



**A MARKET PULSE RESEARCH REPORT ON
HIMACHAL PRADESH CIRCLE
April – June, 2012**



**Telecom Regulatory
Authority of India**

Assessment of (i) Implementation and Effectiveness of
Telecom Consumers Protection and Redressal of
Grievances Regulations, 2012 and (ii) Customer
Perception of Service through Survey .

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**The Market
Intelligence
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Insights
Company**

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (revised 2012). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

- (i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 and**
- (ii) Customer Perception of Service through a Survey**

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

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

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

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

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

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

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

1. EXECUTIVE SUMMARY

In the period 1st April to 30th June of 2012, Market Pulse has carried out the survey on customer perception of service in Himachal Pradesh circle.

One basic wire-line service provider present in the circle as of June 2012 has been covered. Across 4 cities of HP circle, a sample of 385 basic wire-line customers has been covered. Of this sample, 200 were urban customers and remaining 185 were rural customers.

Seven cellular mobile telephone service providers present in the circle as of June 2012 have been covered. A sample of 2,720 cellular mobile phone customers was covered. Of this, 1,747 were urban customers and the remaining 973 were rural customers.

The only broadband service provider i. e. BSNL present in the circle as of June 2012 has been covered. Across various points of presence in HP, a sample of 385 broadband customers was covered. Of this, 270 were urban customers and 115 were rural customers.

The following feedback was obtained from the sample of customers:

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

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

1.1 Basic Wire-line Service

- 94% of the basic wire-line service customers in HP circle were satisfied with BSNL's overall service quality.
- BSNL did not meet the benchmarks on almost all the parameters, except provision of service. In fact, it had very low satisfaction with respect to help services including customer grievance redressal & maintainability.
- 16% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query. 68% of them got the complaint centre number from telephone bills.
- Approximately 15% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months.
- 45% of the basic telephone service customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, and the time within which complaint will be resolved. 43% of them said that they were informed about the action taken on their complaint through SMS or other means.
- 54% of the customers who had lodged complaints said that their complaints were resolved by the complaint centre/ customer care/ helpline within 3 days.
- 52% of the customers who had made billing complaints said that their complaints were resolved satisfactorily within four weeks of lodging their complaints.
- Only 3% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.
- Only 28% of the new basic telephone service customers said that they had got the Manual of Practice while subscribing to the new basic telephone connection.

1.2 Cellular Mobile Telephone Service

- 91% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except BSNL, Reliance & Aircel.
- Airtel (92%), BSNL (96%), & Aircel (93%) met the benchmark set for provision of service while the others did not.
- All the service providers met the benchmark set for prepaid billing performance except Reliance (89%); only Aircel (98%) met the benchmark set for postpaid billing performance.
- All the operators registered low satisfaction scores on Help Services including customer grievance and did not meet the benchmark except Idea (90%).
- None of the service providers met the benchmark set for network performance & maintainability.
- 57% of all cellular mobile customers were aware of the complaint centre number of their service provider. 42% of them claimed to have got the toll free Complaint centre/ Customer Care/ help-line telephone number through an SMS from the service provider.
- 11% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Complaint centre/ Customer Care/ help-line telephone number.
- 65% of all the cellular mobile customers who had complained said that they were informed were informed of the registration details by the complaint centre through SMS. 64% of them said that they were informed about the action taken on their complaint by the complaint centre through an SMS or other means.
- 71% of all the cellular mobile customers who had complained said that their complaints were resolved by the complaint centre within three (3) days.
- 39% of the cellular mobile customers who had made billing complaints said that the complaints were satisfactorily resolved within four weeks after they lodged their complaint.
- Only 2% of the mobile phone customers were aware of the contact details of the appellate authority.
- 32% of the new customers claimed to have received the Manual of Practice.

1.2 Broadband Service

- 94% of all the BSNL broadband customers were satisfied with overall service quality.
- BSNL met the benchmarks set for provision of service (98%) and supplementary & value added services (95%).
- BSNL(89%) scored slightly lower than the benchmark set for postpaid billing performance.
- BSNL did not meet the benchmark set for help services including customer grievance redressal, network performance and maintainability.
- 31% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.
- 29% of BSNL's broadband customers said that they were aware about the complaint centre number of their service provider for making a complaint/ query. 23% of them got the complaint centre number through telephone bills.
- 28% of broadband customers who were aware of the complaint centre number had complained in the last 6 months.
- 41% of all broadband customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 39% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.
- 37% all broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre within 3 days.
- 31% of the billing complaints were satisfactorily resolved by the complaint centre/ customer care within 4 weeks of lodging complaints.
- Only 1% of the customers were aware of the Appellate Authority's contact details.
- 22% of the customers claimed to have got the Manual of Practice while taking the connection.

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (revised 2012). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

- (i) **Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012**
- (ii) **Customer Perception of Service through Survey**

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

The current report presents the findings of the survey for HP circle. This survey was conducted in the period April - June, 2012.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

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

2.3 Survey Methodology

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

2.4 Coverage of the Survey

In the period 1st April to 30th June of 2012, we conducted the Customer Satisfaction Survey (CSS) in HP circle. The following service providers have been covered in the HP circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

2.4.2 Cellular Mobile Telephone Service (including FWP)

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

2.4.3 Broadband Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
HP	Solan, Mandi, Hamirpur, Palampur, Sundarnagar, Shimla & Kangra

2.6 Respondent Profile

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

2.6.1 Individual/ Household users

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

2.6.2 Commercial users

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

2.7 Sampling Methodology & Coverage

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

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

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

BSNL: In the HP circle, there are 824 exchanges and 33 SDCAs. 5% of these exchanges can be approximated to 41 exchanges and 10% of these SDCAs are 3 SDCAs. We have covered 41 exchanges and 4 SDCAs across HP circle.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
BSNL	200	185	385	4
Overall	200	185	385	4

Geographical Coverage	Cities Covered
HP	Solan, Hamirpur, Palampur, Sundarnagar,

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

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

In all, there are 12 district headquarters in HP circle. We had selected 2 district headquarters on the basis of their geographical spread namely Solan & Mandi but covered more 2 districts namely Mandi, Solan Kangra & Shimla. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	190	200	390	2
BSNL	208	178	386	2
TTSL	273	113	386	4
Reliance	259	126	385	2
Idea	271	115	386	2
Vodafone	275	122	397	2
Aircel	271	119	390	2
Overall	1747	973	2720	4

Geographical Coverage	Cities Covered
HP	Mandi, Solan Shimla & Kangra

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

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

BSNL: There are 6 SSAs/Points of Presence (where their broadband service is available) we covered more than 10% of these i.e. 4 SSAs.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
BSNL	270	115	385	4
Overall	270	115	385	4

Geographical Coverage	Cities Covered
HP	Solan, Hamirpur, Palampur, Sundarnagar,

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

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

Service Provider	Face to Face			Telephonic	Sample Size Covered
	Urban	Rural	Overall		
BSNL	30	164	194	191	385
Overall	200	185	385	385	385

2.8.2 Cellular Mobile Telephone Service

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

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	87	200	287	103	0	103	390
BSNL	90	178	268	118	0	118	386
TTSL	81	113	194	192	0	192	386
Reliance	73	126	199	186	0	186	385
Idea	80	115	195	191	0	191	386
Vodafone	79	122	201	196	0	196	397
Aircel	78	119	197	193	0	193	390
Overall	568	973	1541	1179	0	1179	2720

2.8.3 Broadband Service

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

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	78	115	193	192	0	192	385
Overall	270	115	385	270	115	385	385

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

BSNL, the only basic wire-line service provider present in the circle have been covered. All the customers covered were postpaid.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	--	--	--	200	185	385	385
Overall	--	--	--	200	185	385	385

2.9.2 Cellular Mobile Telephone Service

A total of 7 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 2,720, prepaid users were 2,471 with the balance being postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	80	182	262	110	18	128	390
BSNL	175	168	343	33	10	43	386
TTSL	250	107	357	23	6	29	386
Reliance	253	126	379	6	0	6	385
Idea	266	115	381	5	0	5	386
Vodafone	266	120	386	9	2	11	397
Aircel	245	118	363	26	1	27	390
Overall	1535	936	2471	212	37	249	2720

2.9.3 Broadband Service

BSNL, the only broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the HP circle, 385 broadband service customers were covered. All the customers were postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	--	--	--	270	115	385	385
Overall	--	--	--	270	115	385	385

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	64	37	200
Rural	65	35	185
Overall	64	36	385

- 385 basic telephone service (Wire-line) customers were covered. Of this sample, 64% were male and the balance 36% were female respondents.

2.10.1.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	16	20	19	47	200
Rural	16	24	15	45	185
Overall	16	22	17	46	385

- 39% of the customers were in the age group of 25 – 44 years while 16% were less than 25 years and the 46% were more than 45 years old.

2.10.1.3 Occupation Profile

Occupation	% Customers						Base
	Service	Business- man/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	28	31	0	10	24	8	200
Rural	18	32	1	11	27	12	100
Overall	23	31	0	10	25	10	385

- Out of 385 basic telephone service customers, 31% of the customers were businessmen/self-employed and 23% of them were salaried while 10% were students.

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	82	18	1747
Rural	93	7	973
Overall	86	14	2720

- 2,720 cellular mobile telephone service customers were covered. Of this sample, 86% were male and 14% were female respondents.

