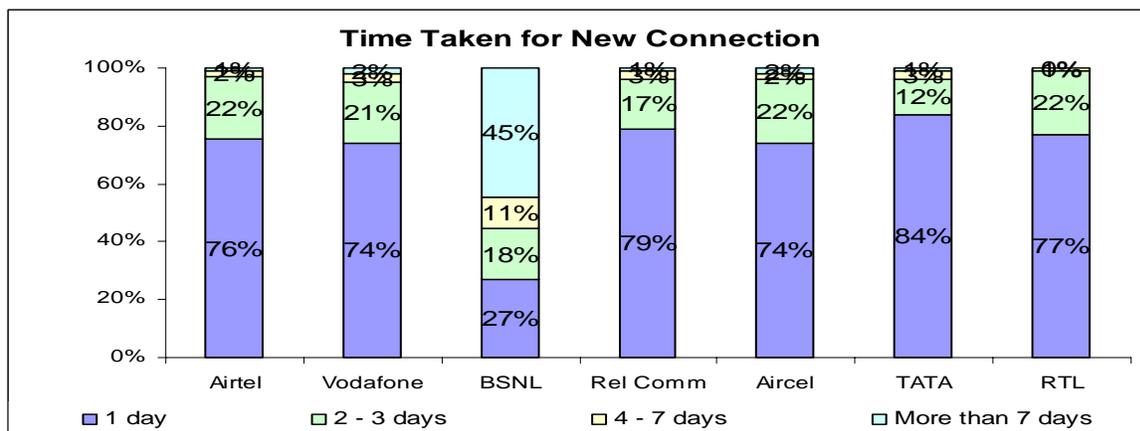
### 5.2.1 Service Provision

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



More than 2 out of every 10 Aircel subscribers contacted for the purpose of this survey have taken their connection in the last 12 months.

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



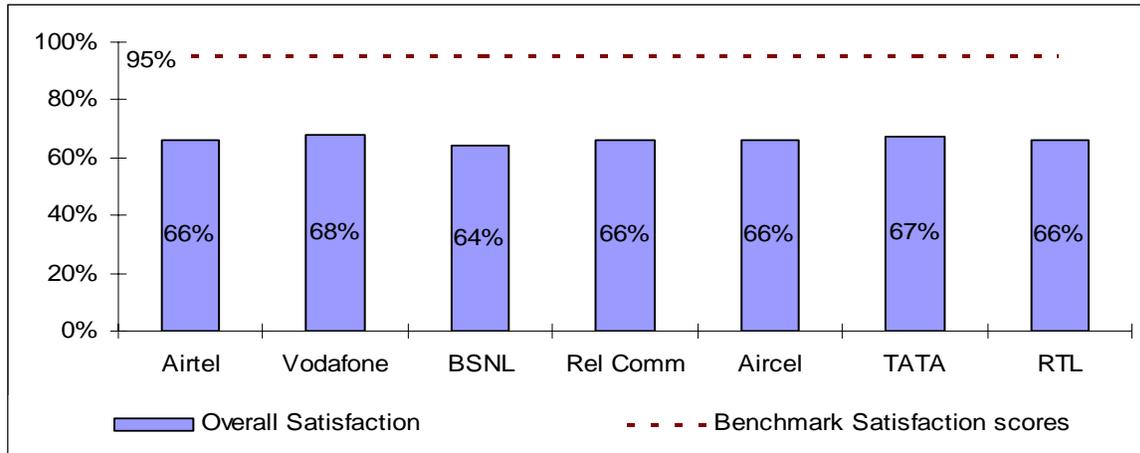
Almost 3 out of every 4 subscribers of all the service providers except BSNL claim that their new connection was activated within 1 day of applying for it. However, 45% of the BSNL subscribers claim that their connection was activated seven days after applying for the same.

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

Satisfaction with Service Provision	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
Satisfaction with time taken to provide new connection	66%	68%	66%	66%	66%	68%	66%
Satisfaction with re-activation	71%	60%	61%	67%	67%	63%	

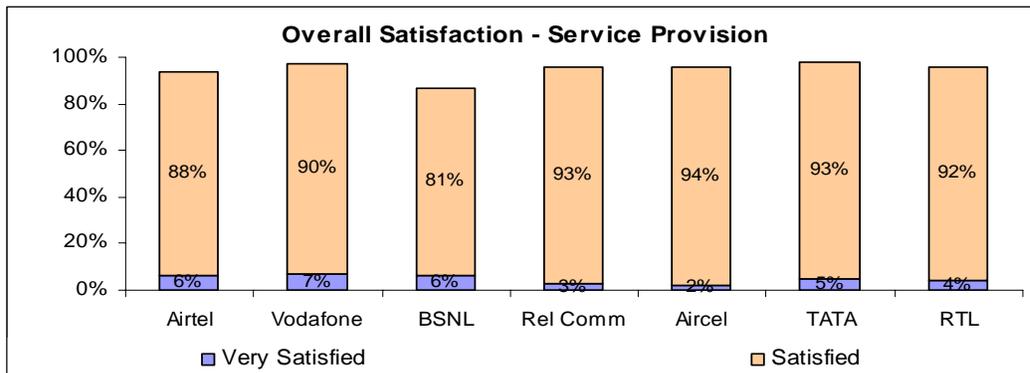
Satisfaction level of subscribers of all service providers is more than 65% with the time taken to get an activated connection. Satisfaction with time taken for re-activation of service is the highest for Airtel users at 71%.

**Level of satisfaction with service provisioning:**



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
Very Satisfied	6%	7%	6%	3%	2%	5%	4%
Satisfied	88%	90%	81%	93%	94%	93%	92%



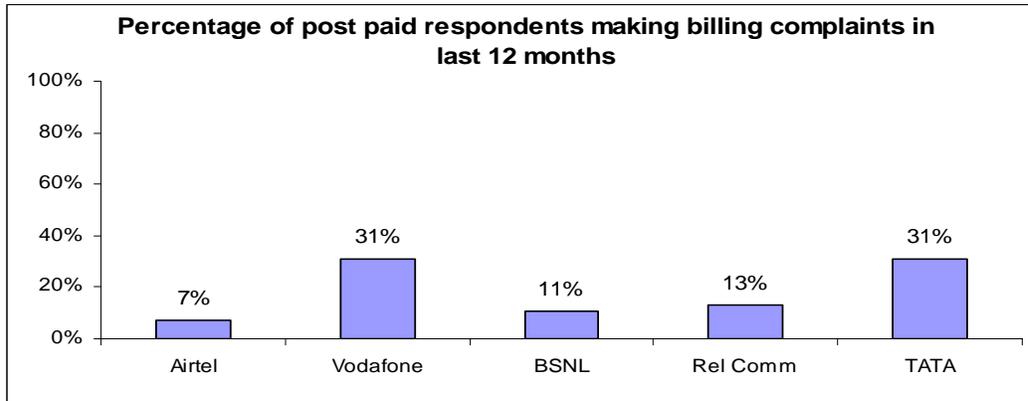
TATA leads the pack in overall subscribers satisfied with 98% subscribers claiming that they are either "Very Satisfied" or "Satisfied". Other service providers are following up closely with scores being lowest for BSNL at 87%.

## 5.2.2 Billing Aspects

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

### a. Postpaid subscribers:

#### i. Percentage of billing complaints



The Percentage of postpaid subscribers making billing complaints is quite low across all the operators. Maximum penetration is observed for Vodafone & TATA at 31% whereas it is lowest for Airtel at 7%

#### ii. Satisfaction with various billing parameters

For Postpaid customers -	Airtel	Vodafone	BSNL	RCOM	TATA
Timely delivery of bills	69%	64%	62%	62%	62%
Accuracy of bills	69%	62%	64%	62%	63%
Process of resolution of billing complaints	67%	33%	44%	50%	41%
Clarity i.e. transparency and understandability of bills	69%	64%	65%	62%	65%
Overall Satisfaction	69%	60%	63%	62%	62%

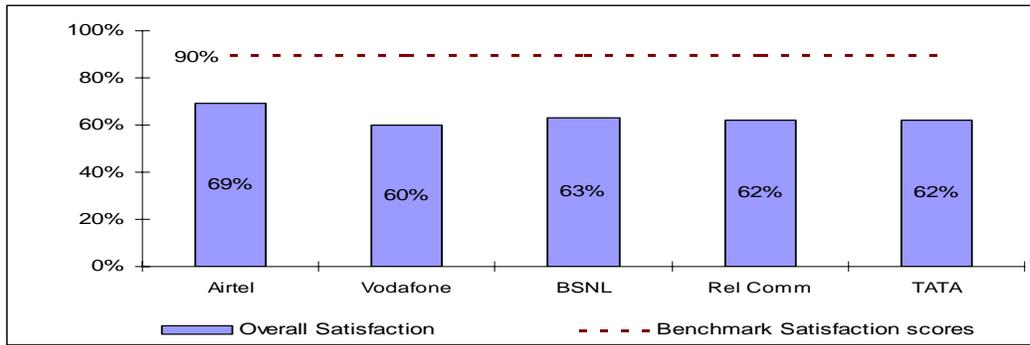
Generally, subscribers across most of the service providers have low levels of satisfaction with the process of resolution of complaints by various service providers, with Vodafone being the lowest at 33%. Airtel relatively does exceptionally well on the same at 67%.

#### iii. Reasons for dissatisfaction with billing accuracy

Subscribers across all service providers have cited “charged for calls & service not made / used” as the prime reason for their dissatisfaction with billing accuracy.

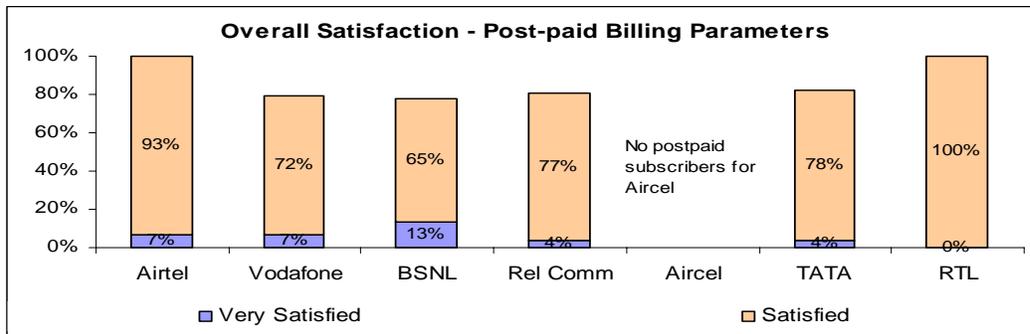
**iv. Percentage of subscribers satisfied**

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



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

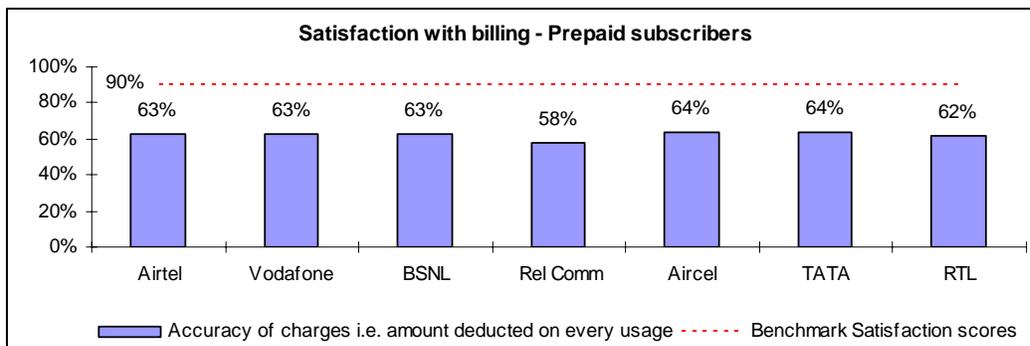
Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	TATA
Very Satisfied	8%	7%	13%	4%	4%
Satisfied	93%	72%	65%	77%	78%



The top two box score is highest for Airtel for post paid billing satisfaction, whereas BSNL scores relatively low at 78%

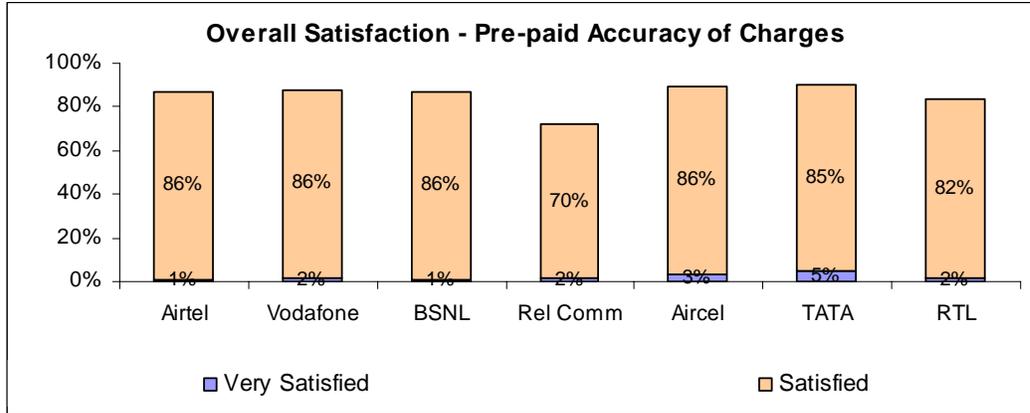
**c. Prepaid subscribers:**

**Level of satisfaction with billing parameters (Prepaid customers):**



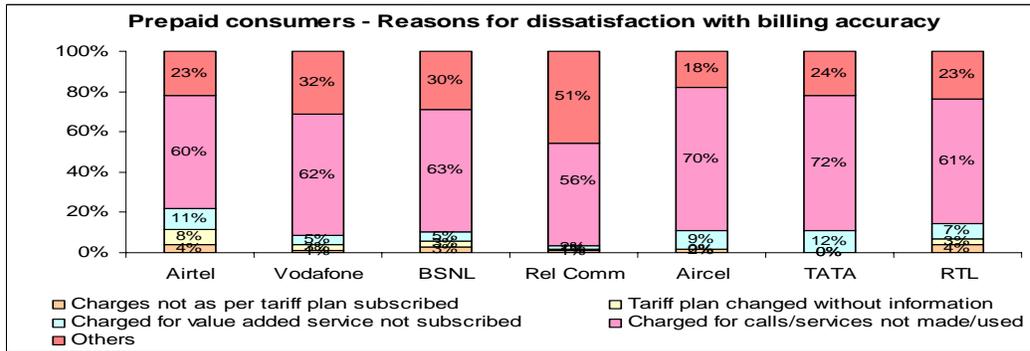
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	Airtel	TATA	RTL
Very Satisfied	1%	2%	1%	2%	3%	5%	2%
Satisfied	86%	86%	86%	70%	86%	85%	82%



For prepaid subscribers, TATA and Airtel has the maximum number of satisfied subscribers with 90% & 89% of them saying that they are either “satisfied” or “very satisfied” with accuracy of charges levied.

**Reasons of dissatisfaction with billing accuracy:**

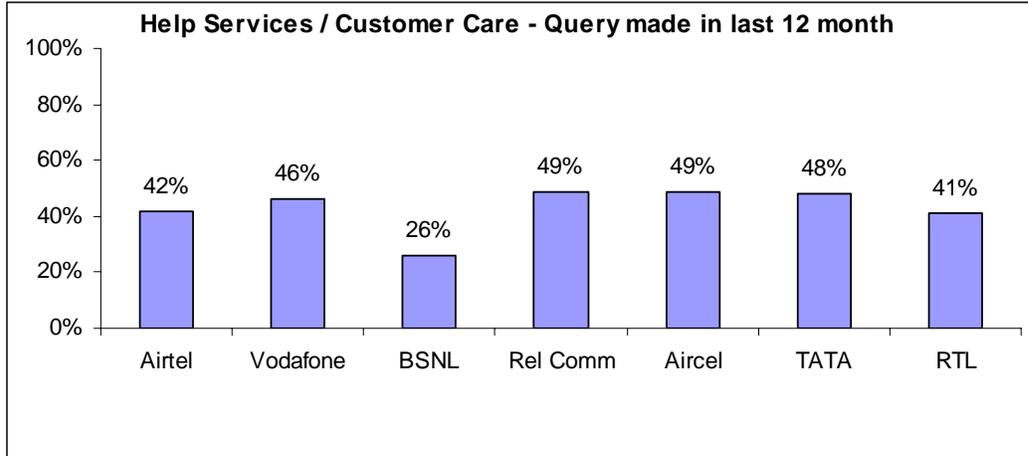


As seen with postpaid services, the major reason of dissatisfaction for prepaid subscribers is the fact that they claim that they are being charged for calls / services which they have not made / used.

### 5.2.3 Help Services

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

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



Penetration of customers who have contacted customer care in the last 12 months is maximum for RCOM & Aircel at 49% and lowest for BSNL at 26%.

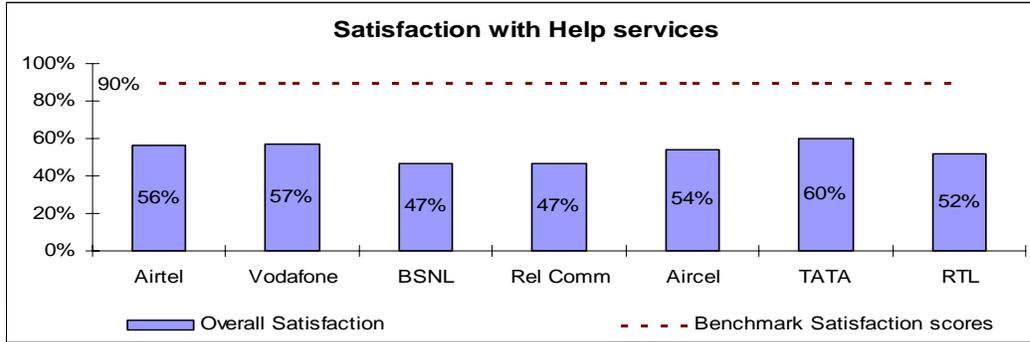
#### b. Level of satisfaction on various sub-aspects of help services

Satisfaction with Help Services / Customer Care	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Ease of access of call center toll free number	52%	52%	45%	45%	52%	58%	47%
Response time to answer call by customer care executive	56%	58%	48%	47%	55%	61%	53%
Problem solving ability of customer care executive	58%	59%	48%	49%	55%	60%	54%
Time taken by customer care executive in resolving complaints	57%	58%	47%	47%	53%	60%	53%

It is observed that TATA relatively outperforms other service providers on various sub-aspects of help services. RCOM subscribers in the West Bengal circle have the lowest level of satisfaction with help services provided by the operator.

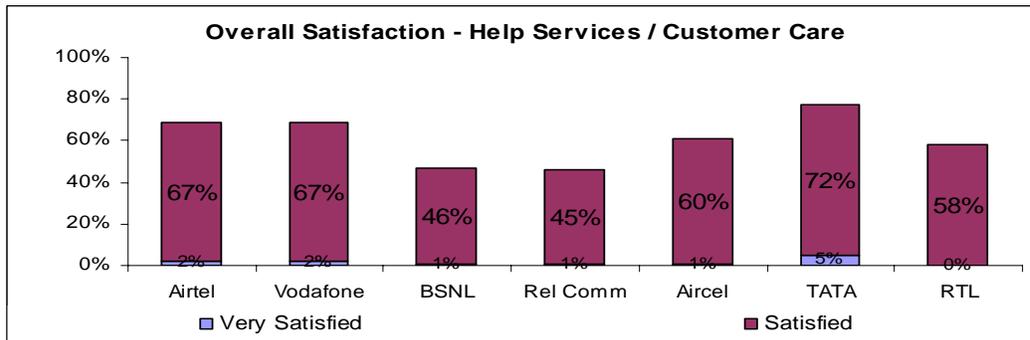
**c. Percentage of subscribers satisfied**

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
Very Satisfied	2%	2%	1%	1%	1%	5%	0%
Satisfied	67%	67%	46%	45%	60%	72%	58%



More than 3 out of every 4 subscribers of TATA are either satisfied or very satisfied with the help services provided. Airtel & Vodafone come second in line with 69% of their subscribers claiming that they are satisfied.

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

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

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

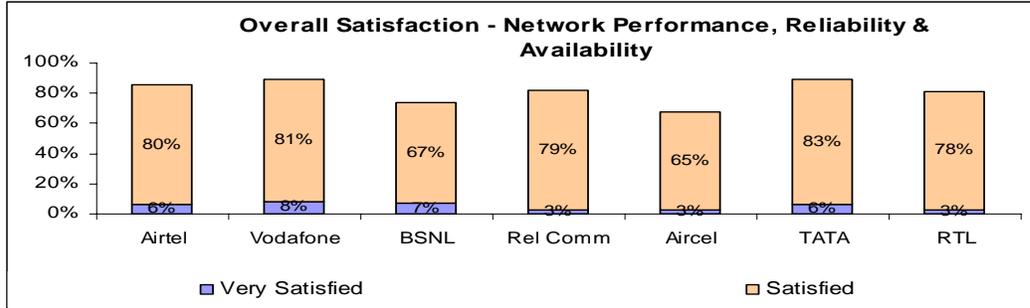
Satisfaction Scores	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
Availability of signal	64%	65%	57%	61%	55%	65%	60%
Ability to make or receive calls easily	64%	66%	58%	61%	55%	66%	62%
Voice quality	64%	66%	62%	62%	59%	65%	61%

Vodafone, Airtel and TATA are observed to be doing better than other operators in West Bengal circle on Network performance. Level of satisfaction of Aircel subscribers is relatively the lowest across all the sub-aspects of network related parameters.