2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	31	33	20	16	1747
Rural	34	34	22	11	973
Overall	32	33	21	14	2720

- 54% of the customers were in the age group of 25 – 44 years while 32% were less than 25 years and the 14% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	37	33	12	14	4	0	1747
Rural	20	59	7	11	3	0	973
Overall	31	42	11	13	3	0	2720

- Out of 2,720 cellular mobile telephone service customers, 42% of the customers were businessmen/ self-employed and 31% of them were salaried while 13% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers			Base
	Male	Female		
Urban	70	30		270
Rural	71	29		115
Overall	70	30		385

- 385 broadband service customers were covered. Of this sample, 30% were female respondents.

2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	17	26	28	29	270
Rural	14	24	19	43	115
Overall	16	26	26	33	385

- 52% of the customers were in the age group of 25 –44 years while 16% were less than 25 years and the 33% were more than 45 years old.

2.12.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman / Self Employed/ Farmers	Farmer	Student	House wife	Retired	
Urban	40	29	0	10	15	6	270
Rural	34	19	1	10	16	21	115
Overall	38	26	0	10	15	10	385

- Out of 385 cellular mobile telephone service customers, 26% of the customers were businessmen/ self-employed and 38% of them were salaried while 10% were students.

2.13 Questionnaire Development Process

Three separate questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2012.

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

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

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

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

$$\text{Weighted Score for a parameter} = \frac{(Z_1 * N_1 + Z_2 * N_2 + \dots)}{(N_1 + N_2 + \dots)}$$

$$Z_1 = (X_1 + X_2)$$

$$Z_2 = (Y_1 + Y_2)$$

X_1 = Percentage respondents **Very Satisfied** with 1st sub parameter

X_2 = Percentage respondents **Satisfied** with 1st sub parameter

Y_1 = Percentage respondents **Very Satisfied** with 2nd sub parameter

Y_2 = Percentage respondents **Satisfied** with 2nd sub parameter

N_1 = Total number of responses for 1st sub parameter

N_2 = Total number of responses for 2nd sub parameter

2.15 Explanation of Benchmarks

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

2.15.1 Basic Wire-line Service

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

2.15.2 Cellular Mobile Telephone Service

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

2.15.3 Broadband Service

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

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

A. Basic Wire-line Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

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

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

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

Overall Service Quality

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

- Restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

2.16 Definition of Key Terms Used

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

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

Broadband Service: It means data connection....

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

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

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

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

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

Cellular Mobile Telephone Service: Means....

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

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

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

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

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

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

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

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

3.1 Basic Wire-line Service

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

Sub Parameters	Type	Benchmarks	% Customers
			BSNL
% Satisfied with Provision of Service	Urban	≥90%	96
	Rural	≥90%	91
	Overall	≥90%	94
% Satisfied with Billing Performance Postpaid	Urban	≥95%	95
	Rural	≥95%	91
	Overall	≥95%	93
% Satisfied with Billing Performance Prepaid*	Urban	≥95%	--
	Rural	≥95%	--
	Overall	≥95%	--
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	84
	Rural	≥90%	79
	Overall	≥90%	81
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	95
	Rural	≥95%	94
	Overall	≥95%	94
% Satisfied with Maintainability	Urban	≥95%	91
	Rural	≥95%	81
	Overall	≥95%	86
% Supplementary and Value Added Services	Urban	≥90%	--
	Rural	≥90%	--
	Overall	≥90%	--
% Satisfied with Overall Service Quality	Urban	≥90%	97
	Rural	≥90%	91
	Overall	≥90%	94
Base			385

* BSNL did not report prepaid wire line service in HP circle.

***None of the customers used supplementary and value added services for wire line connection.*

- 94% of the basic wire-line service customers in HP circle were satisfied with BSNL's overall service quality.
- BSNL did not meet the benchmarks on almost all the parameters, except provision of service. In fact, it registered low satisfaction scores with respect to help services including customer grievance redressal & maintainability.

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

(Refer to Q30)

Type	% Customers
	BSNL
Urban	94
Rural	88
Overall	91
<i>Base</i>	76

- 91% of all customers reported that the fault was repaired within 3 days.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request. (Refer to Q29)

Type	%Customers
	BSNL
Urban	100
Rural	100
Overall	100
<i>Base*</i>	18

*Denotes small sample and thus, statistically invalid data

3.1.4 % of customers who reported that their billing complaints were resolved by complaint centre within 4 weeks. (Refer to Q40)

Type	% Customers
	BSNL
Urban	52
Rural	52
Overall	52
<i>Base</i>	56

- 52% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.
- This incidence was the same for both urban and rural customers.

3.2 Cellular Mobile Telephone Service

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

Sub Parameters	Type	Bench marks	% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
% Satisfied with Provision of Service	Urban	≥90%	85	93	88	58	78	80	91	81
	Rural	≥90%	98	99	93	60	100	97	98	93
	Overall	≥90%	92	96	89	58	84	85	93	85
% Satisfied with Billing Performance Prepaid	Urban	≥95%	98	92	95	87	94	94	93	93
	Rural	≥95%	99	98	96	92	100	98	98	97
	Overall	≥95%	99	95	95	89	96	95	95	94
% Satisfied with Billing Performance Postpaid	Urban	≥95%	94	92	81	80	69	82	100	92
	Rural	≥95%	81	83	50	0	0	67	33	75
	Overall	≥95%	92	90	75	80	69	79	98	89
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	88	60	87	73	87	82	84	80
	Rural	≥90%	85	86	76	76	95	87	92	86
	Overall	≥90%	86	73	84	74	90	84	87	82
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	93	79	93	86	88	84	85	87
	Rural	≥95%	93	84	93	87	89	86	92	89
	Overall	≥95%	93	81	93	86	88	84	88	88
% Satisfied with Maintainability	Urban	≥95%	92	78	90	88	92	87	89	88
	Rural	≥95%	95	83	92	85	86	84	92	88
	Overall	≥95%	93	81	91	87	90	86	90	88
% Supplementary and Value Added Services	Urban	≥90%	89	82	100	92	85	89	97	90
	Rural	≥90%	100	80	100	100	100	75	100	95
	Overall	≥90%	94	82	100	95	86	88	98	91
% Satisfied with Overall Service Quality	Urban	≥90%	94	90	95	83	96	96	89	92
	Rural	≥90%	91	87	94	86	88	92	91	90
	Overall	≥90%	92	89	95	84	93	95	89	91
Base			390	386	386	385	386	397	390	2720

- 91% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except BSNL, Reliance & Aircel.
- Airtel (92%), BSNL (96%), & Aircel (93%) met the benchmark set for provision of service while TTSL, Reliance, Idea & Vodafone did not meet the benchmark set for provision of service.
- All the service providers met the benchmark set for prepaid billing performance except Reliance (89%); only Aircel (98%) met the benchmark set for postpaid billing performance.
- All the operators received low satisfaction scores on help services including customer grievance and did not meet the benchmark except Idea (90%).
- None of the service providers met the benchmark set for network performance & maintainability.

3.2.2 % customers who reported billing complaint resolution by complaint centre within 4 weeks. (Refer to Q43)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	40	36	58	37	50	14	0	35
Rural	27	67	20	72	25	14	33	48
Overall	30	45	47	46	48	14	6	39
<i>Base</i>	20	20	17	126	42	14	34	273

- 39% of the cellular mobile customers who made billing complaints to the complaint centre reported that their complaints were resolved within 4 weeks of lodging.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Benchmarks	BSNL
% Satisfied with Provision of Service	Urban	≥90%	98
	Rural	≥90%	98
	Overall	≥90%	98
% Satisfied with Billing Performance Prepaid	Urban	≥90%	--
	Rural	≥90%	--
	Overall	≥90%	--
% Satisfied with Billing Performance Postpaid	Urban	≥90%	89
	Rural	≥90%	89
	Overall	≥90%	89
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	69
	Rural	≥90%	68
	Overall	≥90%	68
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	82
	Rural	≥85%	76
	Overall	≥85%	80
% Satisfied with Maintainability	Urban	≥85%	63
	Rural	≥85%	78
	Overall	≥85%	69
% Supplementary and Value Added Services	Urban	≥85%	97
	Rural	≥85%	90
	Overall	≥85%	95
% Satisfied with Overall Service Quality	Urban	≥85%	90
	Rural	≥85%	87
	Overall	≥85%	89
Base			385

- 89% of all the BSNL broadband customers were satisfied with overall service quality.
- BSNL met the benchmarks set for provision of service (98%) and supplementary & value added services (95%).
- BSNL (89%) scored slightly lower than the benchmark set for postpaid billing performance.
- BSNL did not meet the benchmark set for help services including customer grievance redressal, network performance and maintainability.

3.3.2 % of customers who reported getting a working connection with 7 days.(Refer to Q1b)

Type	% Customers
	BSNL
Urban	91
Rural	90
Overall	90
<i>Base</i>	385

- 90% of the customers got their working connection within 7 working days.