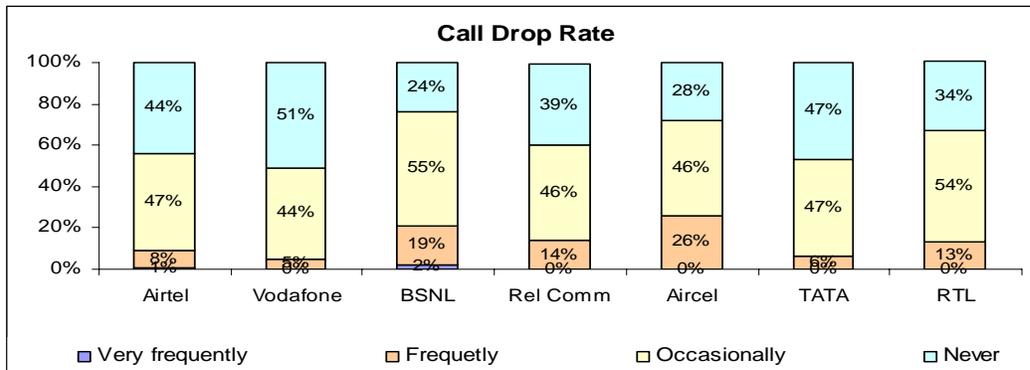
**b. Percentage of subscribers satisfied with network related parameters**

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
Very Satisfied	6%	8%	7%	3%	3%	6%	3%
Satisfied	80%	81%	67%	79%	65%	83%	78%



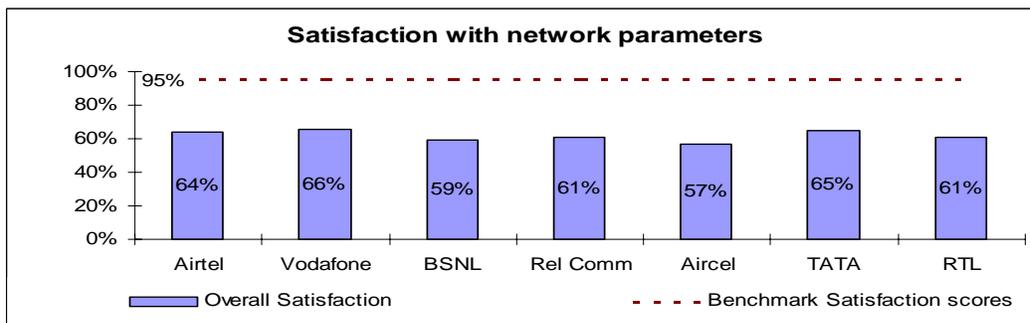
Almost 9 out of every 10 Vodafone & TATA subscribers claim to be either satisfied or very satisfied with network related parameters. However, only 68% of subscribers met for Aircel claim to be satisfied with network performance in West Bengal.

**c. Call drop rate:**



According to survey results call drops are more frequent for Aircel with 26% of subscribers claiming that they experience frequent call drops. This explains the low satisfaction scores obtained by Aircel on various network related parameters. BSNL is the second lowest with 19% of subscribers claiming the same.

**Level of satisfaction:**



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

### 5.2.5 Maintainability:

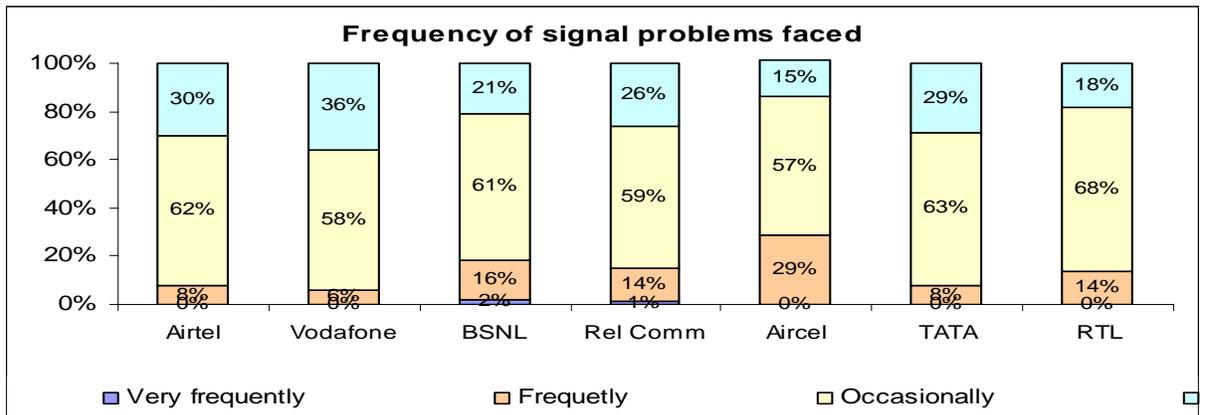
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

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

Satisfaction - Maintainability	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Availability of signal	64%	65%	58%	60%	54%	64%	59%
Restoration of signal problems	65%	65%	59%	61%	54%	64%	59%

Aircel scores lowest on various sub aspects of maintainability with satisfaction level of only 54% for both availability of signal and restoration of signal problems respectively. BSNL & RTL also do not perform well with respect to other operators on aspects of maintainability.

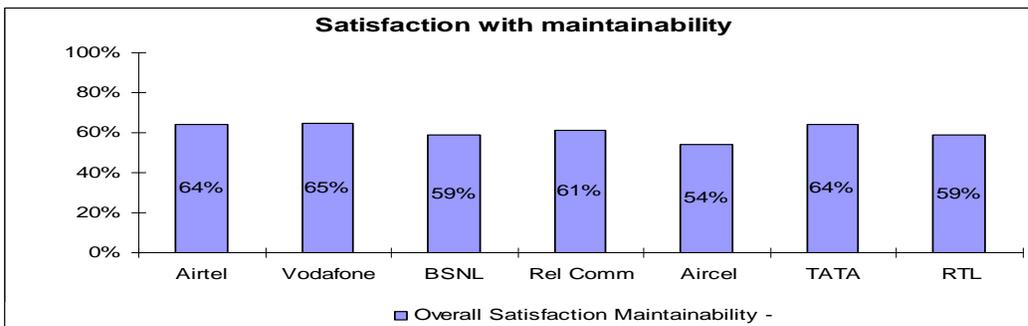
#### b. Frequency of signal problems faced:



As justified by low scores on maintainability aspects, 29% of Aircel subscribers have experienced signal problems at one time or the other. Interestingly, 18% of BSNL and 15% of RCOM subscribers say that they face signal problems frequently.

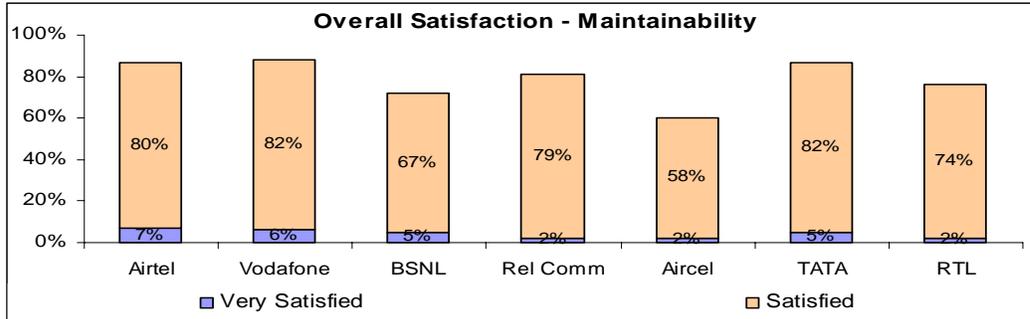
#### c. Percentage of subscribers satisfied with maintainability

##### Level of satisfaction with maintainability:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	Airtel	TATA	RTL
Very Satisfied	7%	6%	5%	2%	2%	5%	2%
Satisfied	80%	82%	67%	79%	58%	82%	74%

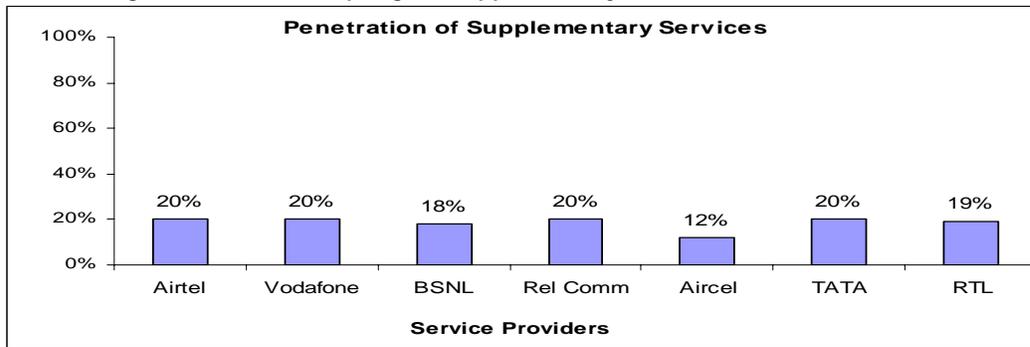


Vodafone, Airtel and TATA at 88%, 87% and 87% emerge as top three service providers on subscriber satisfaction with maintainability. Airtel brings up the rear with only 60% subscribers claiming that they are either “satisfied” or “very satisfied” with the maintainability aspects.

### 5.2.6 Supplementary services:

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

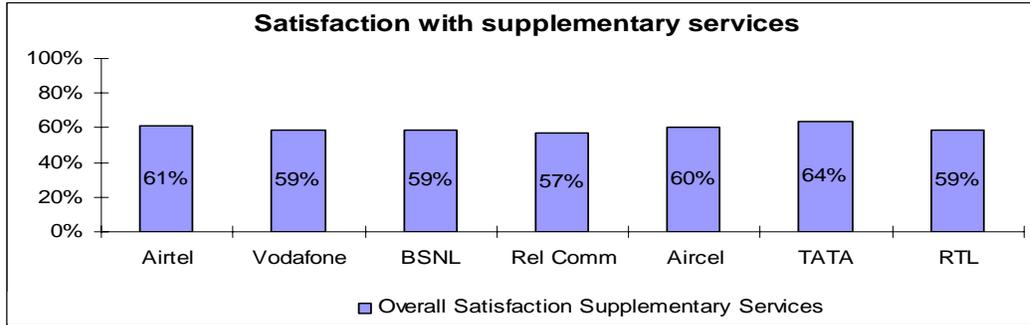
#### a. Percentage of subscribers opting for supplementary services:



The Percentage of subscribers using supplementary services such as call forwarding, call divert, voice mail, etc. is quite low for all service providers. 1 out of every 5 Airtel, Vodafone, RCOM & TATA subscribers use various supplementary services. The number drops down to 12% for Airtel. The major usage of supplementary services could be among the higher strata of society and also the professionals' category.

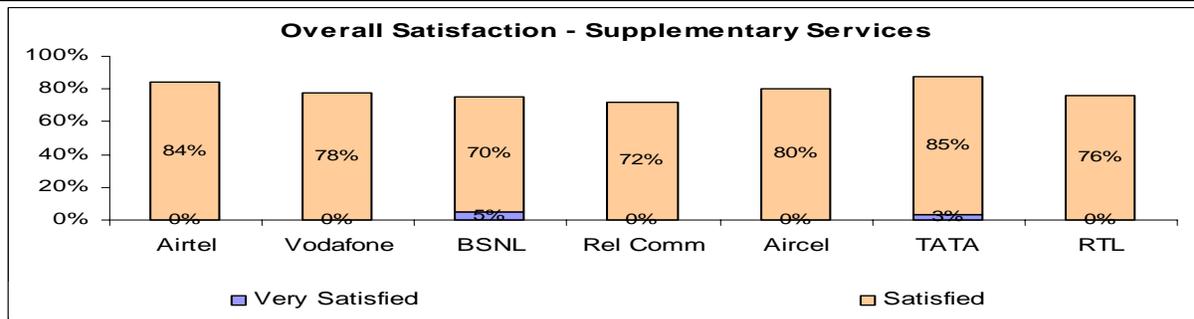
**b. Percentage of subscribers satisfied with supplementary services:**

Level of satisfaction with supplementary services:



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

Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	Aircel	TATA	RTL
Very Satisfied	0%	0%	5%	0%	0%	3%	0%
Satisfied	84%	78%	70%	72%	80%	85%	76%



Interestingly, very few of the subscribers who make use of supplementary services are “very satisfied” with quality of the same provided.

**5.2.7 Overall percentage of subscribers satisfied:**

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

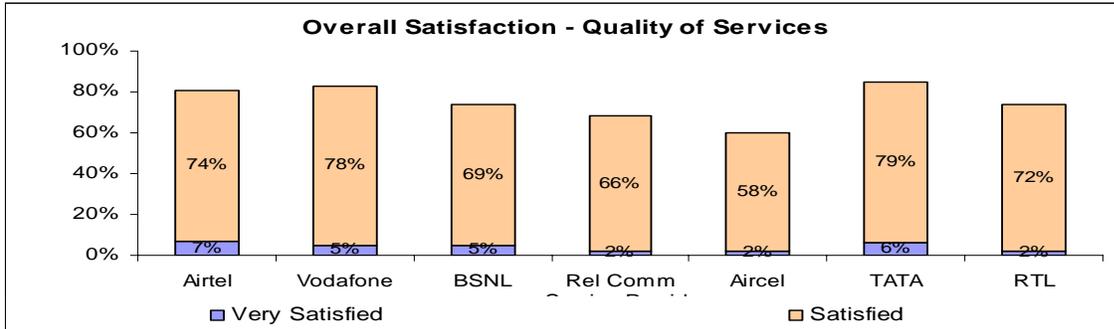
Level of satisfaction with Quality of services (Overall):



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



Overall Very Satisfied & Satisfied scores	Airtel	Vodafone	BSNL	RCOM	Airtel	TATA	RTL
Very Satisfied	7%	5%	5%	2%	2%	6%	2%
Satisfied	74%	78%	69%	66%	58%	79%	72%



85% of subscribers for TATA claim that they are either satisfied or very satisfied with overall quality of services. The lowest number of subscribers satisfied is for Airtel with only 60% saying that they are either 'satisfied' or 'very satisfied'.

### 5.2.8 Three stage redressal mechanism:

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

#### a. Call Center:

Awareness of Grievance Redressal Mechanism	Airtel	Vodafone	BSNL	RCOM	Airtel	TATA	RTL
Awareness of three stage grievance redressal mechanism	3%	6%	17%	5%	5%	4%	5%
Awareness of the names of following stages of grievance redressal set up by service provider							
Call Center	50%	52%	42%	64%	49%	56%	49%
Nodal Officer	2%	2%	1%	2%	3%	2%	2%
Appellate Authority	0%	0%	0%	0%	0%	0%	0%

The table depicts that the awareness of three stage grievance redressal mechanism is quite low across all service providers with BSNL subscribers being the most aware at 17%. The scores for other operators vary from 3% to 6%. But when we ask the awareness of call center, around 1 out of every 2 customers are aware across all the service providers. However, the awareness of nodal officer and appellate authority remains quite abysmal.

**b. Reasons for dissatisfaction with call center:**

For Pre-paid Customers	Airtel	Vodafone	BSNL	RCOM	Airtel	TATA	RTL
For pre-paid customers, awareness about getting item-wise call charge details on request	9%	7%	6%	8%	7%	7%	9%
If aware, ever denied of itemwise usage charge details for pre-paid connection	2%	3%	0%	0%	3%	3%	6%
For new customers, provisioning of 'Manual of Practice' while taking the new connection	69%	73%	21%	84%	77%	89%	62%

Out of the total number of subscribers who have recently applied for a connection, more than 60% of them across all operators except BSNL were given the 'Manual of Practice'. Only 21% of BSNL's subscribers were provided with the same.

Stage 1: Customer Care	Airtel	Vodafone	BSNL	RCOM	Airtel	TATA	RTL
Percentage - Complaints made to customer care within last 6 months							
Made complain to the customer care within last 6 months	7%	15%	7%	15%	18%	12%	10%
If lodged a complaint, provisioning of docket number:							
- No docket number received even on request	65%	81%	59%	78%	80%	68%	67%
- No docket number received for most of the complaints	9%	5%	22%	4%	5%	4%	12%
- Docket number received for most of the complaints	26%	15%	19%	18%	15%	28%	21%
Customer care informing about the action taken on the complaint	72%	94%	49%	89%	89%	91%	79%
Resolution of complaint by customer care within 4 weeks of lodging complaint	2%	3%	14%	6%	6%	13%	7%

The percentage of subscribers making complaints to the call center is quite low across all operators with 18% of Airtel and 15% RCOM and Vodafone subscribers lodging a complaint in the call center.

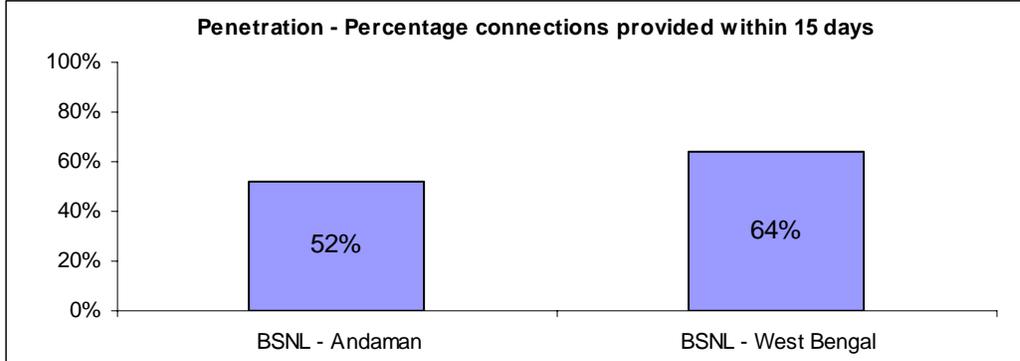
If dissatisfied with call center's complaint resolution, reasons for dissatisfaction:-	Airtel	Vodafone	BSNL	Rel Comm	Airtel	TATA	RTL
Difficult to connect call center executive	10%	8%	36%	6%	4%	4%	0%
Customer care executive not polite/courteous	10%	0%	7%	4%	2%	4%	21%
Customer care executive not equipped with adequate information	43%	54%	13%	62%	51%	56%	43%
Time taken by call center for redressal of complaint is too long	14%	17%	38%	9%	9%	20%	25%
The customer care executive was unable to understand the problem	33%	17%	34%	19%	36%	16%	29%

Out of the people who were dissatisfied with the resolution of complaint by customer care, most of those subscribers claim that the care center executive is not equipped with adequate information. For those subscribers who were able to connect to the call centre executive there was a feeling that customer care executive was not equipped with adequate information to answer his queries.

### 5.3 Detailed Findings – Broadband Services

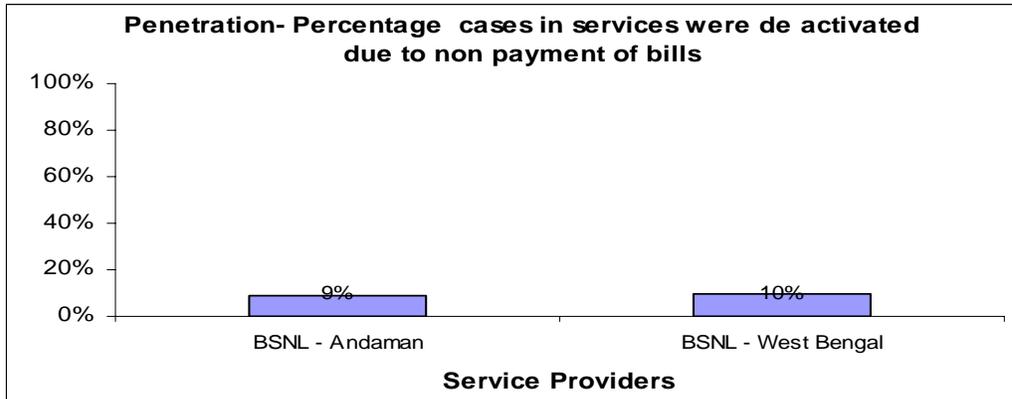
#### 5.3.1 Service Provision:

Incidence of provision of BB connection within 15 days



BSNL West Bengal leads the way with 64% of the subscribers saying that they were provided a working within 15 days. However, BSNL should look towards improving this percentage more.

Cases in which services de-activated

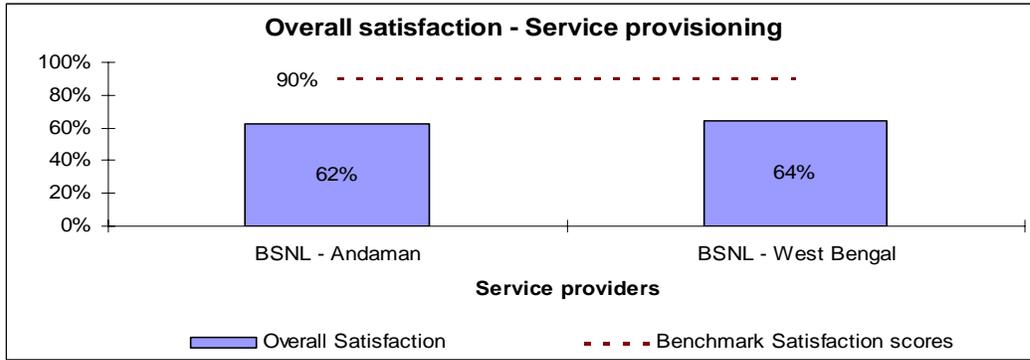


9% BSNL Andaman & 10% of BSNL West Bengal subscribers claim that their services were deactivated due to non-payment of bills.