3.3.3 % of customers who reported that their billing complaints were resolved by complaint centre within 4 weeks. (Refer to Q34)

Type	% Customers
	BSNL
Urban	20
Rural	43
Overall	31
<i>Base</i>	108

- 31% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – HP Circle

Customer Satisfaction Survey in the HP circle was done among BSNL wire-line customers as only BSNL provides wire-line service in HP circle.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service (Refer to Q1b & Q3)

Sub Parameters	Type	BSNL
Time taken to provide working connection	Urban	94
	Rural	92
	Overall	94
Ease of understanding/provision of all relevant information related to tariff plan & charges	Urban	96
	Rural	91
	Overall	94
Overall Provision of service	Urban	96
	Rural	91
	Overall	94
<i>Base</i>		<i>188</i>

- 94% of the customers were satisfied with the time taken to provide a working telephone as well as ease of understanding/ provision of all relevant information related to tariff plans & charges. A slightly lower proportion of rural customers were satisfied with ease of understanding.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance. (Refer to Q4, Q5a, Q7, Q8)

Sub Parameters	Type	% Postpaid Customers
		BSNL
Timely delivery of bills	Urban	95
	Rural	95
	Overall	95
Quality, Accuracy & Completeness of the bills	Urban	97
	Rural	92
	Overall	95
Process of resolution of billing complaints	Urban	83
	Rural	69
	Overall	73
Clarity of the bills in terms of transparency & understandability	Urban	93
	Rural	90
	Overall	91
Overall Billing performance postpaid	Urban	95
	Rural	91
	Overall	93
<i>Base</i>		<i>385</i>

- Low proportions (73%) of BSNL urban customers were satisfied on account of process of resolution of billing complaints. This dragged down their scores with respect to billing performance.
- A high proportion of BSNL customers were satisfied with the timely delivery of bills & quality, accuracy & completeness of the bills.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: BSNL did not report prepaid wire line service in HP circle. Hence this table is not relevant.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

4.1.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal. (Refer to Q12a-Q15)

Sub Parameters	Type	% Customers
		BSNL
Ease of access of complaint centre/customer care or help-line	Urban	86
	Rural	87
	Overall	87
Ease of getting an option for “ talking to a customer care executive”	Urban	86
	Rural	83
	Overall	84
Response time taken to answer the call	Urban	79
	Rural	78
	Overall	78
Problem solving ability of customer care executive	Urban	86
	Rural	74
	Overall	78
Time taken by complaint centre/customer care /helpline to resolve complaint	Urban	86
	Rural	74
	Overall	78
Overall Help service including customer grievance redressal	Urban	84
	Rural	79
	Overall	81
<i>Base</i>		37

- BSNL customers were less satisfied with the response time taken to answer the call, problem solving ability of customer care executive & the time taken by complaint centre/customer care /helpline to resolve complaint.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q16-Q18)

Sub Parameters	Type	% Customers
		BSNL
Availability of working telephone (dial tone)	Urban	98
	Rural	96
	Overall	97
Ability to make or receive calls easily	Urban	95
	Rural	93
	Overall	94
Voice Quality	Urban	93
	Rural	91
	Overall	92
Overall Network Performance, reliability & availability	Urban	95
	Rural	94
	Overall	94
<i>Base</i>		385

- A higher percentage of BSNL's urban customers were satisfied with the availability of working telephone (dial tone).

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following table shows the percentage of customers satisfied with maintainability. (Refer to Q21)

Sub Parameters	Type	% Customers
		BSNL
Fault repair service (Maintainability)	Urban	91
	Rural	81
	Overall	86
<i>Base</i>		76

- A higher percentage of BSNL urban customers were satisfied with the fault repair service as compared to BSNL rural customers.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

- None of the customers used supplementary and value added services for wire line connection. Hence this table is not relevant.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality. (Refer to Q26a)

Sub Parameters	Type	% Customers
		BSNL
Overall quality of Telephone service	Urban	97
	Rural	91
	Overall	94
<i>Base</i>		385

- 94% of the customers were satisfied with the overall quality of telephone service.

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

4.2.1 Awareness and experience of Complaint centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the complaint centre number of their service provider for making a complaint/ query (Refer to Q34a)

Type	% Customers
	BSNL
Urban	13
Rural	19
Overall	16
<i>Base</i>	385

- 16% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query.

4.2.1.2 The following table shows the percentage of customers who came to know about the toll free customer care number through various sources (Refer to Q34b)

	Type of User	% Customers
		BSNL
Newspaper	Urban	0
	Rural	100
	Overall	2
Website of the service provider	Urban	0
	Rural	100
	Overall	10
SMS from service provider	Urban	11
	Rural	89
	Overall	14
Display at complaint centres/ sales outlets	Urban	67
	Rural	33
	Overall	5
Telephone bills	Urban	44
	Rural	56
	Overall	68
Other means	Urban	56
	Rural	44
	Overall	14
Base		63

- 68% of the customers got the complaint centre number from telephone bills.

Table 4.2.1.3 The following table shows the percentage of customers who made a complaint on the complaint centre number of their service provider in the last 6 months. (Refer to Q35)

Type	% Customers
	BSNL
Urban	12
Rural	19
Overall	15
<i>Base</i>	385

- Approximately 15% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months.

4.2.1.4 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints. (Refer to Q36)

Sub Parameters	Type	% Customers
		BSNL
Docket number received for most of the complaints	Urban	21
	Rural	34
	Overall	29
No docket number received for most of the complaints	Urban	25
	Rural	23
	Overall	24
It was received on request	Urban	46
	Rural	29
	Overall	36
No docket number received even on request	Urban	4
	Rural	9
	Overall	7
Refused to register the complaint	Urban	4
	Rural	6
	Overall	5
<i>Base</i>		59

- 29% of the customers who had complained said that they had received a docket number for most of their complaints while 24% of all customers who had complained said that they did not receive docket number for most of their complaints.
- 7% of the customers did not receive docket number even on request.

4.2.1.5 The following table shows the percentage of customers who were informed sms about the docket number, date of complaint registration, and the time within which complaint will be resolved. (Refer to Q37)

Type	% Customers
	BSNL
Urban	48
Rural	42
Overall	45
Base	56

- 45% of the basic telephone service customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, and the time within which complaint will be resolved.

4.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means by the complaint centre. (Refer to Q38)

Type	% Customers
	BSNL
Urban	35
Rural	49
Overall	43
Base	56

- 43% of the customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.

4.2.1.7 The following table shows the % of customers whose complaints were resolved by the complaint centre within three (3) days. (Refer to Q39a)

Type	% Customers
	BSNL
Urban	44
Rural	61
Overall	54
Base	56

- 54% of the customers who had lodged complaints said that their complaints were resolved by the complaint centre/ customer care/ helpline within 3 days.

4.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/customer care within four weeks. (Refer to Q40)

Type	% Customers
	BSNL
Urban	52
Rural	52
Overall	52
<i>Base</i>	56

- 52% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the complaint centre/ customer care within four weeks of lodging their complaints.

4.2.2 Awareness and experience of Appellate Authority

Table 4.2.2.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority. (Refer to Q41)

Type	% Customers
	BSNL
Urban	1
Rural	4
Overall	3
<i>Base</i>	385

- Only 3% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority. A higher percentage of rural customers were aware of the contact details.

4.2.2.2 % of customers who came to know about the Appellate Authority's contact details through various sources (Refer to Q42)

	Type of User	% Customers
		BSNL
Newspaper	Urban	--
	Rural	--
	Overall	--
Website of the service provider	Urban	0
	Rural	100
	Overall	40
SMS from service provider	Urban	--
	Rural	--
	Overall	--
Display at complaint centres/ sales outlets	Urban	--
	Rural	--
	Overall	--
Telephone bills	Urban	33
	Rural	67
	Overall	60
Other	Urban	--
	Rural	--
	Overall	--
Base		10

Note : Above sample of responses is too small to draw any statistical valid inference.

4.2.2.3 Incidence of Appeal being filed in the prescribed form in the last 6 months (Refer to Q43)

Note: None of the customers had filed an appeal in the last 6 months.

4.2.2.4 Percentage of Customers who filed an appeal with the Appellate through various sources (Refer to Q45)

Note: Not applicable as none of the customers filed an appeal with the Appellate Authority

4.2.2.5 Percentage of Customers who filed an appeal with the Appellate & received unique number within 3 days (Refer to Q46)

Note: As none of the customers filed an appeal, this table is not relevant.

4.2.2.6 Percentage of Customers who filed an appeal with the Appellate & received decision within 39 days (Refer to Q47)

Note: As none of the customers filed an appeal, this table is not relevant.

4.2.3 General Information

Table 4.2.3.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of complaint centre and contact details of Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection. (Refer to Q51)

Type	% Customers
	BSNL
Urban	30
Rural	26
Overall	28
<i>Base</i>	385

- 28% of the new basic telephone service customers said that they had got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.3.2 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request. (Refer to Q48)

- BSNL did not report prepaid wire line service in HP circle, hence this table is not relevant.

4.2.3.3 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection. (Refer to Q49)

- Not applicable

Table 4.2.3.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.(Refer to Q50)

- Not applicable

Table 4.2.3.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months. (Refer to Q28a)

Type	% Customer
	BSNL
Urban	6
Rural	3
Overall	5
<i>Base</i>	385

- Only 5% of the prepaid customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.3.6 The following table shows the percentage of customers who terminated a telephone connection of a particular service provider in the last 6 months. (Refer to Q28b)

- The earlier connection was also BSNL.

4.2.3.7 The following table shows the days taken for termination of a telephone connection. (Refer to Q29)

- All the customers who terminated their earlier connection had terminated within 7 days.

4.2.3.8 The following table shows the percentage of customers who were aware about getting rent rebate in case fault is not repaired within 3 days. (Refer to Q30)

Type	% Customers
	BSNL
Urban	13
Rural	15
Overall	14
<i>Base</i>	385

- Only 14% of the customers were aware about the rent rebate entitlement, in case fault is not repaired within 3 days.