Satisfaction level with Service Provision	BSNL - Andaman	BSNL - West Bengal
Satisfaction with time taken to provide a new connection	61%	64%
Satisfaction with time taken time taken to reactivate the service	69%	64%

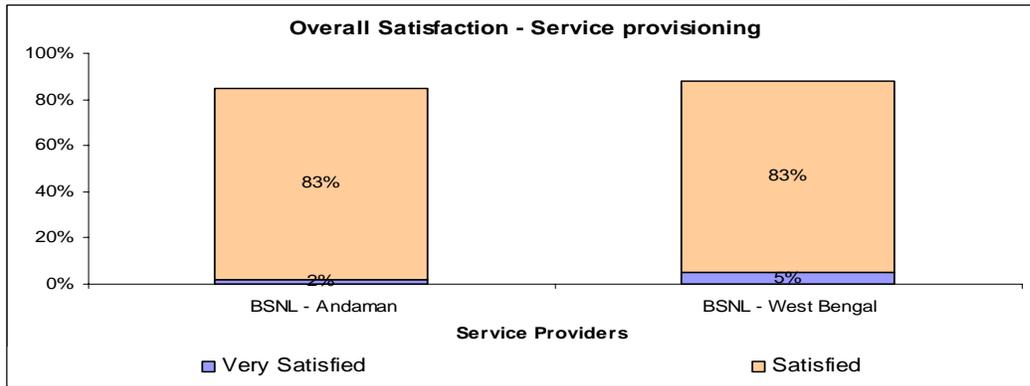
BSNL West Bengal leads the way with 64% subscriber satisfaction level with the time taken to provide a new connection after submitting a request while BSNL Andaman leads with 69% level of subscriber satisfaction with the time taken to reactivate their services after deactivation.

**Level of satisfaction:**



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

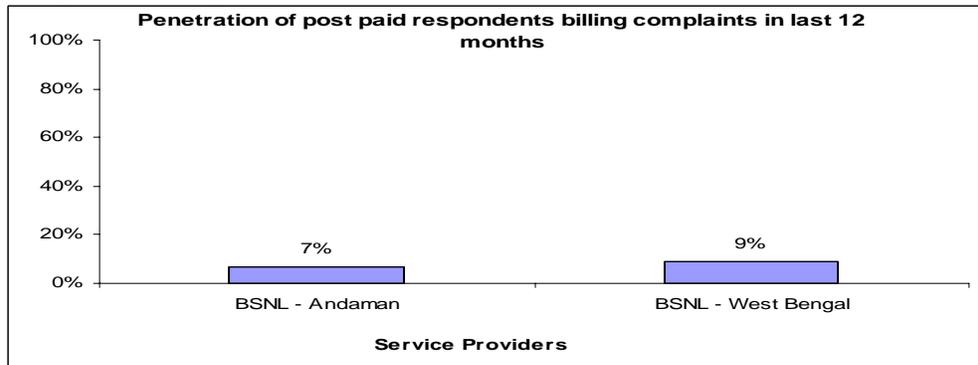
Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	2%	5%
Satisfied	83%	83%



88% subscribers of BSNL West Bengal say that they are either “Very Satisfied” or “Satisfied” with the service provision. Contrastingly, 85% of BSNL Andaman subscribers say that they are either “Very Satisfied” or “Satisfied”.

**5.3.2 Billing Performance:**

**Billing related complaints**

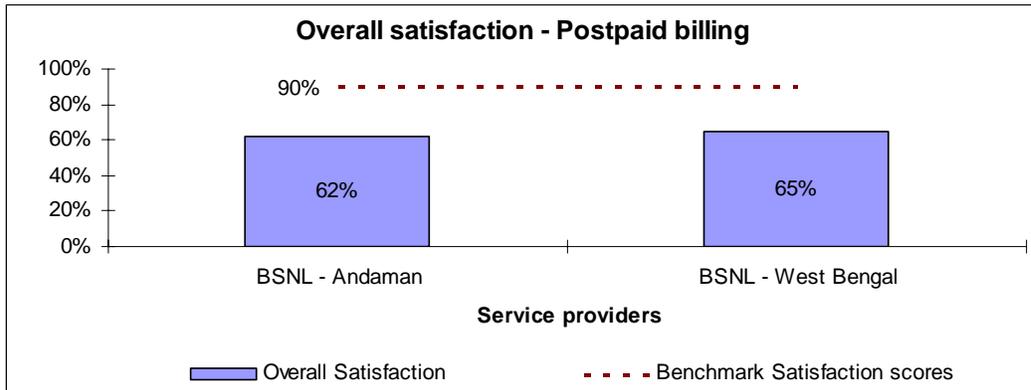


9% of BSNL West Bengal & 7 % of BSNL Andaman subscribers claim that they have made a billing complaint in the last 12 months.

Satisfaction with Billing Parameters	BSNL - Andaman	BSNL - West Bengal
Timely delivery of bills	59%	65%
Accuracy of bills	65%	67%
Process of resolution of billing complaints	40%	51%
Clarity i.e. transparency and understandability of bills	64%	66%

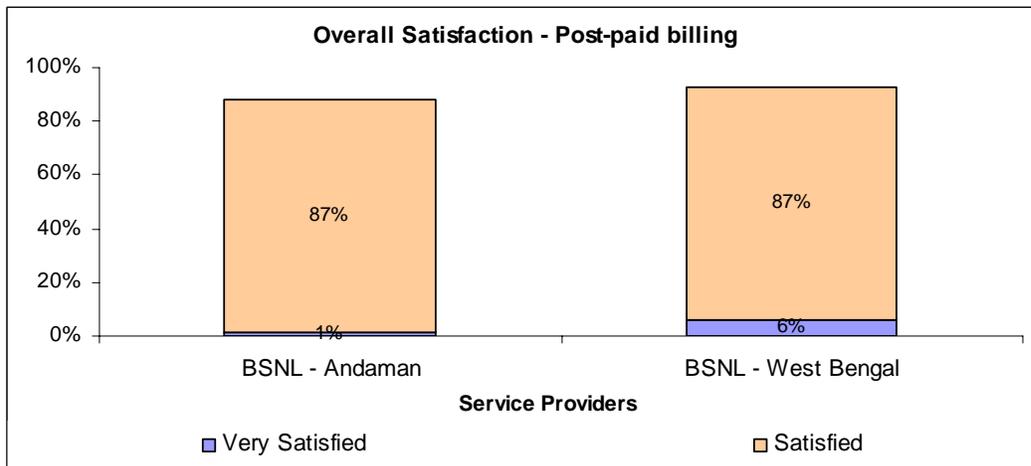
The level of satisfaction of BSNL West Bengal subscribers with various aspects of billing is relatively more than that of BSNL Andaman subscribers. The major point with subscribers is the process of resolution of billing complaints which is followed by the service provider.

**Level of satisfaction:**



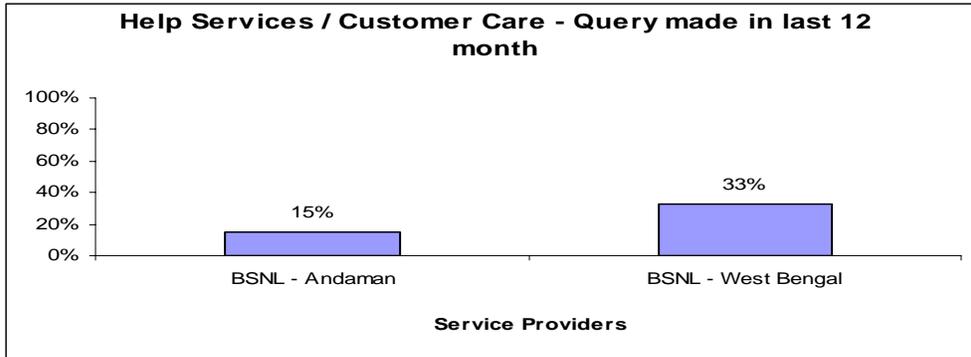
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	1%	6%
Satisfied	87%	87%



Interestingly, as high as 93% of BSNL West Bengal and 88% of BSNL Andaman subscribers say that they are satisfied with various billing aspects. However, only a few among them claim to be very satisfied.

### 5.3.3 Help Services:



One-third of BSNL West Bengal subscribers claim to have made a query to the call center in the last 12 months. The number is quite low of BSNL Andaman at only 15%.

Satisfaction level with Help Services / Customer Care	BSNL - Andaman	BSNL - West Bengal
Ease of access of call center toll free number	55%	54%
Response time to answer call by customer care executive	53%	54%
Problem solving ability of customer care executive	50%	55%
Time taken by customer care executive in resolving complaints	50%	55%

Satisfaction with help services is the low across all sub-aspects for BSNL Andaman. The major problem areas for subscribers are the problem solving abilities of the call center executives and time taken for resolution of complaints.

#### Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores with customer care	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	0%	5%
Satisfied	60%	58%

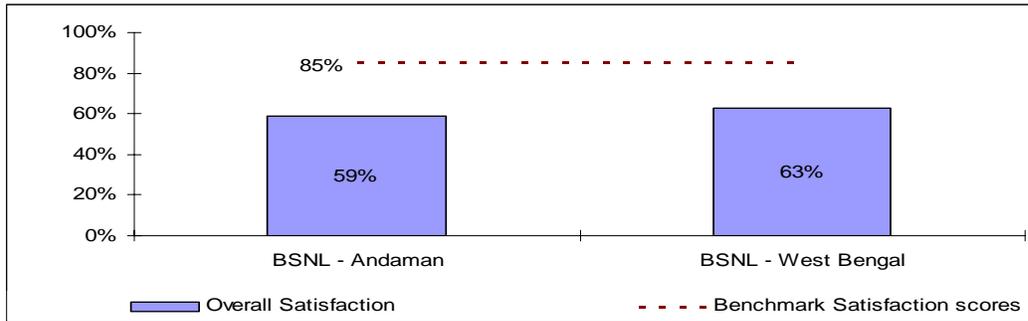
The above table depicts that BSNL West Bengal has 63% and BSNL Andaman 60% of subscribers claiming to be either satisfied or very satisfied with help services.

### 5.3.4 Network performance, reliability and availability:

Satisfaction level with Network Performance, Reliability and Availability	BSNL - Andaman	BSNL - West Bengal
Speed of broadband connection	59%	63%
Time for which the service is up and working	59%	62%

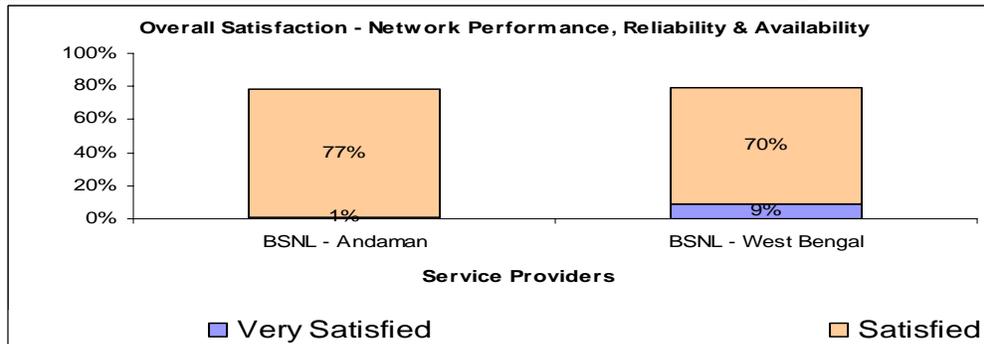
Level of satisfaction with speed of broadband connection varies slightly across BSNL Andaman & BSNL West Bengal. Similarly, there is a marginal difference in satisfaction level with the time for which the service is up with scores of BSNL ranging from 59% to 62%.

#### Level of satisfaction:



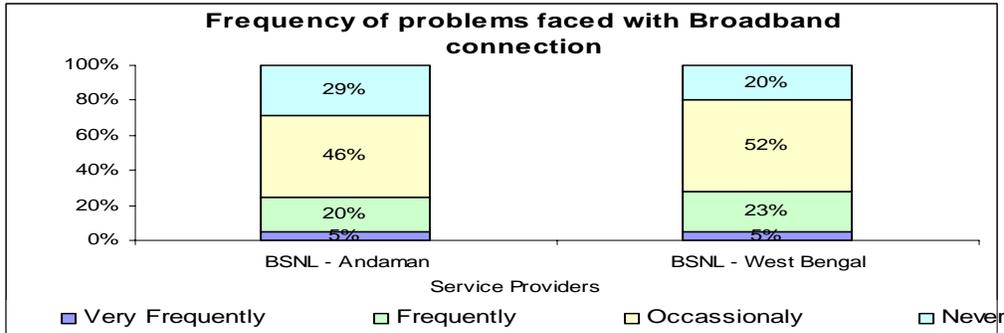
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	1%	9%
Satisfied	77%	70%

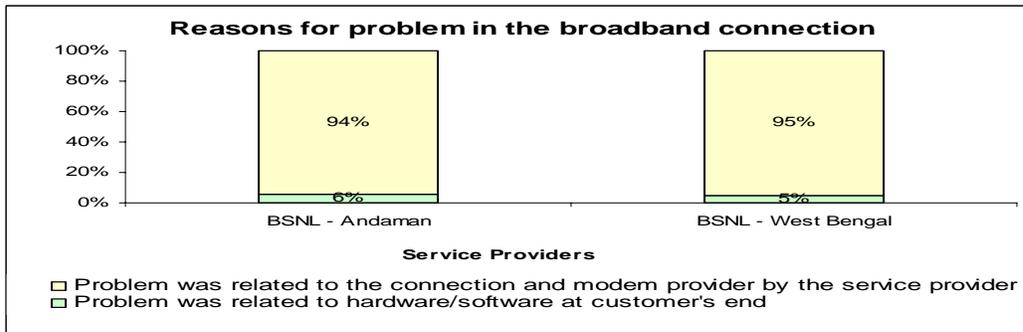


Around 8 out of every 10 subscribers met for BSNL West Bengal and Andaman claim to be either "satisfied" or "very satisfied" with network performance, reliability and availability. However, BSNL West Bengal has more number of very satisfied subscribers than BSNL Andaman.

### 5.3.5 Maintainability:

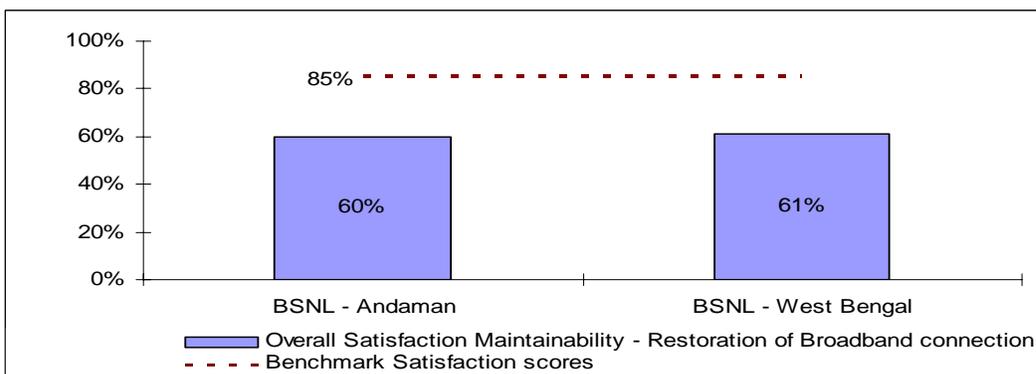


More than 70% of BSNL subscribers across West Bengal & Andaman claim that they either “never” or “occasionally” face a problem with their broadband connection. More than 20% subscribers say that they frequently face a problem with their broadband connection.



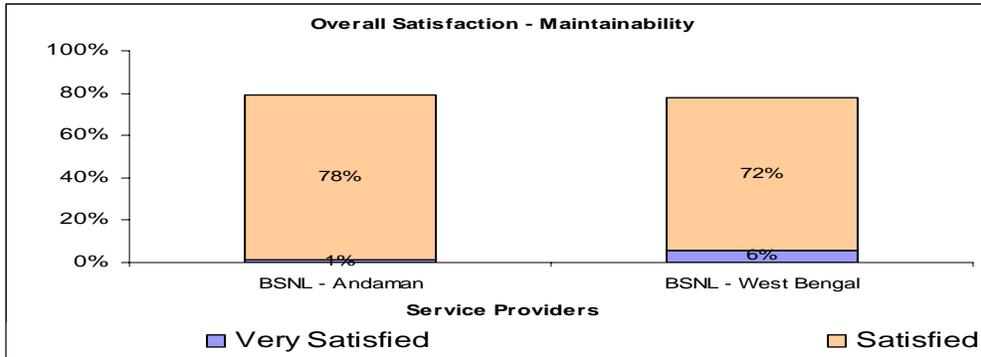
More than 90% of the subscribers of BSNL say that the problem was related to the connection and modem which was provided by the service provider. The major source of problem could be faults that come in modems from time to time.

### Level of satisfaction:



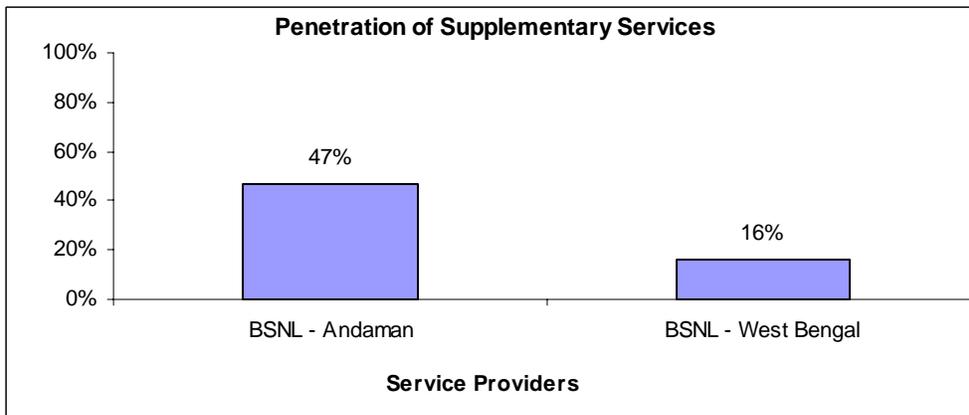
The scores of level of satisfaction have been explained in the executive summary.

Overall Very Satisfied & Satisfied scores with Maintainability	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	1%	6%
Satisfied	78%	72%



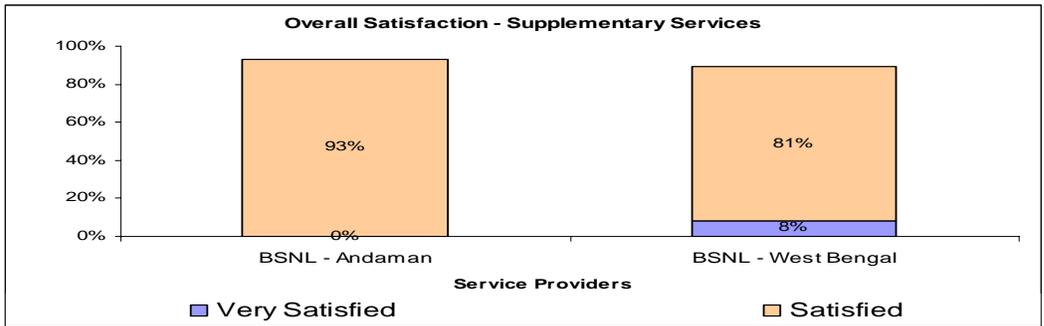
Around 80% of BSNL subscribers claim to be either “satisfied” or “very satisfied” with maintainability across both West Bengal and Andaman.

### 5.3.6 Supplementary Services:



The percentage of subscribers making use of supplementary services provided is quite low across BSNL West Bengal subscribers. However, almost half of BSNL Andaman subscribers have applied for supplementary services.

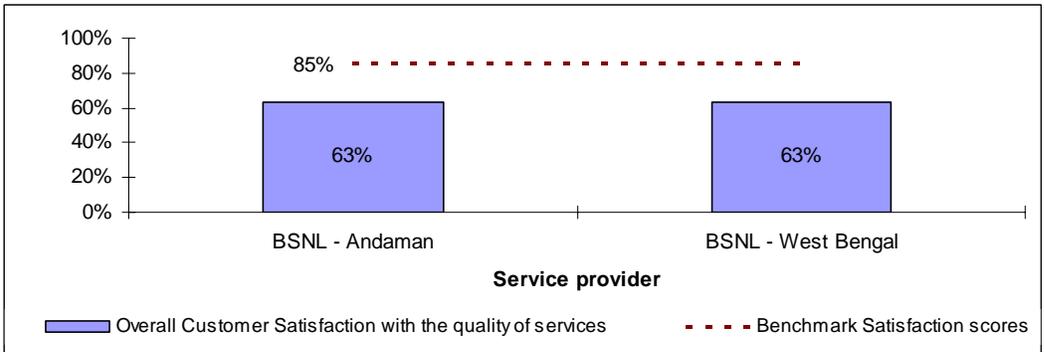
Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	0%	8%
Satisfied	93%	81%



Interesting, none of the subscribers of BSNL Andaman claim to be very satisfied with supplementary services provided in spite of 93% subscribers claiming that they are satisfied with supplementary services.

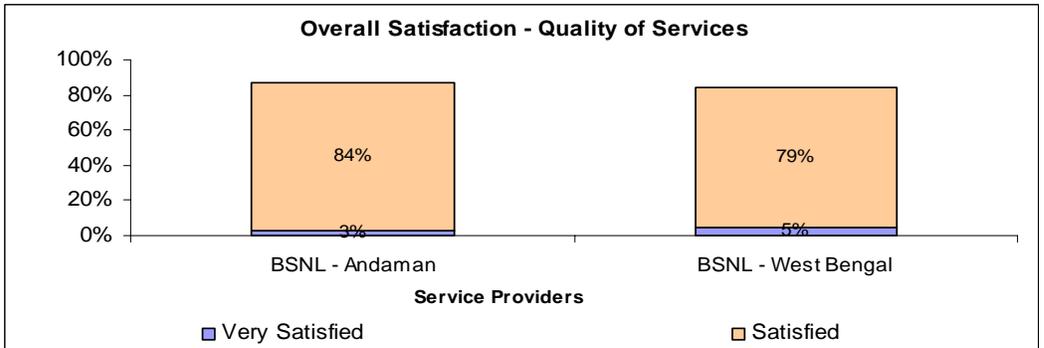
### 5.3.7 Percentage subscribers satisfied:

Level of satisfaction:



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

Overall Very Satisfied & Satisfied scores	BSNL - Andaman	BSNL - West Bengal
Very Satisfied	3%	5%
Satisfied	84%	79%



BSNL Andaman subscribers are more satisfied than BSNL West Bengal subscribers with the overall quality of Broadband services provided by BSNL.

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

Stage 1: Customer Care	BSNL - West Bengal
Penetration - Complaints made to customer care within last 6 months	7%
Customer care informing about the action taken on the complaint	41%
Resolution of complaint by customer care within 4 weeks of lodging complaint	24%
If lodged a complaint, provisioning of docket number:	
- No docket number received even on request	47%
- No docket number received for most of the complaints	12%
- Docket number received for most of the complaints	41%

None of BSNL Andaman and only 7% of BSNL West Bengal subscribers made complaints to the call center with only 41% out of those making complaints being informed about the action taken on their complaint. However, only one-fourth of subscribers lodging complaints claim that their complaint was resolved within 4 weeks.

Reasons for dissatisfaction with call centre complaint resolution :-	BSNL - West Bengal
Difficult to connect call center executive	6%
Customer care executive not polite/courteous	0%
Customer care executive not equipped with adequate information	13%
Time taken by call center for redressal of complaint is too long	63%
The customer care executive was unable to understand the problem	25%
Others	6%

The major reason for dissatisfaction of subscribers is the time taken by the call center for redressal of complaints.

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

### Key Take outs: Overall Level

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ Relatively, level of satisfaction of BSNL Andaman subscribers is higher than RCOM and BSNL West Bengal for almost all the parameters
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘maintainability’ and ‘Help Services’ of service providers. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ The complaint resolution area by Call Center executive is another identified pain point across the service providers. Most of the problem lies with the executive not being able to resolve the complaint of subscribers because he/she does not understand the problems of the subscriber.

### Key Take outs: Operator Wise

#### BSNL

- ✓ Considering the overall satisfaction scores on various parameters for consumer perception of services, BSNL in West Bengal circle needs to improve upon all the parameters as compared to BSNL Andaman.
- ✓ BSNL overall needs to concentrate on maintainability and help services aspect in order to improve the level of satisfaction of people.
- ✓ BSNL should also look into providing the Manual of Practice to all of the new subscribers
- ✓ It should also advertise about the 3 stage grievance redressal mechanism in order to educate the customers about the various processes through their complaints can be resolved
- ✓ Also, especially BSNL West Bengal needs to improve upon the supplementary services provided aspect.

#### RCOM

- ✓ RCOM also needs to improve upon the maintainability and help services parameter
- ✓ Its customers have experienced fewer faults in their connections as compared to BSNL. The same could also be because of the fact that it has low penetration in West Bengal and caters primarily to its internal customers.
- ✓ RCOM should look to improve its performance of network related parameters in order to raise the level of subscriber satisfaction

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

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

- ✓ Across all the 7 parameters, none of the service providers could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’, ‘maintainability’ & ‘supplementary services’ of service providers
- ✓ Interestingly, for all the operators the scores are relatively the same
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. Service providers should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.
- ✓ All the operators except BSNL seem to doing quite well on provisioning of Manual of Practice

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

#### **Airtel & Vodafone**

- ✓ Airtel scores over other operators on level of satisfaction of postpaid subscribers
- ✓ Vodafone subscribers are relatively more satisfied than subscribers of other operators on network related parameters
- ✓ The awareness of three stage redressal mechanism is quite low for both of these operators
- ✓ Vodafone needs to improve its performance on billing complaints received from postpaid subscribers
- ✓ Airtel scores the highest and Vodafone the lowest in the satisfaction for ‘process of resolution of billing complaints’

#### **BSNL & RCOM**

- ✓ Taking into account the various parameters of overall satisfaction, RCOM & BSNL need significant in the quality of help services that they are providing
- ✓ Also, their satisfaction with supplementary services is among the lowest
- ✓ BSNL & RCOM have received relatively low number of billing related complaints from postpaid subscribers
- ✓ BSNL relatively has lower satisfaction levels on network related parameters but it has highest numbers of subscribers who are aware of the three stage redressal mechanism

#### **RTL & Aircel**

- ✓ RTL & Aircel score quite low on network related parameters
- ✓ Also, the satisfaction level of subscribers of both of these service providers with help services is quite low

- ✓ The awareness of three stage grievance redressal mechanism is quite low across these operators
- ✓ Aircel relatively has the lowest overall level of subscriber satisfaction
- ✓ Also, the satisfaction levels of Aircel subscribers is quite low for aspects related to maintainability

### Tata Teleservices

- ✓ TATA relatively has higher satisfaction scores across most of the parameters.
- ✓ Tata Teleservices, needs to improve the quality of help services provided, although its services are better than most of the operators
- ✓ TATA also scores quite well across network related parameters

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

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

- ✓ Across all the 7 parameters, BSNL could meet the benchmark for even a single parameter, when the “Quality of Service” is looked from the consumer survey.
- ✓ Relatively, the satisfaction level for Broadband services of BSNL West Bengal is higher than BSNL Andaman
- ✓ There is a need to improve the satisfaction level of subscribers with respect to ‘Help Services’ and network related parameters of BSNL. These are two areas where service providers are performing relatively poor as far as satisfaction level of customers is concerned.
- ✓ Importantly, process of resolution of billing complaints has also emerged as a pain point for Broadband service
- ✓ The awareness of 3-stage grievance redressal mechanism is observed to be low. BSNL should advertise the 3-stage process detailing about Nodal officer and Appellate authority in national and regional dailies on a periodic basis.

## 7.0 Annexure (Question wise Responses)

### 7.1 Basic (Wireline)

Gender of Respondent

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
GENDER	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
	Male	Count	892	92	360	440
		Percentage	70.2%	92.0%	63.2%	73.3%
	Female	Count	378	8	210	160
		Percentage	29.8%	8.0%	36.8%	26.7%

Age of Respondent

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
AGE	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
	< 25	Count	139	17	63	59
		Percentage	10.9%	17.0%	11.1%	9.8%
	25-60	Count	1,032	81	473	478
		Percentage	81.3%	81.0%	83.0%	79.7%
	> 60	Count	99	2	34	63
Percentage		7.8%	2.0%	6.0%	10.5%	

Usage Type

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
TYPE	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
	Residential	Count	933	18	420	495
		Percentage	73.5%	18.0%	73.7%	82.5%
	Commercial	Count	337	82	150	105
		Percentage	26.5%	82.0%	26.3%	17.5%

Area

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
AREA	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
		Rural	Count	639	23	235
	Percentage		50.3%	23.0%	41.2%	63.5%
	Urban	Count	631	77	335	219
		Percentage	49.7%	77.0%	58.8%	36.5%

User Type

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
USER_TYPE	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
		Postpaid	Count	1,164	5	563
	Percentage		91.7%	5.0%	98.8%	99.3%
	Prepaid	Count	106	95	7	4
		Percentage	8.3%	95.0%	1.2%	0.7%

Q 1. Last application for a phone connection

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q1	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
		< 6 months	Count	28	9	13
	Percentage		2.2%	9.0%	2.3%	1.0%
	6-12 months	Count	29	16	7	6
		Percentage	2.3%	16.0%	1.2%	1.0%
	> 12 months	Count	1,213	75	550	588
		Percentage	95.5%	75.0%	96.5%	98.0%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q2	Answering Base	Count	57	25	20	12
		> 30 days	Count	10	0	6
		Percentage	17.5%	0.0%	30.0%	33.3%
	16-30 days	Count	8	1	6	1
		Percentage	14.0%	4.0%	30.0%	8.3%
	7-15 days	Count	15	6	7	2
		Percentage	26.3%	24.0%	35.0%	16.7%
	<7 days	Count	24	18	1	5
		Percentage	42.1%	72.0%	5.0%	41.7%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q3	Answering Base	Count	57	25	20	12
		Percentage	4.5%	25.0%	3.5%	2.0%
	Not specified	Count	1,213	75	550	588
		Percentage	95.5%	75.0%	96.5%	98.0%
	Very Satisfied	Count	1	1	0	0
		Percentage	1.8%	4.0%	0.0%	0.0%
	Satisfied	Count	46	21	17	8
		Percentage	80.7%	84.0%	85.0%	66.7%
	Dissatisfied	Count	9	3	3	3
		Percentage	15.8%	12.0%	15.0%	25.0%
	Very Dissatisfied	Count	1	0	0	1
		Percentage	1.8%	0.0%	0.0%	8.3%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q4	Answering Base	Count	102	1	71	30
		Percentage	8.0%	1.0%	12.5%	5.0%
	Not specified	Count	1,168	99	499	570
		Percentage	92.0%	99.0%	87.5%	95.0%
	Very Satisfied	Count	12	0	9	3
		Percentage	11.8%	0.0%	12.7%	10.0%
	Satisfied	Count	73	0	50	23
		Percentage	71.6%	0.0%	70.4%	76.7%
	Dissatisfied	Count	14	1	11	2
		Percentage	13.7%	100.0%	15.5%	6.7%
Very Dissatisfied	Count	3	0	1	2	
	Percentage	2.9%	0.0%	1.4%	6.7%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	91	2	67	22
		Percentage	7.2%	2.0%	11.8%	3.7%
	Not specified	Count	1,179	98	503	578
		Percentage	92.8%	98.0%	88.2%	96.3%
Q5	Very Satisfied	Count	10	0	9	1
		Percentage	11.0%	0.0%	13.4%	4.5%
	Satisfied	Count	77	1	56	20
		Percentage	84.6%	50.0%	83.6%	90.9%
Dissatisfied	Count	4	1	2	1	
	Percentage	4.4%	50.0%	3.0%	4.5%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q6	Answering Base	Count	1,158	4	558	596
		Percentage	91.2%	4.0%	97.9%	99.3%
	Not specified	Count	112	96	12	4
		Percentage	8.8%	96.0%	2.1%	0.7%
	Very Satisfied	Count	10	1	1	8
		Percentage	0.9%	25.0%	0.2%	1.3%
	Satisfied	Count	994	3	452	539
		Percentage	85.8%	75.0%	81.0%	90.4%
	Dissatisfied	Count	148	0	101	47
		Percentage	12.8%	0.0%	18.1%	7.9%
	Very Dissatisfied	Count	6	0	4	2
		Percentage	0.5%	0.0%	0.7%	0.3%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,142	4	543	595
		Percentage	89.9%	4.0%	95.3%	99.2%
	Not specified	Count	128	96	27	5
		Percentage	10.1%	96.0%	4.7%	0.8%
Q7A	Very Satisfied	Count	12	1	2	9
		Percentage	1.1%	25.0%	0.4%	1.5%
	Satisfied	Count	985	3	508	474
		Percentage	86.3%	75.0%	93.6%	79.7%
	Dissatisfied	Count	139	0	32	107
		Percentage	12.2%	0.0%	5.9%	18.0%
Very Dissatisfied	Count	6	0	1	5	
	Percentage	0.5%	0.0%	0.2%	0.8%	

**Q 7b. Reasons for dissatisfaction**

			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
Q 7b. Reasons for dissatisfaction	Total	Count	145	33	112
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	145	33	112
		Percentage			
	Charges not as per tariff plan subscribed	Count	12	5	7
		Percentage	8.3%	15.2%	6.3%
	Tariff plan changed without information	Count	3	1	2
		Percentage	2.1%	3.0%	1.8%
	Charged for value added services not subscribed	Count	18	4	14
		Percentage	12.4%	12.1%	12.5%
Charged for calls/services not made/used	Count	92	23	69	
	Percentage	63.4%	69.7%	61.6%	
Others	Count	34	3	31	
	Percentage	23.4%	9.1%	27.7%	

**Q 8. Billing related complaints made**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	1,164	5	563	596
		Percentage				
	Yes	Count	113	0	50	63
		Percentage	9.7%	0.0%	8.9%	10.6%
	No	Count	1,051	5	513	533
		Percentage	90.3%	100.0%	91.1%	89.4%

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

			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	113	50	63
		Percentage	100.0%	100.0%	100.0%
Q9	Answering Base	Count	110	47	63
		Percentage	97.3%	94.0%	100.0%
	Not specified	Count	3	3	0
		Percentage	2.7%	6.0%	0.0%
Satisfied	Count	25	14	11	
	Percentage	22.7%	29.8%	17.5%	
Dissatisfied	Count	74	31	43	
	Percentage	67.3%	66.0%	68.3%	
Very Dissatisfied	Count	11	2	9	
	Percentage	10.0%	4.3%	14.3%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q10A	Answering Base	Count	1,146	4	552	590
		Percentage	90.2%	4.0%	96.8%	98.3%
	Not specified	Count	124	96	18	10
		Percentage	9.8%	96.0%	3.2%	1.7%
	Very Satisfied	Count	10	1	3	6
		Percentage	0.9%	25.0%	0.5%	1.0%
	Satisfied	Count	1,057	3	524	530
		Percentage	92.2%	75.0%	94.9%	89.8%
	Dissatisfied	Count	72	0	23	49
		Percentage	6.3%	0.0%	4.2%	8.3%
Very Dissatisfied	Count	7	0	2	5	
	Percentage	0.6%	0.0%	0.4%	0.8%	

**Q 10b. Reasons for dissatisfaction**

			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	79	25	54
		Percentage	100.0%	100.0%	100.0%
Q 10b. Reasons for dissatisfaction	Answering Base	Count	79	25	54
		Percentage	100.0%	100.0%	100.0%
	Difficult to read the bill	Count	2	1	1
		Percentage	2.5%	4.0%	1.9%
	Difficult to understand the language	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Calculations not clear	Count	47	18	29
		Percentage	59.5%	72.0%	53.7%
	Item-wise charges not given	Count	36	12	24
		Percentage	45.6%	48.0%	44.4%
Others	Count	8	5	3	
	Percentage	10.1%	20.0%	5.6%	

**Q 11. Accuracy of charges deducted**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q11	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	172	96	24	52
		Percentage	13.5%	96.0%	4.2%	8.7%
	Not specified	Count	1,098	4	546	548
		Percentage	86.5%	4.0%	95.8%	91.3%
	Very Satisfied	Count	24	2	1	21
		Percentage	14.0%	2.1%	4.2%	40.4%
	Satisfied	Count	109	81	21	7
		Percentage	63.4%	84.4%	87.5%	13.5%
	Dissatisfied	Count	35	13	2	20
		Percentage	20.3%	13.5%	8.3%	38.5%
	Very Dissatisfied	Count	4	0	0	4
		Percentage	2.3%	0.0%	0.0%	7.7%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q12	Answering Base	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Yes	Count	359	34	135	190
		Percentage	28.3%	34.0%	23.7%	31.7%
	No	Count	911	66	435	410
		Percentage	71.7%	66.0%	76.3%	68.3%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	359	34	135	190
		Percentage	100.0%	100.0%	100.0%	100.0%
Q13	Answering Base	Count	359	34	135	190
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Satisfied	Count	254	19	124	111
		Percentage	70.8%	55.9%	91.9%	58.4%
	Dissatisfied	Count	99	15	10	74
		Percentage	27.6%	44.1%	7.4%	38.9%
	Very Dissatisfied	Count	6	0	1	5
		Percentage	1.7%	0.0%	0.7%	2.6%

**Q 14. Satisfaction with response time**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q14	Total	Count	359	34	135	190
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	359	34	135	190
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Satisfied	Count	280	23	122	135
		Percentage	78.0%	67.6%	90.4%	71.1%
	Dissatisfied	Count	74	10	12	52
		Percentage	20.6%	29.4%	8.9%	27.4%
	Very Dissatisfied	Count	5	1	1	3
		Percentage	1.4%	2.9%	0.7%	1.6%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	359	34	135	190
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	359	34	135	190
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q15	Satisfied	Count	279	21	120	138
		Percentage	77.7%	61.8%	88.9%	72.6%
	Dissatisfied	Count	74	13	14	47
		Percentage	20.6%	38.2%	10.4%	24.7%
	Very Dissatisfied	Count	6	0	1	5
		Percentage	1.7%	0.0%	0.7%	2.6%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	359	34	135	190
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	359	34	135	190
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q16	Satisfied	Count	276	19	120	137
		Percentage	76.9%	55.9%	88.9%	72.1%
	Dissatisfied	Count	78	15	14	49
		Percentage	21.7%	44.1%	10.4%	25.8%
	Very Dissatisfied	Count	5	0	1	4
		Percentage	1.4%	0.0%	0.7%	2.1%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q17	Answering Base	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Very Satisfied	Count	12	3	8	1
		Percentage	0.9%	3.0%	1.4%	0.2%
	Satisfied	Count	1,091	81	530	480
		Percentage	85.9%	81.0%	93.0%	80.0%
	Dissatisfied	Count	155	16	28	111
		Percentage	12.2%	16.0%	4.9%	18.5%
	Very Dissatisfied	Count	12	0	4	8
		Percentage	0.9%	0.0%	0.7%	1.3%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q18	Very Satisfied	Count	19	3	12	4
		Percentage	1.5%	3.0%	2.1%	0.7%
	Satisfied	Count	1,098	77	533	488
		Percentage	86.5%	77.0%	93.5%	81.3%
	Dissatisfied	Count	148	20	24	104
		Percentage	11.7%	20.0%	4.2%	17.3%
	Very Dissatisfied	Count	5	0	1	4
		Percentage	0.4%	0.0%	0.2%	0.7%

**Q 19. Satisfaction with voice quality**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,268	100	568	600
		Percentage	99.8%	100.0%	99.6%	100.0%
	Not specified	Count	2	0	2	0
		Percentage	0.2%	0.0%	0.4%	0.0%
Q19	Very Satisfied	Count	20	3	12	5
		Percentage	1.6%	3.0%	2.1%	0.8%
	Satisfied	Count	1,045	74	516	455
		Percentage	82.4%	74.0%	90.8%	75.8%
	Dissatisfied	Count	197	23	40	134
		Percentage	15.5%	23.0%	7.0%	22.3%
	Very Dissatisfied	Count	6	0	0	6
		Percentage	0.5%	0.0%	0.0%	1.0%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	1,270	100	570	600
		Percentage				
	Yes	Count	738	17	355	366
		Percentage	58.1%	17.0%	62.3%	61.0%
No	Count	532	83	215	234	
	Percentage	41.9%	83.0%	37.7%	39.0%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	738	17	355	366
		Percentage	100.0%	100.0%	100.0%	100.0%
Q21	Answering Base	Count	724	17	341	366
		Percentage				
	More than 3 times	Count	23	1	15	7
		Percentage	3.2%	5.9%	4.4%	1.9%
	2-3 times	Count	160	2	69	89
		Percentage	22.1%	11.8%	20.2%	24.3%
	One time	Count	231	10	84	137
		Percentage	31.9%	58.8%	24.6%	37.4%
	Nil	Count	310	4	173	133
		Percentage	42.8%	23.5%	50.7%	36.3%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q22	Total	Count	738	17	355	366
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	736	17	355	364
		Percentage				
	More than 7 days	Count	98	4	51	43
		Percentage	13.3%	23.5%	14.4%	11.8%
	4 - 7 days	Count	119	4	42	73
		Percentage	16.2%	23.5%	11.8%	20.1%
	2-3 days	Count	379	4	228	147
		Percentage	51.5%	23.5%	64.2%	40.4%
1 day	Count	140	5	34	101	
	Percentage	19.0%	29.4%	9.6%	27.7%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	738	17	355	366
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	730	17	350	363
		Percentage	98.9%	100.0%	98.6%	99.2%
	Not specified	Count	8	0	5	3
		Percentage	1.1%	0.0%	1.4%	0.8%
Q23	Very Satisfied	Count	8	0	5	3
		Percentage	1.1%	0.0%	1.4%	0.8%
	Satisfied	Count	475	9	249	217
		Percentage	65.1%	52.9%	71.1%	59.8%
	Dissatisfied	Count	217	7	84	126
		Percentage	29.7%	41.2%	24.0%	34.7%
	Very Dissatisfied	Count	30	1	12	17
		Percentage	4.1%	5.9%	3.4%	4.7%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	1,270	100	570	600
		Percentage				
	Yes	Count	159	1	139	19
		Percentage	12.5%	1.0%	24.4%	3.2%
No	Count	1,111	99	431	581	
	Percentage	87.5%	99.0%	75.6%	96.8%	

**Q 25. Satisfaction with supplementary services**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	159	1	139	19
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	152	1	132	19
		Percentage	95.6%	100.0%	95.0%	100.0%
	Not specified	Count	7	0	7	0
		Percentage	4.4%	0.0%	5.0%	0.0%
Q25	Very Satisfied	Count	2	0	2	0
		Percentage	1.3%	0.0%	1.5%	0.0%
	Satisfied	Count	134	1	123	10
		Percentage	88.2%	100.0%	93.2%	52.6%
	Dissatisfied	Count	13	0	6	7
		Percentage	8.6%	0.0%	4.5%	36.8%
Very Dissatisfied	Count	3	0	1	2	
	Percentage	2.0%	0.0%	0.8%	10.5%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,259	100	563	596
		Percentage	99.1%	100.0%	98.8%	99.3%
	Not specified	Count	11	0	7	4
		Percentage	0.9%	0.0%	1.2%	0.7%
Q26A	Very Satisfied	Count	13	5	4	4
		Percentage	1.0%	5.0%	0.7%	0.7%
	Satisfied	Count	926	64	464	398
		Percentage	73.6%	64.0%	82.4%	66.8%
	Dissatisfied	Count	302	30	89	183
		Percentage	24.0%	30.0%	15.8%	30.7%
Very Dissatisfied	Count	18	1	6	11	
	Percentage	1.4%	1.0%	1.1%	1.8%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base	Count	670	75	329	266
		Percentage	52.7%	75.0%	57.7%	44.3%
	Yes	Count	19	5	5	9
		Percentage	2.8%	6.7%	1.5%	3.4%
No	Count	651	70	324	257	
	Percentage	97.2%	93.3%	98.5%	96.6%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Yes	Count	9	5	1	3
		Percentage	0.7%	5.0%	0.2%	0.5%
No	Count	1,261	95	569	597	
	Percentage	99.3%	95.0%	99.8%	99.5%	