4.2.3.9 The following table shows the percentage of customers who were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS. (Refer to Q31)

Type	% Customers
	BSNL
Urban	20
Rural	17
Overall	18
<i>Base</i>	385

- 18% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.3.10 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS (Refer to Q32a)

Type	% Customers
	BSNL
Urban	18
Rural	13
Overall	16
<i>Base</i>	<i>71</i>

- Only 16% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.3.11 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering. (Refer to Q32b)

Sub Parameters	Type	% Customers
		BSNL
No change	Urban	71
	Rural	75
	Overall	73
Slight decrease	Urban	--
	Rural	--
	Overall	--
Considerable decrease	Urban	--
	Rural	--
	Overall	--
Stopped receiving	Urban	29
	Rural	25
	Overall	27
<i>Base</i>		11

Note: Base is too small to draw any statistical reference

4.2.3.12 The following table shows the percentage of customers who made a complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number. (Refer to Q32c)

Note: None of the customers had complained to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number.

**4.2.3.13 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor.
(Refer to Q33)**

	Type	Customer Ranking
		BSNL
Mean Score	Urban	8.4
	Rural	8.49
	Overall	8.45
Base		385

- BSNL's rural customers have given a higher rating as compared to urban customers.

4.3 Cellular Mobile Telephone Service – HP Circle

Customer Satisfaction Survey in the HP circle was done among customers of 7 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, TTSL, Reliance Idea, Vodafone & Aircel.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service. (Refer to Q1 & Q3)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Process & time taken to activate connection	Urban	98	99	99	94	96	92	99	97
	Rural	100	99	99	91	100	98	99	98
	Overall	99	99	99	93	97	94	99	97
Ease of understanding	Urban	72	88	77	21	59	67	83	66
	Rural	96	99	87	29	99	97	96	87
	Overall	84	93	80	24	71	76	87	74
Overall Provision of service	Urban	85	93	88	58	78	80	91	81
	Rural	98	99	93	60	100	97	98	93
	Overall	92	96	89	58	84	85	93	85
<i>Base</i>		390	386	386	385	386	397	390	2720

- Most customers were satisfied with the process and time taken to activate the mobile connection.
- A higher percentage of customers across service providers were dissatisfied with the ease of understanding of tariff plans.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance. (Refer to Q6,Q7a,Q8a &Q9b)

Sub Parameters	Type	% Postpaid Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Timely delivery of bills	Urban	93	91	83	83	80	67	100	91
	Rural	79	70	33	0	0	50	0	66
	Overall	91	86	72	83	80	64	96	87
Clarity of the bills in terms of transparency and understandability	Urban	96	91	91	67	60	89	100	93
	Rural	89	80	17	0	0	50	0	70
	Overall	95	88	76	67	60	82	96	90
Accuracy & completeness of the bills	Urban	98	94	87	100	80	100	100	96
	Rural	83	100	100	0	0	100	100	92
	Overall	96	95	90	100	80	100	100	96
Process of resolution of billing Complaints	Urban	44	100	0	50	0	0	100	41
	Rural	50	0	0	0	0	0	0	50
	Overall	46	100	0	50	0	0	100	42
Overall Billing performance postpaid	Urban	94	92	81	80	69	82	100	92
	Rural	81	83	50	0	0	67	33	75
	Overall	92	90	75	80	69	79	98	89
Base		129	43	29	6	5	11	27	250

- Process of billing complaint resolution registered the lowest satisfaction levels on an aggregate level.
- Higher % of all the cellular mobile customers were satisfied on account of accuracy & completeness of the bills.
- Timely delivery of bills was also an issue with customers of most service providers.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance. (Refer to Q4a,Q5b,Q5c)

Sub Parameters	Type	% Prepaid Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Accuracy of charges	Urban	99	91	99	84	93	93	94	93
	Rural	100	99	98	92	100	97	98	98
	Overall	100	95	99	87	95	94	96	95
Refund/Credit/Waiver of excess charges	Urban	71	41	86	62	71	68	58	64
	Rural	82	78	73	50	100	94	73	79
	Overall	79	55	81	59	77	77	61	69
Ease of recharging process & transparency of recharge offer	Urban	100	100	92	95	99	98	98	97
	Rural	100	100	97	96	100	99	99	99
	Overall	100	100	93	95	99	98	98	98
Overall Billing performance prepaid	Urban	98	92	95	87	94	94	93	93
	Rural	99	98	96	92	100	98	98	97
	Overall	99	95	95	89	96	95	95	94
<i>Base</i>		262	343	357	379	381	386	363	2471

- A higher % of prepaid customers were satisfied on account of ease of recharging process & transparency of recharge offer.
- Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

4.3.3.1 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal. (Refer to Q11- Q15)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Ease of access of complaint centre/customer care or help-line	Urban	88	62	90	64	93	81	84	79
	Rural	84	86	82	75	92	87	92	85
	Overall	86	74	87	67	92	83	86	81
Ease of getting an option for “ talking to a customer care executive”	Urban	89	58	90	67	92	83	87	80
	Rural	85	85	78	78	96	87	92	86
	Overall	87	71	86	70	93	85	89	82
Response time taken	Urban	88	58	87	71	85	83	87	79
	Rural	84	86	74	76	96	87	92	86
	Overall	86	72	83	72	89	85	89	82
Problem solving ability	Urban	89	62	84	82	81	81	83	80
	Rural	85	85	74	76	96	87	94	86
	Overall	87	73	81	80	86	83	86	83
Time taken to resolve complaint	Urban	84	58	84	80	83	82	82	80
	Rural	85	86	74	76	96	87	94	86
	Overall	85	72	81	79	88	84	86	82
Overall Help services including customer grievance redressal	Urban	88	60	87	73	87	82	84	80
	Rural	85	86	76	76	95	87	92	86
	Overall	86	73	84	74	90	84	87	82
<i>Base</i>		145	119	94	192	130	124	139	943

- A lower proportion of customers were satisfied with all aspects of Help Services.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.3.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q16,Q17,Q19)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Availability of signal of your service provider in your locality	Urban	93	79	93	82	83	79	83	84
	Rural	92	78	94	86	85	82	92	87
	Overall	92	78	93	83	83	80	86	85
Ability to make or receive calls easily	Urban	93	82	95	94	97	87	89	91
	Rural	94	88	94	88	91	89	93	91
	Overall	94	84	94	92	95	88	90	91
Voice quality	Urban	93	76	93	82	85	85	85	85
	Rural	94	87	92	86	91	88	93	90
	Overall	94	81	93	83	86	86	87	87
Overall Network performance, reliability & availability	Urban	93	79	93	86	88	84	85	87
	Rural	93	84	93	87	89	86	92	89
	Overall	93	81	93	86	88	84	88	88
Base		390	386	386	385	386	397	390	2720

- Airtel and TTSL registered higher scores on all aspects of Network Performance.
- BSNL registered lower satisfaction scores across parameters.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability. (Refer to Q21 & Q22)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Availability of network (signal)	Urban	94	76	90	90	92	83	88	88
	Rural	95	83	90	87	86	84	91	88
	Overall	94	79	90	89	90	83	89	88
Restoration of network (signal) problems	Urban	91	81	91	86	91	90	91	89
	Rural	94	84	93	83	85	84	93	88
	Overall	93	81	91	87	90	86	90	88
Overall Maintainability	Urban	92	78	90	88	92	87	89	88
	Rural	95	83	92	85	86	84	92	88
	Overall	93	81	91	87	90	86	90	88
<i>Base</i>		390	386	386	385	386	397	390	2720

- BSNL registered much lower satisfaction scores on maintainability. .

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

4.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services. (Refer to Q24 & Q25a)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Quality of supplementary service	Urban	86	86	100	83	85	89	100	89
	Rural	100	80	100	100	100	50	100	93
	Overall	92	84	100	90	86	86	100	90
Process of activating VAS	Urban	93	79	100	100	85	89	95	90
	Rural	100	80	100	100	100	100	100	97
	Overall	96	79	100	100	86	90	96	92
Overall Supplementary and Value Added Services	Urban	89	82	100	92	85	89	97	90
	Rural	100	80	100	100	100	75	100	95
	Overall	94	82	100	95	86	88	98	91
<i>Base</i>		24	19	7	19	14	29	22	134

- A higher percentage of customers were satisfied with process of activating VAS.

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

4.4.1 Awareness and experience of Complaint centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the complaint centre number of their service provider for making a complaint/ query.(Refer to Q36)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	54	50	22	64	50	33	56	46
Rural	90	87	32	51	97	75	81	75
Overall	72	67	25	60	64	46	64	57
<i>Base</i>	390	386	386	385	386	397	390	2720

- 57% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among TTSL customers.

4.4.1.2 The following table shows the percentage of customers who came to know about the toll free customer care number through various sources (Refer to Q37)

	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Newspaper	Urban	1	4	3	0	0	2	0	1
	Rural	1	4	3	0	1	0	1	2
	Overall	1	4	3	0	0	1	0	1
Website of the service provider	Urban	1	3	0	1	1	9	2	2
	Rural	5	6	8	0	7	7	9	6
	Overall	3	5	3	0	4	8	5	4
SMS from service provider	Urban	44	40	38	4	33	42	22	29
	Rural	64	65	64	3	65	62	50	57
	Overall	57	55	47	4	48	52	33	42
Display at complaint centres/ sales outlets	Urban	20	12	7	29	36	15	41	26
	Rural	12	16	19	16	27	19	23	18
	Overall	15	14	11	25	32	17	34	22
Telephone bills	Urban	14	27	33	67	25	21	34	34
	Rural	0	5	14	81	2	5	8	11
	Overall	5	14	26	71	15	13	24	23
Others	Urban	26	26	23	0	13	19	8	14
	Rural	31	30	19	0	28	28	31	27
	Overall	29	28	22	0	20	24	17	20
Base		281	258	97	229	246	183	248	1542

- 42% of all cellular mobile customers claimed that they got the toll free Complaint centre/ Customer Care/ help-line telephone number through SMS from the service provider.