**Q 29. Previous service provider**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	9	5	1	3
		Percentage	100.0%	100.0%	100.0%	100.0%
Q29	Answering Base	Count	9	5	1	3
		Percentage	100.0%	100.0%	100.0%	100.0%
Airtel	Count	2	2	0	0	
	Percentage	22.2%	40.0%	0.0%	0.0%	
BSNL	Count	6	2	1	3	
	Percentage	66.7%	40.0%	100.0%	100.0%	
Rel Com	Count	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	
TATA	Count	1	1	0	0	
	Percentage	11.1%	20.0%	0.0%	0.0%	
MTNL	Count	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	
HFCL	Count	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	
Shyam	Count	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	9	5	1	3
		Percentage	100.0%	100.0%	100.0%	100.0%
Q30	Answering Base	Count	8	4	1	3
		Percentage	100.0%	100.0%	100.0%	100.0%
More than 7 days	Count	3	2	1	0	
	Percentage	37.5%	50.0%	100.0%	0.0%	
4 - 7 days	Count	2	1	0	1	
	Percentage	25.0%	25.0%	0.0%	33.3%	
2-3 days	Count	2	0	0	2	
	Percentage	25.0%	0.0%	0.0%	66.7%	
1 day	Count	1	1	0	0	
	Percentage	12.5%	25.0%	0.0%	0.0%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q31	Total	Count	9	5	1	3
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	8	4	1	3
		Percentage	50.0%	25.0%	0.0%	100.0%
	Yes	Count	4	1	0	3
		Percentage	50.0%	25.0%	0.0%	100.0%
No	Count	4	3	1	0	
	Percentage	50.0%	75.0%	100.0%	0.0%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q32	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,259	100	567	592
		Percentage	0.4%	0.0%	0.2%	0.7%
	Yes	Count	5	0	1	4
		Percentage	0.4%	0.0%	0.2%	0.7%
	No	Count	1,234	100	549	585
		Percentage	98.0%	100.0%	96.8%	98.8%
Do not mind receiving such calls/SMS	Count	20	0	17	3	
	Percentage	1.6%	0.0%	3.0%	0.5%	

**Q 33. Still receiving unsolicited calls**

			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
Q33	Total	Count	5	1	4
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	4	0	4
		Percentage	25.0%	0.0%	25.0%
	Continued receiving	Count	1	0	1
		Percentage	25.0%	0.0%	25.0%
	Slight decrease	Count	1	0	1
		Percentage	25.0%	0.0%	25.0%
	Considerable decrease	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Stopped receiving	Count	2	0	2
		Percentage	50.0%	0.0%	50.0%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q34	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,267	100	568	599
	Yes	Count	49	6	19	24
		Percentage	3.9%	6.0%	3.3%	4.0%
	No	Count	1,218	94	549	575
Percentage		96.1%	94.0%	96.7%	96.0%	

**Q 35. Which stage aware of**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q 35. Which stage aware of	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
	Call Centre	Count	375	73	79	223
		Percentage	29.5%	73.0%	13.9%	37.2%
	Nodal Officer	Count	103	10	50	43
		Percentage	8.1%	10.0%	8.8%	7.2%
	Appellate Authority	Count	34	4	14	16
		Percentage	2.7%	4.0%	2.5%	2.7%
	None of these	Count	846	24	473	349
		Percentage	66.6%	24.0%	83.0%	58.2%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q36	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
	Yes	Count	116	8	13	95
		Percentage	9.1%	8.0%	2.3%	15.8%
	No	Count	1,154	92	557	505
Percentage		90.9%	92.0%	97.7%	84.2%	

**Q 37. Docket number**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q37	Total	Count	116	8	13	95
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	116	8	13	95
		No docket number received even on request	Count	62	8	5
	Percentage		53.4%	100.0%	38.5%	51.6%
	No docket number received for most of the complaints	Count	21	0	3	18
		Percentage	18.1%	0.0%	23.1%	18.9%
	Docket number received for most of the complaints	Count	33	0	5	28
Percentage		28.4%	0.0%	38.5%	29.5%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q38	Total	Count	116	8	13	95
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	116	8	13	95
		Yes	Count	93	8	9
	Percentage		80.2%	100.0%	69.2%	80.0%
	No	Count	23	0	4	19
		Percentage	19.8%	0.0%	30.8%	20.0%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q39	Total	Count	116	8	13	95
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	116	8	13	95
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Very Satisfied	Count	1	0	0	1
		Percentage	0.9%	0.0%	0.0%	1.1%
	Satisfied	Count	68	6	9	53
		Percentage	58.6%	75.0%	69.2%	55.8%
	Dissatisfied	Count	42	2	3	37
		Percentage	36.2%	25.0%	23.1%	38.9%
	Very Dissatisfied	Count	5	0	1	4
		Percentage	4.3%	0.0%	7.7%	4.2%

**Q 40. Reasons for dissatisfaction**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q 40. Reasons for dissatisfaction	Total	Count	47	2	4	41
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	47	2	4	41
		Percentage	100.0%	100.0%	100.0%	100.0%
	Difficult to connect to the call centre executive	Count	4	0	1	3
		Percentage	8.5%	0.0%	25.0%	7.3%
	Customer care executive not polite/courteous	Count	2	0	1	1
		Percentage	4.3%	0.0%	25.0%	2.4%
	Customer care executive not equipped with adequate informat	Count	14	1	0	13
		Percentage	29.8%	50.0%	0.0%	31.7%
	Time taken by call centre for redressal of complaint is long	Count	29	1	3	25
Percentage		61.7%	50.0%	75.0%	61.0%	
Customer care executive was unable to understand the problem	Count	18	0	1	17	
	Percentage	38.3%	0.0%	25.0%	41.5%	
Others	Count	0	0	0	0	
	Percentage	0.0%	0.0%	0.0%	0.0%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q41	Total	Count	116	8	13	95
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	116	8	13	95
		Percentage	100.0%	100.0%	100.0%	100.0%
	Yes	Count	12	1	0	11
		Percentage	10.3%	12.5%	0.0%	11.6%
	No	Count	54	1	6	47
		Percentage	46.6%	12.5%	46.2%	49.5%
	Not Applicable	Count	50	6	7	37
		Percentage	43.1%	75.0%	53.8%	38.9%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q42	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Yes	Count	7	1	5	1
		Percentage	0.6%	1.0%	0.9%	0.2%
	No	Count	1,263	99	565	599
		Percentage	99.4%	99.0%	99.1%	99.8%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q43	Total	Count	7	1	5	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	7	1	5	1
	Yes	Count	4	1	2	1
		Percentage	57.1%	100.0%	40.0%	100.0%
	No	Count	3	0	3	0
		Percentage	42.9%	0.0%	60.0%	0.0%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q44	Total	Count	4	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4	1	2	1
	Yes	Count	2	1	0	1
		Percentage	50.0%	100.0%	0.0%	100.0%
	No	Count	2	0	2	0
		Percentage	50.0%	0.0%	100.0%	0.0%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q45	Total	Count	4	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4	1	2	1
	Yes	Count	3	1	1	1
		Percentage	75.0%	100.0%	50.0%	100.0%
	No	Count	1	0	1	0
		Percentage	25.0%	0.0%	50.0%	0.0%

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

			Operator			
		Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal	
	Total	Count	4	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4	1	2	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
Q46	Satisfied	Count	2	1	0	1
		Percentage	50.0%	100.0%	0.0%	100.0%
	Dissatisfied	Count	1	0	1	0
		Percentage	25.0%	0.0%	50.0%	0.0%
	Very Dissatisfied	Count	1	0	1	0
		Percentage	25.0%	0.0%	50.0%	0.0%

**Q 47. Reasons for dissatisfaction**

			Operator	
		Total	BSNL - Andaman	
Q 47. Reasons for dissatisfaction	Total	Count	2	2
		Percentage	100.0%	100.0%
	Answering Base	Count	2	2
		Percentage	100.0%	100.0%
	Difficult to connect to the Nodal Officer	Count	1	1
		Percentage	50.0%	50.0%
	Nodal Officer not polite/courteous	Count	0	0
		Percentage	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	1	1
		Percentage	50.0%	50.0%
	Time taken by Nodal Off. for redressal of complaint is long	Count	1	1
		Percentage	50.0%	50.0%
	Nodal Officer was unable to understand the problem	Count	1	1
		Percentage	50.0%	50.0%
Others	Count	0	0	
	Percentage	0.0%	0.0%	

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

			Operator			
		Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal	
Q48	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
	Yes	Count	7	2	4	1
		Percentage	0.6%	2.0%	0.7%	0.2%
	No	Count	1,263	98	566	599
		Percentage	99.4%	98.0%	99.3%	99.8%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q49	Total	Count	7	2	4	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	7	2	4	1
		Yes	Count	2	1	1
		Percentage	28.6%	50.0%	25.0%	0.0%
	No	Count	5	1	3	1
		Percentage	71.4%	50.0%	75.0%	100.0%

**Q 50. Acknowledgement received**

			Operator		
			Total	Rel Comm	BSNL - Andaman
Q50	Total	Count	2	1	1
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	2	1	1
		Yes	Count	1	1
		Percentage	50.0%	100.0%	0.0%
	No	Count	1	0	1
		Percentage	50.0%	0.0%	100.0%

**Q 51. Decision taken by appellate authority within 3 months**

			Operator		
			Total	Rel Comm	BSNL - Andaman
Q51	Total	Count	2	1	1
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	2	1	1
		Yes	Count	1	1
		Percentage	50.0%	100.0%	0.0%
	No	Count	1	0	1
		Percentage	50.0%	0.0%	100.0%
	Appeal filed only recently	Count	0	0	0
Percentage		0.0%	0.0%	0.0%	

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q52	Total	Count	106	95	7	4
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	106	95	7	4
		Yes	Count	9	9	0
		Percentage	8.5%	9.5%	0.0%	0.0%
	No	Count	97	86	7	4
		Percentage	91.5%	90.5%	100.0%	100.0%

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

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
Q53	Total	Count	106	95	7	4
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	9	9	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	Yes	Count	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
No	Count	9	9	0	0	
	Percentage	100.0%	100.0%	0.0%	0.0%	

**Q 55. Manual of practice provided**

			Operator			
			Total	Rel Comm	BSNL - Andaman	BSNL - West Bengal
	Total	Count	1,270	100	570	600
		Percentage	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	588	51	327	210
		Percentage	5.4%	13.7%	3.7%	6.2%
	Yes	Count	32	7	12	13
		Percentage	5.4%	13.7%	3.7%	6.2%
	No	Count	556	44	315	197
		Percentage	94.6%	86.3%	96.3%	93.8%

## 7.2 Cellular Mobile (Wireless)

Gender of Respondent										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
GEN	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Male	Count	4,234	518	539	1,001	541	568	543	524
		Percentage	87.8%	86.6%	89.4%	82.0%	89.6%	94.8%	90.3%	88.1%
Female	Count	587	80	64	220	63	31	58	71	
	Percentage	12.2%	13.4%	10.6%	18.0%	10.4%	5.2%	9.7%	11.9%	

Age of Respondent										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AGE	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Less than 25	Count	988	155	148	78	153	192	123	139
		Percentage	20.5%	25.9%	24.5%	6.4%	25.3%	32.1%	20.5%	23.4%
	25-60	Count	3,735	431	440	1,101	446	403	466	448
		Percentage	77.5%	72.1%	73.0%	90.2%	73.8%	67.3%	77.5%	75.3%
More than 60	Count	98	12	15	42	5	4	12	8	
	Percentage	2.0%	2.0%	2.5%	3.4%	0.8%	0.7%	2.0%	1.3%	

Occupation of Respondent										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
OCC	Answering Base	Count	4,729	574	590	1,208	593	586	594	584
		Percentage	98.1%	97.6%	97.8%	97.9%	98.2%	97.7%	98.8%	98.1%
	Service	Count	1,509	117	165	643	139	151	200	94
		Percentage	31.9%	20.4%	28.0%	53.2%	23.4%	25.8%	33.7%	16.1%
	Business/self employed	Count	2,534	349	323	401	370	367	332	392
		Percentage	53.6%	60.8%	54.7%	33.2%	62.4%	62.6%	55.9%	67.1%
	Student	Count	329	54	49	41	49	50	30	56
		Percentage	7.0%	9.4%	8.3%	3.4%	8.3%	8.5%	5.1%	9.6%
	Housewife	Count	293	49	44	90	33	14	28	35
		Percentage	6.2%	8.5%	7.5%	7.5%	5.6%	2.4%	4.7%	6.0%
	Retired	Count	64	5	9	33	2	4	4	7
		Percentage	1.4%	0.9%	1.5%	2.7%	0.3%	0.7%	0.7%	1.2%
	Unemployed	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Area			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AREA	Answering Base	Count	4,810	595	601	1,217	602	599	601	595
		Percentage								
	Rural	Count	557	95	85	228	39	50	7	53
		Percentage	11.6%	16.0%	14.1%	18.7%	6.5%	8.3%	1.2%	8.9%
	Urban	Count	4,253	500	516	989	563	549	594	542
		Percentage	88.4%	84.0%	85.9%	81.3%	93.5%	91.7%	98.8%	91.1%

User Type			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
U_TYPE	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage								
	Prepaid	Count	4,058	582	588	577	588	599	530	594
		Percentage	84.2%	97.3%	97.5%	47.3%	97.4%	100.0%	88.2%	99.8%
	Postpaid	Count	763	16	15	644	16	0	71	1
		Percentage	15.8%	2.7%	2.5%	52.7%	2.6%	0.0%	11.8%	0.2%

Type			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TYPE	Answering Base	Count	4,793	595	600	1,206	602	596	601	593
		Percentage								
	GSM	Count	3,600	586	597	1,185	42	595	18	577
		Percentage	75.1%	98.5%	99.5%	98.3%	7.0%	99.8%	3.0%	97.3%
	CDMA	Count	1,193	9	3	21	560	1	583	16
		Percentage	24.9%	1.5%	0.5%	1.7%	93.0%	0.2%	97.0%	2.7%

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

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q1	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage								
	Less than 6 month	Count	611	92	77	101	65	131	75	70
		Percentage	12.7%	15.4%	12.8%	8.3%	10.8%	21.9%	12.5%	11.8%
	6-12 month	Count	682	97	113	69	83	202	80	38
		Percentage	14.1%	16.2%	18.7%	5.7%	13.7%	33.7%	13.3%	6.4%
More than 12 month	Count	3,528	409	413	1,051	456	266	446	487	
	Percentage	73.2%	68.4%	68.5%	86.1%	75.5%	44.4%	74.2%	81.8%	

Q 2. Time taken to get connection										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	1,293	189	190	170	148	333	155	108
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q2	Answering Base	Count	1,280	186	190	166	143	333	154	108
		More than 7 days	Count	88	2	3	74	1	6	2
		Percentage	6.9%	1.1%	1.6%	44.6%	0.7%	1.8%	1.3%	0.0%
	4 - 7 days	Count	45	3	6	18	4	8	5	1
		Percentage	3.5%	1.6%	3.2%	10.8%	2.8%	2.4%	3.2%	0.9%
	2-3 days	Count	249	40	40	30	25	72	18	24
		Percentage	19.5%	21.5%	21.1%	18.1%	17.5%	21.6%	11.7%	22.2%
	1 day	Count	898	141	141	44	113	247	129	83
		Percentage	70.2%	75.8%	74.2%	26.5%	79.0%	74.2%	83.8%	76.9%

Q 3. Satisfaction with time taken for activation of mobile connection										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	1,293	189	190	170	148	333	155	108
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,282	185	190	164	148	333	154	108
		Percentage	99.1%	97.9%	100.0%	96.5%	100.0%	100.0%	99.4%	100.0%
	Not specified	Count	11	4	0	6	0	0	1	0
		Percentage	0.9%	2.1%	0.0%	3.5%	0.0%	0.0%	0.6%	0.0%
Q3	Very Satisfied	Count	51	9	12	8	4	7	7	4
		Percentage	4.0%	4.9%	6.3%	4.9%	2.7%	2.1%	4.5%	3.7%
	Satisfied	Count	1,176	165	174	145	137	312	144	99
		Percentage	91.7%	89.2%	91.6%	88.4%	92.6%	93.7%	93.5%	91.7%
	Dissatisfied	Count	52	10	4	9	7	14	3	5
		Percentage	4.1%	5.4%	2.1%	5.5%	4.7%	4.2%	1.9%	4.6%
	Very Dissatisfied	Count	3	1	0	2	0	0	0	0
		Percentage	0.2%	0.5%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%

Q 4. Satisfaction with time taken for re-activation										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	163	7	5	138	4	1	8	0
		Percentage	3.4%	1.2%	0.8%	11.3%	0.7%	0.2%	1.3%	0.0%
	Not specified	Count	4,658	591	598	1,083	600	598	593	595
		Percentage	96.6%	98.8%	99.2%	88.7%	99.3%	99.8%	98.7%	100.0%
Q4	Very Satisfied	Count	14	2	1	10	0	0	1	0
		Percentage	8.6%	28.6%	20.0%	7.2%	0.0%	0.0%	12.5%	0.0%
	Satisfied	Count	117	4	2	100	4	1	6	0
		Percentage	71.8%	57.1%	40.0%	72.5%	100.0%	100.0%	75.0%	0.0%
	Dissatisfied	Count	27	1	2	24	0	0	0	0
		Percentage	16.6%	14.3%	40.0%	17.4%	0.0%	0.0%	0.0%	0.0%
	Very Dissatisfied	Count	5	0	0	4	0	0	1	0
		Percentage	3.1%	0.0%	0.0%	2.9%	0.0%	0.0%	12.5%	0.0%

Q 5a. Satisfaction with accuracy of charges										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,058	582	588	577	588	599	530	594
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,054	582	586	575	588	599	530	594
		Percentage	99.9%	100.0%	99.7%	99.7%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	4	0	2	2	0	0	0	0
		Percentage	0.1%	0.0%	0.3%	0.3%	0.0%	0.0%	0.0%	0.0%
Q5A	Very Satisfied	Count	80	6	10	6	9	15	24	10
		Percentage	2.0%	1.0%	1.7%	1.0%	1.5%	2.5%	4.5%	1.7%
	Satisfied	Count	3,367	501	503	496	412	518	448	489
		Percentage	83.1%	86.1%	85.8%	86.3%	70.1%	86.5%	84.5%	82.3%
	Dissatisfied	Count	600	73	71	73	166	66	57	94
		Percentage	14.8%	12.5%	12.1%	12.7%	28.2%	11.0%	10.8%	15.8%
	Very Dissatisfied	Count	7	2	2	0	1	0	1	1
		Percentage	0.2%	0.3%	0.3%	0.0%	0.2%	0.0%	0.2%	0.2%

Q 5b. Reasons for dissatisfaction										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Q 5b. Reasons for dissatisfaction	Total	Count	607	75	73	73	167	66	58	95
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	588	75	70	70	163	64	57	89
		Percentage								
	Charges not as per tariff plan subscribed	Count	12	3	1	2	1	1	0	4
		Percentage	2.0%	4.0%	1.4%	2.9%	0.6%	1.6%	0.0%	4.5%
	Tariff plan changed without information	Count	14	6	2	2	1	0	0	3
		Percentage	2.4%	8.0%	2.9%	2.9%	0.6%	0.0%	0.0%	3.4%
	Charged for value added services not requested	Count	40	8	4	4	4	6	7	7
		Percentage	6.8%	10.7%	5.7%	5.7%	2.5%	9.4%	12.3%	7.9%
	Charged for calls/services not made/used	Count	375	45	45	46	93	46	42	58
		Percentage	63.8%	60.0%	64.3%	65.7%	57.1%	71.9%	73.7%	65.2%
	Others	Count	196	17	23	22	86	12	14	22
		Percentage	33.3%	22.7%	32.9%	31.4%	52.8%	18.8%	24.6%	24.7%

Q 6. Satisfaction with timely delivery of bills										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	RTL	
Q6	Total	Count	763	16	15	644	16	71	1	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Answering Base	Count	749	13	13	636	15	71	1	
		Percentage	98.2%	81.3%	86.7%	98.8%	93.8%	100.0%	100.0%	
	Not specified	Count	14	3	2	8	1	0	0	
		Percentage	1.8%	18.8%	13.3%	1.2%	6.3%	0.0%	0.0%	
	Very Satisfied	Count	85	1	1	78	1	4	0	
		Percentage	11.3%	7.7%	7.7%	12.3%	6.7%	5.6%	0.0%	
	Satisfied	Count	502	12	10	413	11	55	1	
		Percentage	67.0%	92.3%	76.9%	64.9%	73.3%	77.5%	100.0%	
	Dissatisfied	Count	145	0	2	129	3	11	0	
		Percentage	19.4%	0.0%	15.4%	20.3%	20.0%	15.5%	0.0%	
	Very Dissatisfied	Count	17	0	0	16	0	1	0	
		Percentage	2.3%	0.0%	0.0%	2.5%	0.0%	1.4%	0.0%	