4.4.1.3 The following table shows the percentage of customers who had complained in last 6 months to the toll free Complaint centre/ Customer Care/ Help-line telephone number. (Refer to Q38)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	3	7	4	39	14	3	11	12
Rural	8	3	4	26	4	6	5	8
Overall	5	5	4	35	11	4	10	11
<i>Base</i>	390	386	386	385	386	397	390	2720

- 11% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Complaint centre/ Customer Care/ help-line telephone number.

4.4.1.4 The following table shows the percentage of customers who received or did not receive docket number for their complaints. (Refer to Q39)

	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Complaint was registered and Docket number received	Urban	100	64	58	57	58	100	74	63
	Rural	40	100	100	73	50	86	100	72
	Overall	55	75	71	61	57	93	78	65
Complaint was registered and Docket number not received	Urban	0	29	42	35	42	0	7	30
	Rural	47	0	0	24	50	14	0	24
	Overall	35	20	29	33	43	7	5	28
Complaint was registered and docket number provided on request	Urban	0	0	0	0	0	0	3	1
	Rural	13	0	0	0	0	0	0	3
	Overall	10	0	0	0	0	0	3	1
Complaint was registered and docket number not provided even on request	Urban	0	7	0	0	0	0	7	1
	Rural	0	0	0	0	0	0	0	0
	Overall	0	5	0	0	0	0	5	1
Refused to register the complaint	Urban	0	0	0	8	0	0	10	5
	Rural	0	0	0	3	0	0	0	1
	Overall	0	0	0	7	0	0	8	4
<i>Base</i>		20	20	17	135	42	14	37	285

- 96% of the customers reported complaint registration.
- 65% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Only 1% of those who had complained did not receive docket numbers even on request.

4.4.1.5 The following table shows the percentage of customers who were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved. (Refer to Q40)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	60	36	58	71	74	29	79	68
Rural	27	67	40	78	25	29	100	59
Overall	35	45	53	73	69	29	82	65
Base	20	20	17	126	42	14	34	273

- 65% all the cellular mobile customers who had complained said that they were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

4.4.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint by complaint centre through SMS or other means. (Refer to Q41)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	40	36	58	69	76	29	71	66
Rural	27	67	40	81	25	14	100	59
Overall	30	45	53	72	71	21	77	64
<i>Base</i>	20	20	17	126	42	14	34	273

- 64% of all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.

4.4.1.7 The following table shows the % of customers whose complaints were resolved by the complaint centre within three (3) days. (Refer to Q42)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	40	36	75	78	90	57	68	74
Rural	27	83	40	91	25	29	100	65
Overall	30	50	65	81	83	43	74	71
<i>Base</i>	20	20	17	126	42	14	34	273

- 71% of all the cellular mobile customers who had complained said that their complaints were resolved by the complaint centre within three (3) days.

4.4.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/customer care within four weeks. (Refer to Q43)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	40	36	58	37	50	14	0	35
Rural	27	67	20	72	25	14	33	48
Overall	30	45	47	46	48	14	6	39
<i>Base</i>	20	20	17	126	42	14	34	273

- 39% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by the complaint centre/customer care within four weeks after they lodged their complaint.

4.4.2 Awareness and experiences with Appellate Authority

4.4.2.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority. (Refer to Q44)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	3	1	2	5	4	2	2	3
Rural	1	0	3	1	0	0	0	1
Overall	2	0	2	3	3	2	1	2
<i>Base</i>	390	386	386	385	386	397	390	2720

- Only 2% of the mobile phone customers were aware of the contact details of the appellate authority.

4.4.2.2 % of customers who came to know about the Appellate Authority's contact details through various sources (Refer to Q45)

	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Newspaper	Urban	--	--	--	--	--	--	--	--
	Rural	--	--	--	--	--	--	--	--
	Overall	--	--	--	--	--	--	--	--
Website of the service provider	Urban	20	100	60	58	83	100	80	70
	Rural	0	0	33	100	0	0	0	40
	Overall	17	100	50	62	83	100	80	67
SMS from service provider	Urban	60	0	20	42	17	0	20	26
	Rural	100	0	33	0	0	0	0	40
	Overall	67	0	25	39	17	0	20	28
Display at complaint centres/ sales outlets	Urban	20	0	20	0	0	0	0	4
	Rural	0	0	33	0	0	0	0	20
	Overall	17	0	25	0	0	0	0	6
Telephone bills	Urban	--	--	--	--	--	--	--	--
	Rural	--	--	--	--	--	--	--	--
	Overall	--	--	--	--	--	--	--	--
Others	Urban	--	--	--	--	--	--	--	--
	Rural	--	--	--	--	--	--	--	--
	Overall	--	--	--	--	--	--	--	--
Base		6	1	8	13	12	6	5	51

Note : Above sample of responses is too small to draw any statically valid inference.

4.4.2.3 Incidence of Appeal being filed in the prescribed form in last 6 months (Refer to Q46)

- None of the 51 customers those who were aware, had filed an appeal with the Appellate Authority.

4.4.2.4 The following table shows the percentage of customers who filed their appeal to the Appellate Authority (Refer to Q47)

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

4.4.2.5 Received any acknowledgement (Refer to Q48)

- As none of the customer filed an appeal, this table is not relevant.

4.4.2.6 Reported Decisions by the Appellate Authority within 39 days of filing the appeal (Refer to Q49)

- As none of the customer filed an appeal, this table is not relevant.

4.4.3 General Information

4.4.3.1 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request. (Refer to Q50)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	48	21	9	12	18	17	18	17
Rural	43	34	13	11	45	33	33	31
Overall	44	27	10	12	26	22	23	23
<i>Base</i>	262	343	357	379	381	386	363	2471

- Only 23% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among Airtel customers and lowest among TTSL & Reliance customers.

4.4.3.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection. (Refer to Q51)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	0	0	0	0	7	0	5	2
Rural	0	0	0	0	4	0	0	1
Overall	0	0	0	0	5	0	2	1
<i>Base</i>	116	93	36	45	96	82	83	551

4.4.3.3 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new mobile telephone connection. (Refer to Q53)

Type	Service Provider							Overall
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	
Urban	28	18	39	28	32	42	31	32
Rural	32	33	35	28	38	36	24	32
Overall	30	25	38	28	34	40	29	32
<i>Base</i>	390	386	386	385	386	397	390	2720

- 32% of the new customers claimed to have received the Manual of Practice.

4.5 Broadband Service – HP circle

The survey of customer perception of service was done in HP circle among BSNL customers as only BSNL provides broadband service in HP circle.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service. (Refer to Q2)

Sub Parameters	Type	Customers
		BSNL
Time taken to provide connection	Urban	98
	Rural	98
	Overall	98
Base		385

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

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance. (Refer to Q4, Q5a, Q6a, Q8)

Sub Parameters	Type	Postpaid Customers
		BSNL
Timely delivery of bills	Urban	89
	Rural	90
	Overall	89
Clarity of the bills in terms of transparency and understandability	Urban	93
	Rural	97
	Overall	94
Accuracy of the bills	Urban	89
	Rural	84
	Overall	87
Process of resolution of billing Complaints	Urban	69
	Rural	39
	Overall	57
Overall Billing performance postpaid	Urban	89
	Rural	89
	Overall	89
<i>Base</i>		385

- BSNL registered high satisfaction level on account of clarity of the bills in terms of transparency and understandability.
- However, a very low proportion of customers were satisfied on account of process of resolution of billing complaints; only 57% were satisfied.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

Note: As BSNL did not report prepaid broadband service, this table is not relevant.

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services. (Refer to Q11a-Q14)

Sub Parameters	Type	% Prepaid Customers
		BSNL
Ease of access of complaint centre/ customer care or helpline	Urban	69
	Rural	74
	Overall	71
Ease of getting an option for “ talking to customer care executive”	Urban	69
	Rural	68
	Overall	69
Response time taken by customer executive to answer customer call	Urban	69
	Rural	59
	Overall	65
Problem solving ability of customer care executive(s)	Urban	69
	Rural	70
	Overall	69
Time taken by complaint centre/ customer care / help-line to resolve your complaint	Urban	67
	Rural	69
	Overall	68
Overall Help service	Urban	69
	Rural	68
	Overall	68
Base		84

- 71% BSNL customers were satisfied with the ease of access of complaint centre/ customer care or helpline.
- Satisfaction was lowest on account of response time taken by customer care executive to answer customer call.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.5.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q15-Q16)

Sub Parameters	Type	% Customers
		BSNL
Speed of broadband connection	Urban	83
	Rural	76
	Overall	81
Amount of time for which service is up and working	Urban	80
	Rural	77
	Overall	79
Overall Network performance, Reliability & availability	Urban	82
	Rural	76
	Overall	80
<i>Base</i>		385

- A higher proportion of urban customers (83%) were satisfied with the speed of broadband connection as compared to rural customers.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability (Refer to Q19)

Sub Parameters	Type	%Customers
		BSNL
Time taken for restoration of broadband connection	Urban	63
	Rural	78
	Overall	69
<i>Base</i>		55

- 69% of the customers were satisfied with the time taken for restoration of broadband connection.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services. (Refer to Q20b)

Sub Parameters	Type	% Customers
		BSNL
Process of activating VAS or process of unsubscribing	Urban	97
	Rural	90
	Overall	95
<i>Base</i>		110

- 95% of customers were satisfied with process of activating VAS or process of unsubscribing.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following graph shows the % of customers satisfied with overall service. (Refer to Q23a)

Sub Parameters	Type	% Customers
		BSNL
Overall service quality	Urban	90
	Rural	87
	Overall	89
<i>Base</i>		385

- 89% of the customers were satisfied with the quality of overall service. A higher % of urban customers were satisfied as compared to rural customers.

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

4.6.1 Awareness and experience of Complaint centre

4.6.1.1 % of customers aware about the complaint centre number for making a complaint/ query. (Refer to Q27)

Type	% Customers
	BSNL
Urban	27
Rural	33
Overall	29
<i>Base</i>	385

- 29% of BSNL's broadband customers said that they were aware about the complaint centre number of their service provider for making a complaint/ query.

4.6.1.2 % of customers came to know about the toll free customer care number through various sources (Refer to Q28)

Customers	Type of Users	% Customers
		BSNL
Newspaper	Urban	--
	Rural	--
	Overall	--
Website of the service provider	Urban	1
	Rural	0
	Overall	1
SMS from service provider	Urban	--
	Rural	--
	Overall	--
Display at complaint centres/ sales outlets	Urban	8
	Rural	0
	Overall	5
Telephone bills	Urban	27
	Rural	16
	Overall	23
Other	Urban	64
	Rural	84
	Overall	71
<i>Base</i>		112

- 23% of broadband customers got the complaint centre number through telephone bills.

4.6.1.3 The following table shows the percentage of customers who had complained in last 6 months to the toll free complaint centre/ customer care/ help-line telephone number. (Refer to Q29)

Type	% Customers
	BSNL
Urban	22
Rural	43
Overall	28
<i>Base</i>	385

- 28% of broadband customers who were aware of the complaint centre number had complained in the last 6 months.

4.6.1.4 The following table shows the percentage of customers who received or did not receive the docket number for their complaints. (Refer to Q30)

Customers	Type of Users	% Customers
		BSNL
Docket number received for most of the complaints	Urban	81
	Rural	61
	Overall	72
No Docket number received for most of the complaints	Urban	19
	Rural	29
	Overall	23
It was received on request	Urban	0
	Rural	10
	Overall	5
No Docket number received even on request	Urban	--
	Rural	--
	Overall	--
<i>Base</i>		108

- 72% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. 61% of the rural customers claimed to have received docket number for most of their complaints
- 23% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.
- 5% of all broadband customers who had complained said that they received the docket number on request.

4.6.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved. (Refer to Q31)

Type	% Customers
	BSNL
Urban	32
Rural	51
Overall	41
<i>Base</i>	108

- 41% of all broadband customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

4.6.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means. (Refer to Q32)

Type	% Customers
	BSNL
Urban	25
Rural	55
Overall	39
<i>Base</i>	108

- 39% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.

4.6.1.7 The following table shows the % of customers whose complaints were resolved by complaint centre within three (3) days. (Refer to Q33)

Type	% Customers
	BSNL
Urban	31
Rural	45
Overall	37
<i>Base</i>	108

- 37% all broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre within 3 days.

4.6.1.8 % of customers who got their billing complaint resolved satisfactorily by complaint centre/ customer care within 4 weeks of lodging their complaints. (Refer to Q34)

Type	% Customers
	BSNL
Urban	20
Rural	43
Overall	31
<i>Base</i>	108

- 31% of the billing complaints were satisfactorily resolved by the complaint centre/ customer care within 4 weeks of lodging complaints.

4.6.2 Awareness and experience of Appellate Authority

4.6.2.1 % of customers who were aware about Appellate Authority's contact details (Refer to Q35)

Type	%
	Customers
Urban	2
Rural	0
Overall	1
<i>Base</i>	385

- Only 1% of the customers were aware of the Appellate Authority's contact details.
- None of the rural customers were aware of the contact details of Appellate authority.

4.6.2.2 % of customers came to know about the contact details of the Appellate Authority through various sources (Refer to Q36)

Customers	Type of Users	% Customers
		BSNL
Newspaper	Urban	--
	Rural	--
	Overall	--
Website of the service provider	Urban	80
	Rural	0
	Overall	80
SMS from service provider	Urban	--
	Rural	--
	Overall	--
Display at complaint centres/ sales outlets	Urban	20
	Rural	0
	Overall	20
Telephone bills	Urban	--
	Rural	--
	Overall	--
Other	Urban	--
	Rural	--
	Overall	--
<i>Base</i>		5

Note : Base is too small for statistical inference.

4.6.2.3 Incidence of Appeal being filed in the prescribed form in last 6 months (Refer to Q37)

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

4.6.2.4 % of customers filed an appeal to the Appellate Authority through various sources (Refer to Q38)

- Not applicable as none of the customers had filed an appeal with the Appellate Authority.

4.6.2.5 % of customers received unique appeal number from the Appellate Authority (Refer to Q39)

- Not applicable as none of the customers had filed an appeal with the Appellate Authority.

4.6.2.6 Reported Incidence of Decision by the Appellate Authority within 39 days (Refer to Q40)

- Not applicable as none of the customers had filed an appeal with the Appellate Authority.

4.6.3 General Information

4.6.3.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request. (Refer to Q41)

Note: BSNL did not report prepaid broadband service in HP circle so this table is not relevant.

4.6.3.2 The following table shows the percentage of customers who were denied item-wise usage charge details. (Refer to Q42)

Note: BSNL did not report prepaid broadband service in HP circle so this table is not relevant.

4.6.3.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied. (Refer to Q43)

Note: BSNL did not report prepaid broadband service in HP circle so this table is not relevant.

4.6.3.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection. (Refer to Q44)

Type	% Customers
	BSNL
Urban	21
Rural	26
Overall	22
<i>Base</i>	385

- 22% of the customers claimed to have got the Manual of Practice while taking the connection.

4.6.3.5 Customer rating of their service provider on a scale of 1 to 10 where 10 is very good & 1 is very poor. (Refer to Q26)

Type	Customers Ranking
	BSNL
Urban	7.86
Rural	7.61
Overall	7.78
<i>Base</i>	385

- BSNL urban customers have given a higher rating as compared to rural customers.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- 94% of the basic wire-line service customers in HP circle were satisfied with BSNL's overall service quality.
- BSNL did not meet the benchmarks on almost all the parameters, except provision of service. In fact, it had very low satisfaction with respect to help services including customer grievance redressal & maintainability.

Grievance Redressal

- 16% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query.
- 68% of the customers got the complaint centre number from telephone bills.
- Approximately 15% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months.
- 45% of the basic telephone service customers who had complained said that they were informed about the registration details through SMS. 43% of them said that they were informed about the action taken on their complaint through SMS or other means.
- 54% of the customers who had lodged complaints said that their complaints were resolved by the complaint centre/ customer care/ helpline within 3 days.
- 52% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the complaint centre/ customer care within four weeks of lodging their complaints.
- Only 3% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

5.2 Cellular Mobile Service

- 91% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except BSNL, Reliance & Aircel.
- Airtel (92%), BSNL (96%), & Aircel (93%) met the benchmark set for provision of service while TTSL, Reliance, Idea & Vodafone did not meet the benchmark set for provision of service.
- All the service providers met the benchmark set for prepaid billing performance except Reliance (89%) and only Aircel (98%) met the benchmark set for postpaid billing performance.
- All the operators scored low on help services including customer grievance and did not meet the benchmark except Idea (90%).
- None of the service providers met the benchmark set for network performance & maintainability.

Grievance Redressal

- 57% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query.
- 42% of all cellular mobile customers claimed that they got the toll free Complaint centre/ Customer Care/ help-line telephone number through SMS from the service provider. 11% of these customers had complained in the last 6 months.
- 65% of the customers who had complained said that they were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 64% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SM or other means.
- 71% of all the cellular mobile customers who had complained said that their complaints were resolved by the complaint centre within three (3) days.

- 39% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by complaint centre/customer care within four weeks after they lodged their complaint.
- Only 2% of the mobile phone customers were aware of the contact details of the appellate authority.

5.3 Broadband Service

- 89% of all the BSNL broadband customers were satisfied with overall service quality.
- BSNL met the benchmarks set for provision of service (98%) and supplementary & value added services (95%).
- BSNL(89%) scored slightly lower than the benchmark set for postpaid billing performance.
- BSNL did not meet the benchmark set for help services including customer grievance redressal, network performance and maintainability.

Grievance Redressal

- 29% of BSNL's broadband customers said that they were aware about the complaint centre number of their service provider for making a complaint/ query.
- 23% of broadband customers got the complaint centre number through telephone bills.
- 28% of broadband customers who were aware of the complaint centre number had complained in the last 6 months. 41% of them said that they were informed about the registration details through SMS.
- 39% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.
- 37% all broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre within 3 days.
- 31% of the billing complaints were satisfactorily resolved by the complaint centre/ customer care within 4 weeks of lodging complaints.
- Only 1% of the customers were aware of the Appellate Authority's contact details.