Q 7a. Satisfaction with accuracy of bills									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	RTL
	Total	Count	763	16	15	644	16	71	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	746	13	13	633	15	71	1
		Percentage	97.8%	81.3%	86.7%	98.3%	93.8%	100.0%	100.0%
	Not specified	Count	17	3	2	11	1	0	0
		Percentage	2.2%	18.8%	13.3%	1.7%	6.3%	0.0%	0.0%
Q7A	Very Satisfied	Count	104	1	1	96	1	5	0
		Percentage	13.9%	7.7%	7.7%	15.2%	6.7%	7.0%	0.0%
	Satisfied	Count	488	12	9	401	11	54	1
		Percentage	65.4%	92.3%	69.2%	63.3%	73.3%	76.1%	100.0%
	Dissatisfied	Count	144	0	3	126	3	12	0
		Percentage	19.3%	0.0%	23.1%	19.9%	20.0%	16.9%	0.0%
	Very Dissatisfied	Count	10	0	0	10	0	0	0
		Percentage	1.3%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%

Q 7b. Reasons for dissatisfaction							
			Operator				
			Total	Vodafone	BSNL	Rel Comm	TATA
	Total	Count	154	3	136	3	12
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 7b. Reasons for dissatisfaction	Answering Base	Count	138	3	120	3	12
		Percentage	90.0%	100.0%	88.2%	100.0%	100.0%
	Charges not as per tariff plan subscribed	Count	12	0	11	0	1
		Percentage	8.7%	0.0%	9.2%	0.0%	8.3%
	Tariff plan changed without information	Count	6	0	6	0	0
		Percentage	4.3%	0.0%	5.0%	0.0%	0.0%
	Charged for value added services not subscribed	Count	24	0	22	1	1
		Percentage	17.4%	0.0%	18.3%	33.3%	8.3%
	Charged for calls/services not made/used	Count	90	3	73	3	11
		Percentage	65.2%	100.0%	60.8%	100.0%	91.7%
	Others	Count	30	0	29	0	1
		Percentage	21.7%	0.0%	24.2%	0.0%	8.3%

Q 8. Billing related complaints made in last 12 months									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	RTL
	Total	Count	763	16	15	644	16	71	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q8	Answering Base	Count	753	14	13	639	15	71	1
		Percentage	98.6%	87.5%	86.7%	99.1%	93.8%	100.0%	100.0%
	Yes	Count	101	1	4	72	2	22	0
		Percentage	13.4%	7.1%	30.8%	11.3%	13.3%	31.0%	0.0%
	No	Count	652	13	9	567	13	49	1
		Percentage	86.6%	92.9%	69.2%	88.7%	86.7%	69.0%	100.0%

Q 9. Satisfaction with process of resolutions of these complaints								
			Operator					
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA
	Total	Count	101	1	4	72	2	22
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	100	1	4	71	2	22
		Percentage	99.0%	100.0%	100.0%	98.6%	100.0%	100.0%
	Not specified	Count	1	0	0	1	0	0
		Percentage	1.0%	0.0%	0.0%	1.4%	0.0%	0.0%
Q9	Very Satisfied	Count	5	0	0	5	0	0
		Percentage	5.0%	0.0%	0.0%	7.0%	0.0%	0.0%
	Satisfied	Count	34	1	1	23	1	8
		Percentage	34.0%	100.0%	25.0%	32.4%	50.0%	36.4%
	Dissatisfied	Count	47	0	2	33	1	11
		Percentage	47.0%	0.0%	50.0%	46.5%	50.0%	50.0%
	Very Dissatisfied	Count	14	0	1	10	0	3
		Percentage	14.0%	0.0%	25.0%	14.1%	0.0%	13.6%

Q 10a. Satisfaction with clarity of bills									
			Operator						
			Total	Airtel	Vodafone	BSNL	Rel Comm	TATA	RTL
	Total	Count	763	16	15	644	16	71	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	749	13	13	636	15	71	1
		Percentage	98.2%	81.3%	86.7%	98.8%	93.8%	100.0%	100.0%
	Not specified	Count	14	3	2	8	1	0	0
		Percentage	1.8%	18.8%	13.3%	1.2%	6.3%	0.0%	0.0%
Q10A	Very Satisfied	Count	79	1	1	76	0	1	0
		Percentage	10.5%	7.7%	7.7%	11.9%	0.0%	1.4%	0.0%
	Satisfied	Count	555	12	11	452	13	66	1
		Percentage	74.1%	92.3%	84.6%	71.1%	86.7%	93.0%	100.0%
	Dissatisfied	Count	107	0	0	101	2	4	0
		Percentage	14.3%	0.0%	0.0%	15.9%	13.3%	5.6%	0.0%
	Very Dissatisfied	Count	8	0	1	7	0	0	0
		Percentage	1.1%	0.0%	7.7%	1.1%	0.0%	0.0%	0.0%

Q 10b. Reasons for dissatisfaction							
			Operator				
			Total	Vodafone	BSNL	Rel Comm	TATA
	Total	Count	115	1	108	2	4
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%
Q 10b. Reasons for dissatisfaction	Answering Base	Count	109	1	102	2	4
		Percentage					
	Difficult to read the bill	Count	7	1	6	0	0
		Percentage	6.4%	100.0%	5.9%	0.0%	0.0%
	Difficult to understand the language	Count	2	0	2	0	0
		Percentage	1.8%	0.0%	2.0%	0.0%	0.0%
	Calculations not clear	Count	64	0	62	0	2
		Percentage	58.7%	0.0%	60.8%	0.0%	50.0%
	Item-wise charges not given	Count	24	0	21	1	2
		Percentage	22.0%	0.0%	20.6%	50.0%	50.0%
Others	Count	38	0	37	1	0	
	Percentage	34.9%	0.0%	36.3%	50.0%	0.0%	

Q 11. Complaints made to customer care										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q11	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage								
	Yes	Count	1,972	253	278	319	294	292	290	246
		Percentage	40.9%	42.3%	46.1%	26.1%	48.7%	48.7%	48.3%	41.3%
	No	Count	2,849	345	325	902	310	307	311	349
		Percentage	59.1%	57.7%	53.9%	73.9%	51.3%	51.3%	51.7%	58.7%

Q 12. Satisfaction with ease of access of number										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	1,972	253	278	319	294	292	290	246
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,972	253	278	319	294	292	290	246
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	23	2	3	2	4	2	10	0
		Percentage	1.2%	0.8%	1.1%	0.6%	1.4%	0.7%	3.4%	0.0%
	Satisfied	Count	1,015	144	154	135	114	162	198	108
		Percentage	51.5%	56.9%	55.4%	42.3%	38.8%	55.5%	68.3%	43.9%
	Dissatisfied	Count	863	101	114	158	158	125	77	130
		Percentage	43.8%	39.9%	41.0%	49.5%	53.7%	42.8%	26.6%	52.8%
Very Dissatisfied	Count	71	6	7	24	18	3	5	8	
	Percentage	3.6%	2.4%	2.5%	7.5%	6.1%	1.0%	1.7%	3.3%	

Q 13. Satisfaction with response time											
			Operator								
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL	
	Total	Count	1,972	253	278	319	294	292	290	246	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,972	253	278	319	294	292	290	246	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	38	5	6	6	3	4	14	0	
		Percentage	1.9%	2.0%	2.2%	1.9%	1.0%	1.4%	4.8%	0.0%	
	Satisfied	Count	1,206	167	197	150	135	187	219	151	
		Percentage	61.2%	66.0%	70.9%	47.0%	45.9%	64.0%	75.5%	61.4%	
	Dissatisfied	Count	656	75	68	139	138	98	52	86	
		Percentage	33.3%	29.6%	24.5%	43.6%	46.9%	33.6%	17.9%	35.0%	
	Very Dissatisfied	Count	72	6	7	24	18	3	5	9	
		Percentage	3.7%	2.4%	2.5%	7.5%	6.1%	1.0%	1.7%	3.7%	

Q 14. Satisfaction with problem solving ability of CC executive											
			Operator								
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL	
	Total	Count	1,972	253	278	319	294	292	290	246	
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,971	253	278	318	294	292	290	246	
		Percentage	99.9%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	0	1	0	0	0	0	0
		Percentage	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	40	3	10	5	5	3	13	1	
		Percentage	2.0%	1.2%	3.6%	1.6%	1.7%	1.0%	4.5%	0.4%	
	Satisfied	Count	1,247	189	200	157	142	184	214	161	
		Percentage	63.3%	74.7%	71.9%	49.4%	48.3%	63.0%	73.8%	65.4%	
	Dissatisfied	Count	609	56	61	126	129	104	57	76	
		Percentage	30.9%	22.1%	21.9%	39.6%	43.9%	35.6%	19.7%	30.9%	
	Very Dissatisfied	Count	75	5	7	30	18	1	6	8	
		Percentage	3.8%	2.0%	2.5%	9.4%	6.1%	0.3%	2.1%	3.3%	

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

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	1,972	253	278	319	294	292	290	246
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	1,971	253	278	318	294	292	290	246
		Percentage	99.9%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	0	1	0	0	0	0
		Percentage	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%
Q15	Very Satisfied	Count	45	6	8	5	2	6	18	0
		Percentage	2.3%	2.4%	2.9%	1.6%	0.7%	2.1%	6.2%	0.0%
	Satisfied	Count	1,167	176	198	146	134	164	200	149
		Percentage	59.2%	69.6%	71.2%	45.9%	45.6%	56.2%	69.0%	60.6%
	Dissatisfied	Count	685	66	65	139	140	118	66	91
		Percentage	34.8%	26.1%	23.4%	43.7%	47.6%	40.4%	22.8%	37.0%
	Very Dissatisfied	Count	74	5	7	28	18	4	6	6
		Percentage	3.8%	2.0%	2.5%	8.8%	6.1%	1.4%	2.1%	2.4%

**Q16. Satisfaction with availability of signal**

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q16	Very Satisfied	Count	233	35	48	69	15	16	37	13
		Percentage	4.8%	5.9%	8.0%	5.7%	2.5%	2.7%	6.2%	2.2%
	Satisfied	Count	3,532	478	484	782	476	363	494	455
		Percentage	73.3%	79.9%	80.3%	64.0%	78.8%	60.6%	82.2%	76.5%
	Dissatisfied	Count	994	83	66	325	108	217	69	126
		Percentage	20.6%	13.9%	10.9%	26.6%	17.9%	36.2%	11.5%	21.2%
	Very Dissatisfied	Count	62	2	5	45	5	3	1	1
		Percentage	1.3%	0.3%	0.8%	3.7%	0.8%	0.5%	0.2%	0.2%

Q17. Satisfaction with ease of making / receiving calls										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,820	598	603	1,220	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	1	0	0	1	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%
Q17	Very Satisfied	Count	260	42	53	70	14	18	45	18
		Percentage	5.4%	7.0%	8.8%	5.7%	2.3%	3.0%	7.5%	3.0%
	Satisfied	Count	3,567	472	480	809	478	364	495	469
		Percentage	74.0%	78.9%	79.6%	66.3%	79.1%	60.8%	82.4%	78.8%
	Dissatisfied	Count	939	82	66	304	105	215	60	107
		Percentage	19.5%	13.7%	10.9%	24.9%	17.4%	35.9%	10.0%	18.0%
	Very Dissatisfied	Count	54	2	4	37	7	2	1	1
		Percentage	1.1%	0.3%	0.7%	3.0%	1.2%	0.3%	0.2%	0.2%

Q18. Rate of call drop										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q18	Answering Base	Count	4,815	597	603	1,216	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Very Frequently	Count	34	3	0	24	3	1	2	1
		Percentage	0.7%	0.5%	0.0%	2.0%	0.5%	0.2%	0.3%	0.2%
	Frequently	Count	658	50	31	225	87	156	34	75
		Percentage	13.7%	8.4%	5.1%	18.5%	14.4%	26.0%	5.7%	12.6%
	Occasionally	Count	2,376	283	264	673	277	276	284	319
		Percentage	49.3%	47.4%	43.8%	55.3%	45.9%	46.1%	47.3%	53.6%
	Never	Count	1,747	261	308	294	237	166	281	200
		Percentage	36.3%	43.7%	51.1%	24.2%	39.2%	27.7%	46.8%	33.6%

Q19. Satisfaction with voice quality										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,812	596	602	1,215	604	599	601	595
		Percentage	99.8%	99.7%	99.8%	99.5%	100.0%	100.0%	100.0%	100.0%
	Not specified	Count	9	2	1	6	0	0	0	0
		Percentage	0.2%	0.3%	0.2%	0.5%	0.0%	0.0%	0.0%	0.0%
Q19	Very Satisfied	Count	279	39	48	105	17	16	35	19
		Percentage	5.8%	6.5%	8.0%	8.6%	2.8%	2.7%	5.8%	3.2%
	Satisfied	Count	3,712	476	494	855	481	437	502	467
		Percentage	77.1%	79.9%	82.1%	70.4%	79.6%	73.0%	83.5%	78.5%
	Dissatisfied	Count	789	80	59	235	103	144	63	105
		Percentage	16.4%	13.4%	9.8%	19.3%	17.1%	24.0%	10.5%	17.6%
	Very Dissatisfied	Count	32	1	1	20	3	2	1	4
		Percentage	0.7%	0.2%	0.2%	1.6%	0.5%	0.3%	0.2%	0.7%

Q20. Problems of signal faced										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q20	Answering Base	Count	4,816	598	602	1,217	604	599	601	595
	Very Dissatisfied	Count	31	1	0	23	5	0	1	1
		Percentage	0.6%	0.2%	0.0%	1.9%	0.8%	0.0%	0.2%	0.2%
	Dissatisfied	Count	663	47	34	200	82	171	47	82
		Percentage	13.8%	7.9%	5.6%	16.4%	13.6%	28.5%	7.8%	13.8%
	Satisfied	Count	2,938	368	352	740	357	341	377	403
		Percentage	61.0%	61.5%	58.5%	60.8%	59.1%	56.9%	62.7%	67.7%
	Very Satisfied	Count	1,184	182	216	254	160	87	176	109
Percentage		24.6%	30.4%	35.9%	20.9%	26.5%	14.5%	29.3%	18.3%	

Q21. Satisfaction with availability of network										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,812	597	603	1,215	604	599	599	595
		Percentage	99.8%	99.8%	100.0%	99.5%	100.0%	100.0%	99.7%	100.0%
	Not specified	Count	9	1	0	6	0	0	2	0
		Percentage	0.2%	0.2%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%
Q21	Very Satisfied	Count	198	35	38	66	9	10	28	12
		Percentage	4.1%	5.9%	6.3%	5.4%	1.5%	1.7%	4.7%	2.0%
	Satisfied	Count	3,546	478	497	817	478	344	491	441
		Percentage	73.7%	80.1%	82.4%	67.2%	79.1%	57.4%	82.0%	74.1%
	Dissatisfied	Count	1,024	84	66	300	111	244	79	140
		Percentage	21.3%	14.1%	10.9%	24.7%	18.4%	40.7%	13.2%	23.5%
	Very Dissatisfied	Count	44	0	2	32	6	1	1	2
		Percentage	0.9%	0.0%	0.3%	2.6%	1.0%	0.2%	0.2%	0.3%

Q22. Satisfaction with restoration of network problems										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,795	593	602	1,207	600	599	599	595
		Percentage	99.5%	99.2%	99.8%	98.9%	99.3%	100.0%	99.7%	100.0%
	Not specified	Count	26	5	1	14	4	0	2	0
		Percentage	0.5%	0.8%	0.2%	1.1%	0.7%	0.0%	0.3%	0.0%
Q22	Very Satisfied	Count	223	45	40	67	12	15	33	11
		Percentage	4.7%	7.6%	6.6%	5.6%	2.0%	2.5%	5.5%	1.8%
	Satisfied	Count	3,534	470	487	816	477	348	495	441
		Percentage	73.7%	79.3%	80.9%	67.6%	79.5%	58.1%	82.6%	74.1%
	Dissatisfied	Count	989	76	72	287	108	235	70	141
		Percentage	20.6%	12.8%	12.0%	23.8%	18.0%	39.2%	11.7%	23.7%
	Very Dissatisfied	Count	49	2	3	37	3	1	1	2
		Percentage	1.0%	0.3%	0.5%	3.1%	0.5%	0.2%	0.2%	0.3%

Q23. Value added services used										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q23	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	18.3%	20.2%	20.4%	17.6%	19.5%	12.4%	19.6%	19.2%
	Yes	Count	883	121	123	215	118	74	118	114
		Percentage	18.3%	20.2%	20.4%	17.6%	19.5%	12.4%	19.6%	19.2%
No	Count	3,938	477	480	1,006	486	525	483	481	
	Percentage	81.7%	79.8%	79.6%	82.4%	80.5%	87.6%	80.4%	80.8%	

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

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	883	121	123	215	118	74	118	114
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q24	Answering Base	Count	874	119	123	209	118	74	117	114
		Percentage	87.9%	85.7%	89.4%	78.5%	89.8%	94.6%	95.7%	91.2%
	Yes	Count	768	102	110	164	106	70	112	104
		Percentage	87.9%	85.7%	89.4%	78.5%	89.8%	94.6%	95.7%	91.2%
No	Count	106	17	13	45	12	4	5	10	
	Percentage	12.1%	14.3%	10.6%	21.5%	10.2%	5.4%	4.3%	8.8%	

**Q25. Satisfaction with value added services**

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	883	121	123	215	118	74	118	114
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	873	119	123	208	118	74	117	114
		Percentage	98.9%	98.3%	100.0%	96.7%	100.0%	100.0%	99.2%	100.0%
	Not specified	Count	10	2	0	7	0	0	1	0
		Percentage	1.1%	1.7%	0.0%	3.3%	0.0%	0.0%	0.8%	0.0%
Q25	Very Satisfied	Count	14	0	0	10	0	0	4	0
		Percentage	1.6%	0.0%	0.0%	4.8%	0.0%	0.0%	3.4%	0.0%
	Satisfied	Count	672	100	96	146	85	59	99	87
		Percentage	77.0%	84.0%	78.0%	70.2%	72.0%	79.7%	84.6%	76.3%
	Dissatisfied	Count	179	19	25	46	33	15	14	27
		Percentage	20.5%	16.0%	20.3%	22.1%	28.0%	20.3%	12.0%	23.7%
Very Dissatisfied	Count	8	0	2	6	0	0	0	0	
	Percentage	0.9%	0.0%	1.6%	2.9%	0.0%	0.0%	0.0%	0.0%	

**Q26a. Satisfaction with overall quality**

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,779	594	602	1,193	602	596	600	592
		Percentage	99.1%	99.3%	99.8%	97.7%	99.7%	99.5%	99.8%	99.5%
	Not specified	Count	42	4	1	28	2	3	1	3
		Percentage	0.9%	0.7%	0.2%	2.3%	0.3%	0.5%	0.2%	0.5%
Q26A	Very Satisfied	Count	211	42	32	63	11	13	38	12
		Percentage	4.4%	7.1%	5.3%	5.3%	1.8%	2.2%	6.3%	2.0%
	Satisfied	Count	3,371	437	467	825	398	345	471	428
		Percentage	70.5%	73.6%	77.6%	69.2%	66.1%	57.9%	78.5%	72.3%
	Dissatisfied	Count	1,146	112	99	280	186	233	88	148
		Percentage	24.0%	18.9%	16.4%	23.5%	30.9%	39.1%	14.7%	25.0%
Very Dissatisfied	Count	51	3	4	25	7	5	3	4	
	Percentage	1.1%	0.5%	0.7%	2.1%	1.2%	0.8%	0.5%	0.7%	

Q27. Informed in writing about tariff plan										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q27	Answering Base	Count	2,054	263	337	385	235	379	211	244
		Yes	Count	163	29	14	20	14	44	28
		Percentage	7.9%	11.0%	4.2%	5.2%	6.0%	11.6%	13.3%	5.7%
	No	Count	1,891	234	323	365	221	335	183	230
Percentage		92.1%	89.0%	95.8%	94.8%	94.0%	88.4%	86.7%	94.3%	

Q28. Mobile connection terminated in last 12 months										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q28	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Yes	Count	132	17	17	12	14	35	24
		Percentage	2.7%	2.8%	2.8%	1.0%	2.3%	5.8%	4.0%	2.2%
	No	Count	4,689	581	586	1,209	590	564	577	582
Percentage		97.3%	97.2%	97.2%	99.0%	97.7%	94.2%	96.0%	97.8%	