6. RECOMMENDATIONS

6.1.1 Basic Wire-line

- BSNL needs to improve on almost all the parameters, except provision of service.
- BSNL need to improve the response time taken to answer the call, problem solving ability of customer care executive & the time taken by complaint centre/customer care /helpline to resolve complaint.
- Fault repair service of telephone needs improvement as a large proportion of customers is dissatisfied.

6.1.2 Cellular Mobile

- BSNL, Reliance & Aircel need to improve the overall service quality.
- TTSL, Reliance, Idea & Vodafone need to improve the provision of service particularly ease of understanding related to tariff plans & charges.
- Reliance need to improve prepaid billing performance. All the service providers need to improve postpaid billing performance except Aircel.
- All the operators except Idea need to improve help services including customer grievance redressal.
- All the service providers need to improve the availability of signal & restoration of signal problems.

6.3 Broadband

- BSNL needs to improve the help services including customer grievance redressal, particularly response time taken by customer care to answer the call.
- BSNL needs to improve the speed of broadband connection and the amount of time for which service is up and working, to increase customer satisfaction with network performance, reliability and availability.
- The time taken for restoration of broadband connection need to be improved by BSNL to improve on maintainability.

6.2 Grievance Redressal Mechanism

- BSNL should make customers aware about the contact details of their Customer Care and Appellate Authority.
- The awareness of the Appellate authority needs to be enhanced so that complaints are speedily addressed to the satisfaction of the customers.
- Customers should be informed about the facility whereby they can get item-wise usage charges on request.
- Delivery of the manual practice should be strengthened.

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

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

	Type		BSNL
Yes	Urban	Count	18
		%	9
	Rural	Count	13
		%	7
	Overall	Count	31
		%	8
No	Urban	Count	182
		%	91
	Rural	Count	172
		%	93
	Overall	Count	354
		%	92
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q1b) How satisfied are you with time taken to provide working phone connection?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	1
		%	8
	Overall	Count	1
		%	3
Dissatisfied	Urban	Count	1
		%	6
	Rural	Count	0
		%	0
	Overall	Count	1
		%	3
Satisfied	Urban	Count	17
		%	94
	Rural	Count	12
		%	92
	Overall	Count	29
		%	94
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	18
		%	100
	Rural	Count	13
		%	100
	Overall	Count	31
		%	100

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

	Type		BSNL
Yes	Urban	Count	83
		%	42
	Rural	Count	105
		%	57
	Overall	Count	188
		%	49
No	Urban	Count	117
		%	59
	Rural	Count	80
		%	43
	Overall	Count	197
		%	51
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	3
		%	4
	Rural	Count	9
		%	9
	Overall	Count	12
		%	6
Satisfied	Urban	Count	80
		%	96
	Rural	Count	96
		%	91
	Overall	Count	176
		%	94
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	83
		%	100
	Rural	Count	105
		%	100
	Overall	Count	188
		%	100

Q4. How satisfied are you with the time taken to deliver your bills?

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	1
	Rural	Count	1
		%	1
	Overall	Count	2
		%	1
Dissatisfied	Urban	Count	10
		%	5
	Rural	Count	9
		%	5
	Overall	Count	19
		%	5
Satisfied	Urban	Count	189
		%	95
	Rural	Count	175
		%	95
	Overall	Count	364
		%	95
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	1
	Rural	Count	1
		%	1
	Overall	Count	2
		%	1
Dissatisfied	Urban	Count	5
		%	3
	Rural	Count	14
		%	8
	Overall	Count	19
		%	5
Satisfied	Urban	Count	194
		%	97
	Rural	Count	170
		%	92
	Overall	Count	364
		%	95
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Charges not as per tariff plan	Urban	Count	1
		%	100
	Rural	Count	0
		%	0
	Overall	Count	1
		%	5
Charged for calls/services not made	Urban	Count	4
		%	27
	Rural	Count	11
		%	73
	Overall	Count	15
		%	75
Details like item wise charges are not provided	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Calculation are not clear	Urban	Count	1
		%	50
	Rural	Count	1
		%	50
	Overall	Count	2
		%	10
Others	Urban	Count	1
		%	33
	Rural	Count	2
		%	67
	Overall	Count	3
		%	15
Tariff plan changed without information	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	6
		%	30
	Rural	Count	14
		%	70
	Overall	Count	20
		%	100

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

	Type		BSNL
Yes	Urban	Count	6
		%	3
	Rural	Count	16
		%	9
	Overall	Count	22
		%	6
No	Urban	Count	194
		%	97
	Rural	Count	169
		%	91
	Overall	Count	363
		%	94
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q7. How satisfied are you with the process of resolution of billing complaints?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	1
		%	6
	Overall	Count	1
		%	5
Dissatisfied	Urban	Count	1
		%	17
	Rural	Count	4
		%	25
	Overall	Count	5
		%	23
Satisfied	Urban	Count	5
		%	83
	Rural	Count	11
		%	69
	Overall	Count	16
		%	73
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	6
		%	100
	Rural	Count	16
		%	100
	Overall	Count	22
		%	100

Q8 How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	14
		%	7
	Rural	Count	19
		%	10
	Overall	Count	33
		%	9
Satisfied	Urban	Count	184
		%	93
	Rural	Count	164
		%	90
	Overall	Count	348
		%	91
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	198
		%	100
	Rural	Count	183
		%	100
	Overall	Count	381
		%	100

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

	Type		BSNL
Difficult to read the bill	Urban	Count	5
		%	33
	Rural	Count	10
		%	67
	Overall	Count	15
		%	46
Calculations not clear	Urban	Count	5
		%	46
	Rural	Count	6
		%	55
	Overall	Count	11
		%	33
Item-wise charges not given	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Difficult to understand the language	Urban	Count	4
		%	57
	Rural	Count	3
		%	43
	Overall	Count	7
		%	21
Others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	14
	Rural	Count	19
	Overall	Count	33

Q 10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?

Note-BSNL did not report prepaid wire line service in HP circle. So a corresponding sample was not covered and hence this table is not relevant.

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

Note-BSNL did not report prepaid wire line service in HP circle. So a corresponding sample was not covered and hence this table is not relevant.

Q10(c) Have you made any complaint related to charging/ credit/waiver/validity/ adjustments in the last 6 months?

Note-BSNL did not report prepaid wire line service in HP circle. So a corresponding sample was not covered and hence this table is not relevant.

Q10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Note-BSNL did not report prepaid wire line service in HP circle. So a corresponding sample was not covered and hence this table is not relevant.

Q10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

Note-BSNL did not report prepaid wire line service in HP circle. So a corresponding sample was not covered and hence this table is not relevant.

10(f) Please specify the reason(s) for your dissatisfaction.

Note-BSNL did not report prepaid wire line service in HP circle. So a corresponding sample was not covered and hence this table is not relevant.

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

	Type		BSNL
Yes	Urban	Count	14
		%	7
	Rural	Count	23
		%	12
	Overall	Count	37
		%	10
No	Urban	Count	186
		%	93
	Rural	Count	162
		%	88
	Overall	Count	348
		%	90
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q12(a). How satisfied are you with the ease of access of Customer care/ complaint centre or helpline?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	2
		%	14
	Rural	Count	3
		%	13
	Overall	Count	5
		%	14
Satisfied	Urban	Count	12
		%	86
	Rural	Count	20
		%	87
	Overall	Count	32
		%	87
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	14
		%	100
	Rural	Count	23
		%	100
	Overall	Count	37
		%	100

Q12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	2
		%	14
	Rural	Count	4
		%	17
	Overall	Count	6
		%	16
Satisfied	Urban	Count	12
		%	86
	Rural	Count	19
		%	83
	Overall	Count	31
		%	84
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	14
		%	100
	Rural	Count	23
		%	100
	Overall	Count	37
		%	100

Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	3
		%	21
	Rural	Count	5
		%	22
	Overall	Count	8
		%	22
Satisfied	Urban	Count	11
		%	79
	Rural	Count	18
		%	78
	Overall	Count	29
		%	78
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	14
		%	100
	Rural	Count	23
		%	100
	Overall	Count	37
		%	100

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	2
		%	14
	Rural	Count	6
		%	26
	Overall	Count	8
		%	22
Satisfied	Urban	Count	12
		%	86
	Rural	Count	17
		%	74
	Overall	Count	29
		%	78
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	14
		%	100
	Rural	Count	23
		%	100
	Overall	Count	37
		%	100

Q15. How satisfied are you with the time taken by complaint centre /customer care /helpline to resolve your complaint?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	2
		%	14
	Rural	Count	6
		%	26
	Overall	Count	8
		%	22
Satisfied	Urban	Count	12
		%	86
	Rural	Count	17
		%	74
	Overall	Count	29
		%	78
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	14
		%	100
	Rural	Count	23
		%	100
	Overall	Count	37
		%	100

Q16. How satisfied are you with the availability of working telephone (dial tone)?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	5
		%	3
	Rural	Count	7
		%	4
	Overall	Count	12
		%	3
Satisfied	Urban	Count	195
		%	98
	Rural	Count	178
		%	96
	Overall	Count	373
		%	97
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q17. How satisfied are you with the ability to make or receive calls easily?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	11
		%	6
	Rural	Count	13
		%	7
	Overall	Count	24
		%	6
Satisfied	Urban	Count	189
		%	95
	Rural	Count	172
		%	93
	Overall	Count	361
		%	94
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q18. How satisfied are you with the voice quality?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	14
		%	7
	Rural	Count	16
		%	9
	Overall	Count	30
		%	8
Satisfied	Urban	Count	185
		%	93
	Rural	Count	169
		%	91
	Overall	Count	354
		%	92
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	199
		%	100
	Rural	Count	185
		%	100
	Overall	Count	384
		%	100

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

	Type		BSNL
Nil	Urban	Count	165
		%	83
	Rural	Count	144
		%	78
	Overall	Count	309
		%	80
Once	Urban	Count	15
		%	8
	Rural	Count	13
		%	7
	Overall	Count	28
		%	7
2-3 times	Urban	Count	13
		%	7
	Rural	Count	19
		%	10
	Overall	Count	32
		%	8
More than 3 times	Urban	Count	7
		%	4
	Rural	Count	9
		%	5
	Overall	Count	16
		%	4
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q20. How long did it take generally for repairing the fault after lodging a complaint?