Q29. Previous service provider										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	132	17	17	12	14	35	24	13
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q29	Answering Base	Count	132	17	17	12	14	35	24	13
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Airtel	Count	18	1	2	1	2	9	2	1
		Percentage	13.6%	5.9%	11.8%	8.3%	14.3%	25.7%	8.3%	7.7%
	Vodafone	Count	18	4	4	1	1	2	2	4
		Percentage	13.6%	23.5%	23.5%	8.3%	7.1%	5.7%	8.3%	30.8%
	Idea	Count	4	0	1	0	2	0	1	0
		Percentage	3.0%	0.0%	5.9%	0.0%	14.3%	0.0%	4.2%	0.0%
	BSNL	Count	28	5	0	7	2	9	4	1
		Percentage	21.2%	29.4%	0.0%	58.3%	14.3%	25.7%	16.7%	7.7%
	Rel Comm	Count	24	1	4	2	3	5	5	4
		Percentage	18.2%	5.9%	23.5%	16.7%	21.4%	14.3%	20.8%	30.8%
	Aircel	Count	19	3	3	1	0	8	2	2
		Percentage	14.4%	17.6%	17.6%	8.3%	0.0%	22.9%	8.3%	15.4%
	TATA	Count	9	0	2	0	2	0	5	0
		Percentage	6.8%	0.0%	11.8%	0.0%	14.3%	0.0%	20.8%	0.0%
	MTNL	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Spice	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	BPL	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	HFCL	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Shyam	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	RTL	Count	11	3	1	0	1	2	3	1
		Percentage	8.3%	17.6%	5.9%	0.0%	7.1%	5.7%	12.5%	7.7%
	RISL	Count	1	0	0	0	1	0	0	0
		Percentage	0.8%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
	Dishnet	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Others	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Q30. Time taken for termination of connection										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Q30	Total	Count	132	17	17	12	14	35	24	13
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	129	16	16	12	14	34	24	13
		More than 7 days	Count	15	1	0	3	2	4	1
	4 - 7 days	Percentage	11.6%	6.3%	0.0%	25.0%	14.3%	11.8%	4.2%	30.8%
		Count	11	1	2	4	0	2	2	0
	2-3 days	Percentage	8.5%	6.3%	12.5%	33.3%	0.0%	5.9%	8.3%	0.0%
		Count	17	4	2	2	0	2	5	2
	1 day	Percentage	13.2%	25.0%	12.5%	16.7%	0.0%	5.9%	20.8%	15.4%
		Count	86	10	12	3	12	26	16	7
		Percentage	66.7%	62.5%	75.0%	25.0%	85.7%	76.5%	66.7%	53.8%

Q31. Security deposit adjusted in the bill raised after termination										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Q31	Total	Count	132	17	17	12	14	35	24	13
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	129	16	17	12	14	33	24	13
		Yes	Count	13	2	2	2	3	0	3
	Percentage		10.1%	12.5%	11.8%	16.7%	21.4%	0.0%	12.5%	7.7%
	No	Count	116	14	15	10	11	33	21	12
		Percentage	89.9%	87.5%	88.2%	83.3%	78.6%	100.0%	87.5%	92.3%

Q32. Number registered on Do Not Call (DNC registry)										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Q32	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,818	597	602	1,221	604	598	601	595
		Yes	Count	33	7	6	4	4	4	5
	Percentage		0.7%	1.2%	1.0%	0.3%	0.7%	0.7%	0.8%	0.5%
	No	Count	4,762	582	595	1,213	596	589	596	591
		Percentage	98.8%	97.5%	98.8%	99.3%	98.7%	98.5%	99.2%	99.3%
	Do not mind receiving such calls/SMS	Count	23	8	1	4	4	5	0	1
		Percentage	0.5%	1.3%	0.2%	0.3%	0.7%	0.8%	0.0%	0.2%

Q33a. Still receive unsolicited material										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	33	7	6	4	4	4	5	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33a	Answering Base	Count	31	7	5	4	4	3	5	3
		Percentage	9.7%	0.0%	0.0%	0.0%	50.0%	33.3%	0.0%	0.0%
	Continued receiving	Count	3	0	0	0	2	1	0	0
		Percentage	9.7%	0.0%	0.0%	0.0%	50.0%	33.3%	0.0%	0.0%
	Slight decrease	Count	4	2	0	1	0	0	1	0
		Percentage	12.9%	28.6%	0.0%	25.0%	0.0%	0.0%	20.0%	0.0%
Considerable decrease	Count	1	0	0	0	1	0	0	0	
	Percentage	3.2%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	
Stopped receiving	Count	23	5	5	3	1	2	4	3	
	Percentage	74.2%	71.4%	100.0%	75.0%	25.0%	66.7%	80.0%	100.0%	

Q33b. Complained to service provider										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	33	7	6	4	4	4	5	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33b	Answering Base	Count	21	5	2	3	3	1	5	2
		Percentage	42.9%	40.0%	0.0%	33.3%	33.3%	100.0%	80.0%	0.0%
	Yes	Count	9	2	0	1	1	1	4	0
		Percentage	42.9%	40.0%	0.0%	33.3%	33.3%	100.0%	80.0%	0.0%
	No	Count	12	3	2	2	2	0	1	2
		Percentage	57.1%	60.0%	100.0%	66.7%	66.7%	0.0%	20.0%	100.0%

Q33c. Outcome of complaint										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	33	7	6	4	4	4	5	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q33c	Answering Base	Count	9	2	0	1	1	1	4	0
		Percentage	77.8%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
	Complaint registered by service provider	Count	7	2	0	0	0	1	4	0
		Percentage	77.8%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
	Service Provider refused to register complaint	Count	2	0	0	1	1	0	0	0
		Percentage	22.2%	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%

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

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q34	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	370	17	34	211	30	27	24	27
		Percentage	7.7%	2.8%	5.6%	17.3%	5.0%	4.5%	4.0%	4.5%
No	Count	4,451	581	569	1,010	574	572	577	568	
	Percentage	92.3%	97.2%	94.4%	82.7%	95.0%	95.5%	96.0%	95.5%	

**Q 35. Which stage aware of**

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 35. Which stage aware of	Answering Base	Count	4,802	597	600	1,212	603	596	599	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Call Centre	Count	2,437	300	315	514	386	293	336	293
		Percentage	50.7%	50.3%	52.5%	42.4%	64.0%	49.2%	56.1%	49.2%
	Nodal Officer	Count	94	11	15	18	12	17	10	11
		Percentage	2.0%	1.8%	2.5%	1.5%	2.0%	2.9%	1.7%	1.8%
	Appellate Authority	Count	0	0	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	None of these	Count	2,271	286	270	680	205	286	253	291
		Percentage	47.3%	47.9%	45.0%	56.1%	34.0%	48.0%	42.2%	48.9%

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

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q36	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	540	43	88	80	90	107	75	57
		Percentage	11.2%	7.2%	14.6%	6.6%	14.9%	17.9%	12.5%	9.6%
No	Count	4,281	555	515	1,141	514	492	526	538	
	Percentage	88.8%	92.8%	85.4%	93.4%	85.1%	82.1%	87.5%	90.4%	

Q 37. Docket number										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	540	43	88	80	90	107	75	57
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q37	Answering Base	Count	537	43	88	78	90	106	75	57
		Percentage	72.4%	65.1%	80.7%	59.0%	77.8%	80.2%	68.0%	66.7%
	No docket number received even on request	Count	389	28	71	46	70	85	51	38
		Percentage	72.4%	65.1%	80.7%	59.0%	77.8%	80.2%	68.0%	66.7%
	No docket number received for most of the complaints	Count	44	4	4	17	4	5	3	7
		Percentage	8.2%	9.3%	4.5%	21.8%	4.4%	4.7%	4.0%	12.3%
Docket number received for most of the complaints	Count	104	11	13	15	16	16	21	12	
	Percentage	19.4%	25.6%	14.8%	19.2%	17.8%	15.1%	28.0%	21.1%	

Q 38. Information given by call center										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	540	43	88	80	90	107	75	57
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q38	Answering Base	Count	539	43	88	80	90	107	75	56
		Percentage	81.6%	72.1%	94.3%	48.8%	88.9%	88.8%	90.7%	78.6%
	Yes	Count	440	31	83	39	80	95	68	44
		Percentage	81.6%	72.1%	94.3%	48.8%	88.9%	88.8%	90.7%	78.6%
No	Count	99	12	5	41	10	12	7	12	
	Percentage	18.4%	27.9%	5.7%	51.3%	11.1%	11.2%	9.3%	21.4%	

Q 39. Satisfaction with clarity of bills										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	540	43	88	80	90	107	75	57
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	539	43	88	80	90	107	75	56
		Percentage	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%
	Not specified	Count	1	0	0	0	0	0	0	1
		Percentage	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%
Q39	Very Satisfied	Count	5	0	0	1	2	1	1	0
		Percentage	0.9%	0.0%	0.0%	1.3%	2.2%	0.9%	1.3%	0.0%
	Satisfied	Count	280	22	64	23	35	59	49	28
		Percentage	51.9%	51.2%	72.7%	28.8%	38.9%	55.1%	65.3%	50.0%
	Dissatisfied	Count	230	19	21	45	47	45	25	28
		Percentage	42.7%	44.2%	23.9%	56.3%	52.2%	42.1%	33.3%	50.0%
Very Dissatisfied	Count	24	2	3	11	6	2	0	0	
	Percentage	4.5%	4.7%	3.4%	13.8%	6.7%	1.9%	0.0%	0.0%	

Q 40. Reasons for dissatisfaction										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	254	21	24	56	53	47	25	28
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 40. Reasons for dissatisfaction	Answering Base	Count	251	21	23	56	51	47	25	28
		Percentage								
	Difficult to connect to the call centre executive	Count	30	2	2	20	3	2	1	0
		Percentage	12.0%	9.5%	8.7%	35.7%	5.9%	4.3%	4.0%	0.0%
	Customer care executive not polite/courteous	Count	16	2	0	4	2	1	1	6
		Percentage	6.4%	9.5%	0.0%	7.1%	3.9%	2.1%	4.0%	21.4%
	Customer care executive not equipped with adequate informat	Count	112	9	13	7	33	24	14	12
		Percentage	44.6%	42.9%	56.5%	12.5%	64.7%	51.1%	56.0%	42.9%
	Time taken by call centre for redressal of complaint is long	Count	49	3	4	21	5	4	5	7
		Percentage	19.5%	14.3%	17.4%	37.5%	9.8%	8.5%	20.0%	25.0%
	Customer care executive was unable to understand the problem	Count	69	7	4	19	10	17	4	8
		Percentage	27.5%	33.3%	17.4%	33.9%	19.6%	36.2%	16.0%	28.6%
	Others	Count	8	0	0	4	1	3	0	0
		Percentage	3.2%	0.0%	0.0%	7.1%	2.0%	6.4%	0.0%	0.0%

Q 41. Billing complaint solved within 4 weeks by CC executive										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	540	43	88	80	90	107	75	57
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q41	Answering Base	Count	540	43	88	80	90	107	75	57
		Percentage								
	Yes	Count	40	1	3	11	5	6	10	4
		Percentage	7.4%	2.3%	3.4%	13.8%	5.6%	5.6%	13.3%	7.0%
	No	Count	86	7	8	27	13	11	9	11
		Percentage	15.9%	16.3%	9.1%	33.8%	14.4%	10.3%	12.0%	19.3%
Not Applicable	Count	414	35	77	42	72	90	56	42	
	Percentage	76.7%	81.4%	87.5%	52.5%	80.0%	84.1%	74.7%	73.7%	

Q 42. Awareness of contact details of nodal officer										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q42	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	29	1	3	19	0	2	3	1
		Percentage	0.6%	0.2%	0.5%	1.6%	0.0%	0.3%	0.5%	0.2%
No	Count	4,792	597	600	1,202	604	597	598	594	
	Percentage	99.4%	99.8%	99.5%	98.4%	100.0%	99.7%	99.5%	99.8%	

Q 43. Made a complaint to nodal officer									
			Operator						
			Total	Airtel	Vodafone	BSNL	Aircel	TATA	RTL
	Total	Count	29	1	3	19	2	3	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q43	Answering Base	Count	29	1	3	19	2	3	1
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Yes	Count	11	0	0	10	0	1	0
		Percentage	37.9%	0.0%	0.0%	52.6%	0.0%	33.3%	0.0%
No	Count	18	1	3	9	2	2	1	
	Percentage	62.1%	100.0%	100.0%	47.4%	100.0%	66.7%	100.0%	

Q 44. Nodal officer can be approached easily					
			Operator		
			Total	BSNL	TATA
	Total	Count	11	10	1
		Percentage	100.0%	100.0%	100.0%
Q44	Answering Base	Count	11	10	1
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	8	7	1
		Percentage	72.7%	70.0%	100.0%
No	Count	3	3	0	
	Percentage	27.3%	30.0%	0.0%	

Q 45. Decision on complaint intimated by Nodal officer					
			Operator		
			Total	BSNL	TATA
	Total	Count	11	10	1
		Percentage	100.0%	100.0%	100.0%
Q45	Answering Base	Count	11	10	1
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	6	6	0
		Percentage	54.5%	60.0%	0.0%
No	Count	5	4	1	
	Percentage	45.5%	40.0%	100.0%	

Q 46. Satisfaction with redressal of complaint by nodal officer					
			Operator		
			Total	BSNL	TATA
	Total	Count	11	10	1
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	11	10	1
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q46	Satisfied	Count	6	6	0
		Percentage	54.5%	60.0%	0.0%
	Dissatisfied	Count	4	4	0
		Percentage	36.4%	40.0%	0.0%
	Very Dissatisfied	Count	1	0	1
		Percentage	9.1%	0.0%	100.0%

Q 47. Reasons for dissatisfaction					
			Operator		
			Total	BSNL	TATA
	Total	Count	5	4	1
		Percentage	100.0%	100.0%	100.0%
Q 47. Reasons for dissatisfaction	Answering Base	Count	5	4	1
		Percentage	100.0%	100.0%	100.0%
	Difficult to connect to the Nodal Officer	Count	3	3	0
		Percentage	60.0%	75.0%	0.0%
	Nodal Officer not polite/courteous	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Nodal Officer not equipped with adequate information	Count	2	2	0
		Percentage	40.0%	50.0%	0.0%
	Time taken by Nodal Off. for redressal of complaint is long	Count	3	3	0
		Percentage	60.0%	75.0%	0.0%
	Nodal Officer was unable to understand the problem	Count	4	3	1
		Percentage	80.0%	75.0%	100.0%
	Others	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%

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

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Q48	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,821	598	603	1,221	604	599	601	595
		Yes	Count	10	1	0	8	0	1	0
		Percentage	0.2%	0.2%	0.0%	0.7%	0.0%	0.2%	0.0%	0.0%
	No	Count	4,811	597	603	1,213	604	598	601	595
Percentage		99.8%	99.8%	100.0%	99.3%	100.0%	99.8%	100.0%	100.0%	

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

			Operator			
			Total	Airtel	BSNL	Aircel
Q49	Total	Count	10	1	8	1
		Percentage	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	10	1	8	1
		Yes	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%
	No	Count	10	1	8	1
Percentage		100.0%	100.0%	100.0%	100.0%	

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

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Q52	Total	Count	4,058	582	588	577	588	599	530	594
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	4,058	582	588	577	588	599	530	594
		Yes	Count	301	51	39	35	46	40	36
		Percentage	7.4%	8.8%	6.6%	6.1%	7.8%	6.7%	6.8%	9.1%
	No	Count	3,757	531	549	542	542	559	494	540
Percentage		92.6%	91.2%	93.4%	93.9%	92.2%	93.3%	93.2%	90.9%	

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

			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
Q53	Total	Count	4,058	582	588	577	588	599	530	594
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Answering Base	Count	301	51	39	35	46	40	36	54
		Yes	Count	7	1	1	0	0	1	1
		Percentage	2.3%	2.0%	2.6%	0.0%	0.0%	2.5%	2.8%	5.6%
	No	Count	294	50	38	35	46	39	35	51
Percentage		97.7%	98.0%	97.4%	100.0%	100.0%	97.5%	97.2%	94.4%	

Q 54. Reasons for denying request								
			Operator					
			Total	Airtel	Vodafone	Aircel	TATA	RTL
	Total	Count	7	1	1	1	1	3
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q 54. Reasons for denying request	Answering Base	Count	3	0	0	1	0	2
		Percentage	66.7%	0.0%	0.0%	100.0%	0.0%	50.0%
	No reason given	Count	2	0	0	1	0	1
		Percentage	66.7%	0.0%	0.0%	100.0%	0.0%	50.0%
	Technical problem	Count	0	0	0	0	0	0
		Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Others	Count	1	0	0	0	0	1	
	Percentage	33.3%	0.0%	0.0%	0.0%	0.0%	50.0%	

Q 55. Manual of practice provided										
			Operator							
			Total	Airtel	Vodafone	BSNL	Rel Comm	Aircel	TATA	RTL
	Total	Count	4,821	598	603	1,221	604	599	601	595
		Percentage	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q55	Answering Base	Count	2,792	397	402	432	448	373	333	407
		Percentage	66.8%	68.5%	72.9%	20.8%	83.9%	77.5%	88.6%	61.7%
	Yes	Count	1,866	272	293	90	376	289	295	251
		Percentage	66.8%	68.5%	72.9%	20.8%	83.9%	77.5%	88.6%	61.7%
No	Count	926	125	109	342	72	84	38	156	
	Percentage	33.2%	31.5%	27.1%	79.2%	16.1%	22.5%	11.4%	38.3%	

### 7.3 Broadband Services

Gender					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
GEN	Answering Base	Count	610	151	459
		Male	Count	506	118
		Percentage	83.0%	78.1%	84.5%
	Female	Count	104	33	71
		Percentage	17.0%	21.9%	15.5%

Age					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
AGE	Answering Base	Count	607	151	456
		Less than 25	Count	93	19
		Percentage	15.3%	12.6%	16.2%
	25-60	Count	494	128	366
		Percentage	81.4%	84.8%	80.3%
	More than 60	Count	20	4	16
		Percentage	3.3%	2.6%	3.5%

Usage Type					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
USG_TYP E	Answering Base	Count	610	151	459
		Residential	Count	436	113
	Percentage		71.5%	74.8%	70.4%
	Commercial	Count	174	38	136
		Percentage	28.5%	25.2%	29.6%

Area					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
AREA	Answering Base	Count	610	151	459
		Rural	Count	30	2
	Percentage		4.9%	1.3%	6.1%
	Urban	Count	580	149	431
		Percentage	95.1%	98.7%	93.9%

User Type					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
USR_TYPE	Answering Base	Count	610	151	459
		Prepaid	Count	23	1
		Percentage	3.8%	0.7%	4.8%
	Postpaid	Count	587	150	437
Percentage		96.2%	99.3%	95.2%	

Q1. Number of days in getting BB connection activated					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q1	Answering Base	Count	610	151	459
		Within 15 working days	Count	373	78
		Percentage	61.1%	51.7%	64.3%
	> 15 working Days	Count	237	73	164
Percentage		38.9%	48.3%	35.7%	

Q2. Satisfaction with time taken in getting BB connection activated					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	608	151	457
		Percentage	99.7%	100.0%	99.6%
	Not specified	Count	2	0	2
		Percentage	0.3%	0.0%	0.4%
Q2	Very Satisfied	Count	22	1	21
		Percentage	3.6%	0.7%	4.6%
	Satisfied	Count	507	126	381
		Percentage	83.4%	83.4%	83.4%
	Dissatisfied	Count	72	23	49
		Percentage	11.8%	15.2%	10.7%
Very Dissatisfied	Count	7	1	6	
	Percentage	1.2%	0.7%	1.3%	

<b>Q3. Satisfaction with time taken in getting BB connection re-activated</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - Andaman</b>	<b>BSNL - West Bengal</b>
	<b>Total</b>	<b>Count</b>	610	151	459
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	58	13	45
		<b>Percentage</b>	9.5%	8.6%	9.8%
	<b>Not specified</b>	<b>Count</b>	552	138	414
		<b>Percentage</b>	90.5%	91.4%	90.2%
<b>Q3</b>	<b>Very Satisfied</b>	<b>Count</b>	6	2	4
		<b>Percentage</b>	10.3%	15.4%	8.9%
	<b>Satisfied</b>	<b>Count</b>	44	10	34
		<b>Percentage</b>	75.9%	76.9%	75.6%
	<b>Dissatisfied</b>	<b>Count</b>	8	1	7
		<b>Percentage</b>	13.8%	7.7%	15.6%

<b>Q4. Satisfaction with timely delivery of bills</b>					
			<b>Operator</b>		
			<b>Total</b>	<b>BSNL - Andaman</b>	<b>BSNL - West Bengal</b>
	<b>Total</b>	<b>Count</b>	587	150	437
		<b>Percentage</b>	100.0%	100.0%	100.0%
	<b>Answering Base</b>	<b>Count</b>	581	148	433
		<b>Percentage</b>	99.0%	98.7%	99.1%
	<b>Not specified</b>	<b>Count</b>	6	2	4
		<b>Percentage</b>	1.0%	1.3%	0.9%
<b>Q4</b>	<b>Very Satisfied</b>	<b>Count</b>	39	2	37
		<b>Percentage</b>	6.7%	1.4%	8.5%
	<b>Satisfied</b>	<b>Count</b>	466	117	349
		<b>Percentage</b>	80.2%	79.1%	80.6%
	<b>Dissatisfied</b>	<b>Count</b>	60	24	36
		<b>Percentage</b>	10.3%	16.2%	8.3%
<b>Very Dissatisfied</b>	<b>Count</b>	16	5	11	
	<b>Percentage</b>	2.8%	3.4%	2.5%	

Q5a. Satisfaction with accuracy of bills					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	587	150	437
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	572	147	425
		Percentage	97.4%	98.0%	97.3%
	Not specified	Count	15	3	12
		Percentage	2.6%	2.0%	2.7%
Q5A	Very Satisfied	Count	27	1	26
		Percentage	4.7%	0.7%	6.1%
	Satisfied	Count	512	137	375
		Percentage	89.5%	93.2%	88.2%
	Dissatisfied	Count	30	8	22
		Percentage	5.2%	5.4%	5.2%
Very Dissatisfied	Count	3	1	2	
	Percentage	0.5%	0.7%	0.5%	

Q5b. Reasons for dissatisfaction					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	33	9	24
		Percentage	100.0%	100.0%	100.0%
Q5b. Reasons for dissatisfaction	Answering Base	Count	25	8	17
		Percentage			
	Charges not as per tariff plan subscribed	Count	7	3	4
		Percentage	28.0%	37.5%	23.5%
	Tariff plan changed without information	Count	3	2	1
		Percentage	12.0%	25.0%	5.9%
	Charged for value added services not requested	Count	1	0	1
		Percentage	4.0%	0.0%	5.9%
	Charged for calls/services not made/used	Count	13	3	10
		Percentage	52.0%	37.5%	58.8%
	Others	Count	5	2	3
		Percentage	20.0%	25.0%	17.6%

Q6. Billing related complaints made in last 12 months					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	587	150	437
		Percentage	100.0%	100.0%	100.0%
Q6	Answering Base	Count	587	150	437
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	49	11	38
		Percentage	8.3%	7.3%	8.7%
No	Count	538	139	399	
	Percentage	91.7%	92.7%	91.3%	

Q7. Satisfaction with process of resolution of billing complaints					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	49	11	38
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	44	10	34
		Percentage	89.8%	90.9%	89.5%
	Not specified	Count	5	1	4
		Percentage	10.2%	9.1%	10.5%
Q7	Very Satisfied	Count	1	0	1
		Percentage	2.3%	0.0%	2.9%
	Satisfied	Count	22	3	19
		Percentage	50.0%	30.0%	55.9%
	Dissatisfied	Count	17	6	11
		Percentage	38.6%	60.0%	32.4%
	Very Dissatisfied	Count	4	1	3
		Percentage	9.1%	10.0%	8.8%

Q8a. Satisfaction with Clarity of bills					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	587	150	437
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	562	144	418
		Percentage	95.7%	96.0%	95.7%
	Not specified	Count	25	6	19
		Percentage	4.3%	4.0%	4.3%
Q8A	Very Satisfied	Count	10	1	9
		Percentage	1.8%	0.7%	2.2%
	Satisfied	Count	526	133	393
		Percentage	93.6%	92.4%	94.0%
	Dissatisfied	Count	22	9	13
		Percentage	3.9%	6.3%	3.1%
	Very Dissatisfied	Count	4	1	3
		Percentage	0.7%	0.7%	0.7%

Q8b. Reasons for dissatisfaction					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	26	10	16
		Percentage	100.0%	100.0%	100.0%
Q8b. Reasons for dissatisfaction	Answering Base	Count	24	9	15
		Percentage	8.3%	0.0%	13.3%
	Difficult to read the bill	Count	2	0	2
		Percentage	8.3%	0.0%	13.3%
	Difficult to understand the language	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
	Calculations not clear	Count	16	6	10
		Percentage	66.7%	66.7%	66.7%
	Item-wise charges not given	Count	5	1	4
		Percentage	20.8%	11.1%	26.7%
	Others	Count	3	2	1
		Percentage	12.5%	22.2%	6.7%

Q9a. Satisfaction with accuracy of charges					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	23	1	22
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	19	0	19
		Percentage	82.6%	0.0%	86.4%
	Not specified	Count	4	1	3
		Percentage	17.4%	100.0%	13.6%
Q9A	Satisfied	Count	17	0	17
		Percentage	89.5%	0.0%	89.5%
	Dissatisfied	Count	2	0	2
		Percentage	10.5%	0.0%	10.5%

Q9b. Reasons for dissatisfaction				
			Total	Operator BSNL - West Bengal
	Total	Count	2	2
		Percentage	100.0%	100.0%
Q9b. Reasons for dissatisfaction	Answering Base	Count	2	2
		charges not as per tariff plan subscribed	Count	0
		Percentage	0.0%	0.0%
	tariff plan changed without information	Count	0	0
		Percentage	0.0%	0.0%
	charged for value added services not requested	Count	0	0
		Percentage	0.0%	0.0%
	charged for calls/services not made/used	Count	1	1
		Percentage	50.0%	50.0%
	Others	Count	1	1
Percentage		50.0%	50.0%	

Q10. Complaint made to customer care					
			Total	Operator	
				BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q10	Answering Base	Count	610	151	459
		Yes	Count	173	22
	Percentage		28.4%	14.6%	32.9%
	No	Count	437	129	308
		Percentage	71.6%	85.4%	67.1%

Q11. Satisfaction with ease of access of number					
			Total	Operator	
				BSNL - Andaman	BSNL - West Bengal
	Total	Count	173	22	151
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	173	22	151
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q11	Very Satisfied	Count	6	0	6
		Percentage	3.5%	0.0%	4.0%
	Satisfied	Count	103	15	88
		Percentage	59.5%	68.2%	58.3%
	Dissatisfied	Count	57	6	51
		Percentage	32.9%	27.3%	33.8%
	Very Dissatisfied	Count	7	1	6
		Percentage	4.0%	4.5%	4.0%

Q12. Satisfaction with response time					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	173	22	151
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	173	22	151
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q12	Very Satisfied	Count	7	0	7
		Percentage	4.0%	0.0%	4.6%
	Satisfied	Count	99	14	85
		Percentage	57.2%	63.6%	56.3%
	Dissatisfied	Count	62	7	55
		Percentage	35.8%	31.8%	36.4%
	Very Dissatisfied	Count	5	1	4
		Percentage	2.9%	4.5%	2.6%

Q13. Satisfaction with problem solving ability of CC executive					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	173	22	151
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	173	22	151
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q13	Very Satisfied	Count	8	0	8
		Percentage	4.6%	0.0%	5.3%
	Satisfied	Count	100	12	88
		Percentage	57.8%	54.5%	58.3%
	Dissatisfied	Count	59	9	50
		Percentage	34.1%	40.9%	33.1%
	Very Dissatisfied	Count	6	1	5
		Percentage	3.5%	4.5%	3.3%

Q14. Satisfaction with time taken by CC executive to solve problem					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	173	22	151
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	173	22	151
		Percentage	100.0%	100.0%	100.0%
	Not specified	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%
Q14	Very Satisfied	Count	8	0	8
		Percentage	4.6%	0.0%	5.3%
	Satisfied	Count	101	12	89
		Percentage	58.4%	54.5%	58.9%
	Dissatisfied	Count	57	9	48
		Percentage	32.9%	40.9%	31.8%
	Very Dissatisfied	Count	7	1	6
		Percentage	4.0%	4.5%	4.0%

Q15. Satisfaction with speed of BB connection					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	609	151	458
		Percentage	99.8%	100.0%	99.8%
	Not specified	Count	1	0	1
		Percentage	0.2%	0.0%	0.2%
Q15	Very Satisfied	Count	48	2	46
		Percentage	7.9%	1.3%	10.0%
	Satisfied	Count	430	116	314
		Percentage	70.6%	76.8%	68.6%
	Dissatisfied	Count	125	30	95
		Percentage	20.5%	19.9%	20.7%
	Very Dissatisfied	Count	6	3	3
		Percentage	1.0%	2.0%	0.7%

Q16. Satisfaction with amount of time service is up & working					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	607	150	457
		Percentage	99.5%	99.3%	99.6%
	Not specified	Count	3	1	2
		Percentage	0.5%	0.7%	0.4%
Q16	Very Satisfied	Count	41	1	40
		Percentage	6.8%	0.7%	8.8%
	Satisfied	Count	440	117	323
		Percentage	72.5%	78.0%	70.7%
	Dissatisfied	Count	120	30	90
		Percentage	19.8%	20.0%	19.7%
	Very Dissatisfied	Count	6	2	4
		Percentage	1.0%	1.3%	0.9%

Q17. Problems faced with BB connection					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q17	Answering Base	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Very frequently	Count	29	7	22
		Percentage	4.8%	4.6%	4.8%
	Frequently	Count	136	30	106
		Percentage	22.3%	19.9%	23.1%
	Occasionally	Count	307	70	237
		Percentage	50.3%	46.4%	51.6%
	Never	Count	138	44	94
		Percentage	22.6%	29.1%	20.5%

Q18. What sort of problems					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	165	37	128
		Percentage	100.0%	100.0%	100.0%
Q18	Answering Base	Count	150	33	117
		Percentage	90.9%	21.8%	94.9%
	Problem was related to my computer hardware / software	Count	8	2	6
		Percentage	5.3%	6.1%	5.1%
Problem was related to the broadband connection	Count	142	31	111	
	Percentage	94.7%	93.9%	94.9%	

Q19. Satisfaction with time taken for restoration of BB connection					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	602	149	453
		Percentage	98.7%	98.7%	98.7%
	Not specified	Count	8	2	6
		Percentage	1.3%	1.3%	1.3%
Q19	Very Satisfied	Count	30	2	28
		Percentage	5.0%	1.3%	6.2%
	Satisfied	Count	444	116	328
		Percentage	73.8%	77.9%	72.4%
	Dissatisfied	Count	123	31	92
		Percentage	20.4%	20.8%	20.3%
	Very Dissatisfied	Count	5	0	5
		Percentage	0.8%	0.0%	1.1%

Q20. Value added services used					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q20	Answering Base	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	144	71	73
		Percentage	23.6%	47.0%	15.9%
	No	Count	466	80	386
		Percentage	76.4%	53.0%	84.1%

Q21. Satisfaction with Value added services					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	144	71	73
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	142	69	73
		Percentage	98.6%	97.2%	100.0%
	Not specified	Count	2	2	0
		Percentage	1.4%	2.8%	0.0%
Q21	Very Satisfied	Count	6	0	6
		Percentage	4.2%	0.0%	8.2%
	Satisfied	Count	123	64	59
		Percentage	86.6%	92.8%	80.8%
	Dissatisfied	Count	12	5	7
		Percentage	8.5%	7.2%	9.6%
	Very Dissatisfied	Count	1	0	1
		Percentage	0.7%	0.0%	1.4%

Q22a. Satisfaction with overall quality of BB connection					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Answering Base	Count	605	149	456
		Percentage	99.2%	98.7%	99.3%
	Not specified	Count	5	2	3
		Percentage	0.8%	1.3%	0.7%
Q22A	Very Satisfied	Count	28	4	24
		Percentage	4.6%	2.7%	5.3%
	Satisfied	Count	484	125	359
		Percentage	80.0%	83.9%	78.7%
	Dissatisfied	Count	84	19	65
		Percentage	13.9%	12.8%	14.3%
	Very Dissatisfied	Count	9	1	8
		Percentage	1.5%	0.7%	1.8%

Q23. Aware of the facility that measures BB connection speed					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q23	Answering Base	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	178	34	144
		Percentage	29.2%	22.5%	31.4%
	No	Count	432	117	315
		Percentage	70.8%	77.5%	68.6%

Q24. Aware of the three stage grievance redressal mechanism					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q24	Answering Base	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
	Yes	Count	51	10	41
		Percentage	8.4%	6.6%	8.9%
	No	Count	559	141	418
		Percentage	91.6%	93.4%	91.1%

Q25. Which stage aware of					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q25. Which stage aware of	Answering Base	Count	268	58	210
		Percentage			
	Call Centre	Count	149	37	112
		Percentage	55.6%	63.8%	53.3%
	Nodal Officer	Count	155	45	110
		Percentage	57.8%	77.6%	52.4%
	Appellate Authority	Count	23	5	18
		Percentage	8.6%	8.6%	8.6%
	None of these	Count	0	0	0
		Percentage	0.0%	0.0%	0.0%

Q26. Made complaints within last 6 months					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q26	Answering Base	Count	610	151	459
		Percentage			
	Yes	Count	34	0	34
		Percentage	5.6%	0.0%	7.4%
	No	Count	576	151	425
		Percentage	94.4%	100.0%	92.6%

Q27. Docket Number					
			Operator		
			Total	BSNL - West Bengal	
	Total	Count	34	34	
		Percentage	100.0%	100.0%	
Q27	Answering Base	Count	34	34	
		Percentage			
	No docket number received even on request	Count	16	16	
		Percentage	47.1%	47.1%	
	No docket number received for most of the complaints	Count	4	4	
		Percentage	11.8%	11.8%	
	Docket number received for most of the complaints	Count	14	14	
		Percentage	41.2%	41.2%	

Q28. Information given by call center				
			Operator	
			Total	BSNL - West Bengal
	Total	Count	34	34
		Percentage	100.0%	100.0%
Q28	Answering Base	Count	34	34
		Percentage	41.2%	41.2%
	Yes	Count	14	14
		Percentage	41.2%	41.2%
No	Count	20	20	
	Percentage	58.8%	58.8%	

Q29. Satisfaction with Information given by call center executive				
			Operator	
			Total	BSNL - West Bengal
	Total	Count	34	34
		Percentage	100.0%	100.0%
	Answering Base	Count	33	33
		Percentage	97.1%	97.1%
	Not specified	Count	1	1
		Percentage	2.9%	2.9%
Q29	Very Satisfied	Count	2	2
		Percentage	6.1%	6.1%
	Satisfied	Count	15	15
		Percentage	45.5%	45.5%
	Dissatisfied	Count	15	15
		Percentage	45.5%	45.5%
	Very Dissatisfied	Count	1	1
		Percentage	3.0%	3.0%

Q30. Reasons for dissatisfaction				
			Total	Operator BSNL - West Bengal
	Total	Count	16	16
		Percentage	100.0%	100.0%
Q30. Reasons for dissatisfaction	Answering Base	Count	16	16
		Percentage		
	Difficult to connect to the call centre executive	Count	1	1
		Percentage	6.3%	6.3%
	Customer care executive not polite/courteous	Count	0	0
		Percentage	0.0%	0.0%
	Cust. care executive not equipped with adequate information	Count	2	2
		Percentage	12.5%	12.5%
	Time taken by call centre for redressal of compl. is too lon	Count	10	10
		Percentage	62.5%	62.5%
	Customer care executive was unable to understand problem	Count	4	4
		Percentage	25.0%	25.0%
	Others	Count	1	1
		Percentage	6.3%	6.3%

Q31. Billing complaint solved within 4 weeks by CC executive				
			Total	Operator BSNL - West Bengal
	Total	Count	34	34
		Percentage	100.0%	100.0%
Q31	Answering Base	Count	34	34
		Percentage		
	Yes	Count	8	8
		Percentage	23.5%	23.5%
	No	Count	14	14
		Percentage	41.2%	41.2%
	NA	Count	12	12
		Percentage	35.3%	35.3%

Q32. Awareness of contact details of nodal officer					
			Total	Operator	
				BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q32	Answering Base	Count	610	151	459
		Percentage			
	Yes	Count	3	0	3
		Percentage	0.5%	0.0%	0.7%
	No	Count	607	151	456
		Percentage	99.5%	100.0%	99.3%

Q33. Made a complaint to nodal officer				
			Total	Operator BSNL - West Bengal
	Total	Count	3	3
		Percentage	100.0%	100.0%
Q33	Answering Base	Count	3	3
	Yes	Count	1	1
		Percentage	33.3%	33.3%
	No	Count	2	2
Percentage		66.7%	66.7%	

Q34. Nodal officer can be approached easily				
			Total	Operator BSNL - West Bengal
	Total	Count	1	1
		Percentage	100.0%	100.0%
Q34	Answering Base	Count	1	1
	Yes	Count	1	1
		Percentage	100.0%	100.0%
	No	Count	0	0
Percentage		0.0%	0.0%	

Q35. Decision on complaint intimated by Nodal officer				
			Total	Operator BSNL - West Bengal
	Total	Count	1	1
		Percentage	100.0%	100.0%
Q35	Answering Base	Count	1	1
	Yes	Count	1	1
		Percentage	100.0%	100.0%
	No	Count	0	0
Percentage		0.0%	0.0%	

Q36. Satisfaction with redressal of complaint by nodal officer				
			Total	Operator BSNL - West Bengal
	Total	Count	1	1
		Percentage	100.0%	100.0%
	Answering Base	Count	1	1
		Percentage	100.0%	100.0%
	Not specified	Count	0	0
		Percentage	0.0%	0.0%
Q36	Very Satisfied	Count	1	1
		Percentage	100.0%	100.0%

Q38. Aware of contact details of appellate authority					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q38	Answering Base	Count	610	151	459
	Yes	Count	2	0	2
		Percentage	0.3%	0.0%	0.4%
	No	Count	608	151	457
Percentage		99.7%	100.0%	99.6%	

Q39. Filed complaint in last 6 months				
			Operator	
			Total	BSNL - West Bengal
	Total	Count	2	2
		Percentage	100.0%	100.0%
Q39	Answering Base	Count	2	2
	Yes	Count	0	0
		Percentage	0.0%	0.0%
	No	Count	2	2
Percentage		100.0%	100.0%	

Q42. Aware of item wise usage charge details					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q42	Answering Base	Count	610	151	459
	Yes	Count	103	16	87
		Percentage	16.9%	10.6%	19.0%
	No	Count	507	135	372
Percentage		83.1%	89.4%	81.0%	

Q43. Denied request of item wise usage charge details					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q43	Answering Base	Count	100	15	85
	Yes	Count	14	9	5
		Percentage	14.0%	60.0%	5.9%
	No	Count	86	6	80
Percentage		86.0%	40.0%	94.1%	

Q44. Reasons for denying request					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	14	9	5
		Percentage	100.0%	100.0%	100.0%
Q44. Reasons for denying request	Answering Base	Count	9	7	2
		Percentage			
	No reason given	Count	3	1	2
		Percentage	33.3%	14.3%	100.0%
	technical problem	Count	5	5	0
		Percentage	55.6%	71.4%	0.0%
	Others	Count	1	1	0
		Percentage	11.1%	14.3%	0.0%

Q45. Manual of practice provided					
			Operator		
			Total	BSNL - Andaman	BSNL - West Bengal
	Total	Count	610	151	459
		Percentage	100.0%	100.0%	100.0%
Q45	Answering Base	Count	588	150	438
		Percentage			
	Yes	Count	163	16	147
		Percentage	27.7%	10.7%	33.6%
	No	Count	425	134	291
		Percentage	72.3%	89.3%	66.4%





**For Prepaid Customers only**

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

**C. HELP SERVICES/CUSTOMER CARE**

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

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

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

**E. MAINTAINABILITY (FAULT REPAIR)**

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

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

**F. SUPPLEMENTARY SERVICES**

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

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



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

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

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



<p>39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied    <input type="checkbox"/> 2 Dissatisfied  <input type="checkbox"/> 3 Satisfied                <input type="checkbox"/> 4 Very Satisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q.39)</b></p> <p>40. Please specify the reason(s) for your dissatisfaction<b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the call centre executive  <input type="checkbox"/> 2 Customer care executive not polite/courteous  <input type="checkbox"/> 3 Customer care executive not equipped with adequate information  <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long  <input type="checkbox"/> 5 Customer care executive was unable to understand the problem  <input type="checkbox"/> 6 Others (please specify)</p>
<p>41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes                <input type="checkbox"/> 2 No  <input type="checkbox"/> 9 Not applicable</p>
<p>42. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 yes  <input type="checkbox"/> 2 No                →                <b>(if no go to Q 48)</b></p>
<p>43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p><input type="checkbox"/> 1 yes  <input type="checkbox"/> 2 No                →                <b>(if no go to Q 48)</b></p>
<p>44. Can you approach your Nodal Officer easily?</p>	<p><input type="checkbox"/> 1 Yes                <input type="checkbox"/> 2 No</p>
<p>45. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes                <input type="checkbox"/> 2 No</p>
<p>46. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied    <input type="checkbox"/> 2 Dissatisfied  <input type="checkbox"/> 3 Satisfied                <input type="checkbox"/> 4 Very Satisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q46)</b></p> <p>47. Please specify the reason(s) for your dissatisfaction<b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer  <input type="checkbox"/> 2 Nodal Officer not polite/courteous  <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information  <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too</p>

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

**THANK & TERMINATE**

## Questionnaire - Cellular mobile telephone service

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

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

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Occupation:  Service  Business/self employed  Student  Housewife  Retired

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

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

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

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

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

### A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> more than 12 month → (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> more than 7 days <input type="checkbox"/> 4 - 7 days <input type="checkbox"/> 2-3 days <input type="checkbox"/> 1 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Not applicable

### B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very Satisfied
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<p><b>(Ask this question only if 1 OR 2 is coded in Q5(a))</b></p> <p>5(b) Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</b></p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed</p> <p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not requested      <input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify)</p>
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**C. BILLING RELATED – POSTPAID CUSTOMER**

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

your dissatisfaction(MULTI CODING POSSIBLE)	<input type="checkbox"/> 3 Calculations not clear
	<input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given
	<input type="checkbox"/> 5 Others (please specify)

**D. HELP SERVICES/CUSTOMER CARE**

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

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

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

**F. MAINTAINABILITY**

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

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

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

**G. OVERALL CUSTOMER SATISFACTION**

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

**H. GENERAL INFORMATION**

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

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

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

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

unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 2 No → (if no go to Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 4 Very Satisfied
<b>(Ask this question only if 1 OR 2 is coded in Q46)</b> 47. Please specify the reason(s) for your dissatisfaction <b>(MULTI CODING POSSIBLE)</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)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal to the appellate authority in the prescribed form in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement from the appellate authority?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q52 to Q54 are for prepaid customers only)</b>	
52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      (if no go to Q 55)
54. What were the reason(s) for denying your	<input type="checkbox"/> 1 No reason given

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

***THANK & TERMINATE***



payment?	<input type="checkbox"/> 9 Not applicable
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**B. BILLING RELATED - POSTPAID CUSTOMER**

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

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

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



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

<p>10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ call centre toll free number of your operator?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No      → (If no, go to Q 15)</p>
<p>11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied      <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied      <input type="checkbox"/> 4 Very Satisfied</p>
<p>12. How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied      <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied      <input type="checkbox"/> 4 Very Satisfied</p>
<p>13. How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied      <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied      <input type="checkbox"/> 4 Very Satisfied</p>
<p>14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?</p>	<p><input type="checkbox"/> 1 Very Dissatisfied      <input type="checkbox"/> 2 Dissatisfied</p> <p><input type="checkbox"/> 3 Satisfied      <input type="checkbox"/> 4 Very Satisfied</p>

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

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

**F. MAINTAINABILITY**

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

restoration of Broadband connection?	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 4 Very Satisfied
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**G. SUPPLEMENTARY SERVICES**

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

**H. OVERALL CUSTOMER SATISFACTION**

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

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

**H. GENERAL**

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

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

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

**THANK & TERMINATE**