	Type		BSNL
One days	Urban	Count	15
		%	43
	Rural	Count	16
		%	39
	Overall	Count	31
		%	41
2-3 days	Urban	Count	18
		%	51
	Rural	Count	20
		%	49
	Overall	Count	38
		%	50
4-7days	Urban	Count	1
		%	3
	Rural	Count	1
		%	2
	Overall	Count	2
		%	3
More than 7days	Urban	Count	1
		%	3
	Rural	Count	4
		%	10
	Overall	Count	5
		%	7
Total	Urban	Count	35
		%	100
	Rural	Count	41
		%	100
	Overall	Count	76
		%	100

Q21. How satisfied are you with the fault repair service?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	3
		%	7
	Overall	Count	3
		%	4
Dissatisfied	Urban	Count	3
		%	9
	Rural	Count	5
		%	12
	Overall	Count	8
		%	11
Satisfied	Urban	Count	32
		%	91
	Rural	Count	33
		%	81
	Overall	Count	65
		%	86
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	35
		%	100
	Rural	Count	41
		%	100
	Overall	Count	76
		%	100

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

Note-None of the customers used supplementary services. Hence this table is not relevant.

Q23. How satisfied are you with the quality of the supplementary services / value added service provided?

Note-None of the customers used supplementary services. Hence this table is not relevant.

Q24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?

Note-None of the customers used supplementary services. Hence this table is not relevant.

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

Note-None of the customers faced the problem of unauthorized activation of VAS. Hence this table is not relevant.

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

Note-None of the customers faced the problem of unauthorized activation of VAS. Hence this table is not relevant.

Q26(a). How satisfied are you with the overall quality of your telephone service?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	7
		%	4
	Rural	Count	16
		%	9
	Overall	Count	23
		%	6
Satisfied	Urban	Count	114
		%	57
	Rural	Count	139
		%	75
	Overall	Count	253
		%	66
Very Satisfied	Urban	Count	79
		%	40
	Rural	Count	30
		%	16
	Overall	Count	109
		%	28
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Broadband	Urban	Count	56
		%	65
	Rural	Count	30
		%	35
	Overall	Count	86
		%	22
Mobile	Urban	Count	26
		%	51
	Rural	Count	25
		%	49
	Overall	Count	51
		%	13
Others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
None	Urban	Count	122
		%	48
	Rural	Count	131
		%	52
	Overall	Count	253
		%	66
Total	Urban	Count	200
	Rural	Count	185
	Overall	Count	385

Q.28(a) . Have you terminated a telephone connection that you had in the last 6 month?

	Type		BSNL
Yes	Urban	Count	12
		%	6
	Rural	Count	6
		%	3
	Overall	Count	18
		%	5
No	Urban	Count	188
		%	94
	Rural	Count	179
		%	97
	Overall	Count	367
		%	95
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

**Q28(b) Have you terminated a telephone connection that you had in the last 6 month ?
If Yes, Please name your service provider?**

	Type		BSNL
Yes	Urban	Count	12
		%	67
	Rural	Count	6
		%	33
	Overall	Count	18
		%	100
No	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	12
		%	67
	Rural	Count	6
		%	33
	Overall	Count	18
		%	100

Q29. How many days were taken for termination of your telephone connection?

	Type		BSNL
1 day	Urban	Count	7
		%	50
	Rural	Count	0
		%	0
	Overall	Count	7
		%	39
2-3 days	Urban	Count	5
		%	36
	Rural	Count	2
		%	50
	Overall	Count	7
		%	39
4 - 7 days	Urban	Count	2
		%	14
	Rural	Count	2
		%	50
	Overall	Count	4
		%	22
more than 7 days	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	14
		%	100
	Rural	Count	4
		%	100
	Overall	Count	18
		%	100

Q30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?

	Type		BSNL
Yes	Urban	Count	26
		%	13
	Rural	Count	28
		%	15
	Overall	Count	54
		%	14
No	Urban	Count	174
		%	87
	Rural	Count	157
		%	85
	Overall	Count	331
		%	86
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?

	Type		BSNL
Yes	Urban	Count	39
		%	20
	Rural	Count	32
		%	17
	Overall	Count	71
		%	18
No	Urban	Count	161
		%	81
	Rural	Count	153
		%	83
	Overall	Count	314
		%	82
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?

	Type		BSNL
Yes	Urban	Count	7
		%	18
	Rural	Count	4
		%	13
	Overall	Count	11
		%	16
No	Urban	Count	32
		%	82
	Rural	Count	28
		%	88
	Overall	Count	60
		%	85
Total	Urban	Count	39
		%	100
	Rural	Count	32
		%	100
	Overall	Count	71
		%	100

Q32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

	Type		BSNL
No change	Urban	Count	5
		%	71
	Rural	Count	3
		%	75
	Overall	Count	8
		%	73
Slight decrease	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Considerable decrease	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Stopped receiving	Urban	Count	2
		%	29
	Rural	Count	1
		%	25
	Overall	Count	3
		%	27
Total	Urban	Count	7
		%	100
	Rural	Count	4
		%	100
	Overall	Count	11
		%	100

(Ask only if Considerable decrease OR Slight decrease OR No change coded in Q 32 (b))
Q32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?

Note- None of the customer made any complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number.

(Ask only if Yes in Q32 (c))
Q32.(d)) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number , If Yes then ask Please indicate whether –

Note - Not relevant.

Q33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?

	Type		BSNL
Mean Score	Urban	Count	200
		Mean	8.4
	Rural	Count	185
		Mean	8.49
	Overall	Count	385
		Mean	8.45

Q34(a) Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

	Type		BSNL
Yes	Urban	Count	26
		%	13
	Rural	Count	35
		%	19
	Overall	Count	61
		%	16
No	Urban	Count	174
		%	87
	Rural	Count	150
		%	81
	Overall	Count	324
		%	84
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

**Q34(b). How did you come to know about the toll free customer care number?
[MULTIPLE CODE]**

	Type		BSNL
Newspaper	Urban	Count	0
		%	0
	Rural	Count	1
		%	100
	Overall	Count	1
		%	2
Website of the service	Urban	Count	0
		%	0
	Rural	Count	6
		%	100
	Overall	Count	6
		%	10
Display at complaint	Urban	Count	2
		%	67
	Rural	Count	1
		%	33
	Overall	Count	3
		%	5
Telephone bills	Urban	Count	19
		%	44
	Rural	Count	24
		%	56
	Overall	Count	43
		%	68
Others	Urban	Count	5
		%	56
	Rural	Count	4
		%	44
	Overall	Count	9
		%	14
Total	Urban	Count	27
	Rural	Count	36
	Overall	Count	63

Q35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/Helpline telephone number?

	Type		BSNL
Yes	Urban	Count	24
		%	12
	Rural	Count	35
		%	19
	Overall	Count	59
		%	15
No	Urban	Count	176
		%	88
	Rural	Count	150
		%	81
	Overall	Count	326
		%	85
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Q36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?(SINGLE CODE)

	Type		BSNL
Complaint was registered and docket number received	Urban	Count	5
		%	21
	Rural	Count	12
		%	34
	Overall	Count	17
		%	29
Complaint was registered and docket number not received	Urban	Count	6
		%	25
	Rural	Count	8
		%	23
	Overall	Count	14
		%	24
Complaint was registered and docket number provided on request	Urban	Count	11
		%	46
	Rural	Count	10
		%	29
	Overall	Count	21
		%	36
Complaint was registered and docket number not provided even on request	Urban	Count	1
		%	4
	Rural	Count	3
		%	9
	Overall	Count	4
		%	7
Refused to register the complaint	Urban	Count	1
		%	4
	Rural	Count	2
		%	6
	Overall	Count	3
		%	5
Total	Urban	Count	24
		%	100
	Rural	Count	35
		%	100
	Overall	Count	59
		%	100

[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36]

Q37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

	Type		BSNL
Yes	Urban	Count	11
		%	48
	Rural	Count	14
		%	42
	Overall	Count	25
		%	45
No	Urban	Count	12
		%	52
	Rural	Count	19
		%	58
	Overall	Count	31
		%	55
Total	Urban	Count	23
		%	100
	Rural	Count	33
		%	100
	Overall	Count	56
		%	100

Q38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

	Type		BSNL
Yes	Urban	Count	8
		%	35
	Rural	Count	16
		%	49
	Overall	Count	24
		%	43
No	Urban	Count	15
		%	65
	Rural	Count	17
		%	52
	Overall	Count	32
		%	57
Total	Urban	Count	23
		%	100
	Rural	Count	33
		%	100
	Overall	Count	56
		%	100

Q39(a). Was your complaint resolved by the complaint centre within three (3) days?

	Type		BSNL
Yes	Urban	Count	10
		%	44
	Rural	Count	20
		%	61
	Overall	Count	30
		%	54
No	Urban	Count	13
		%	57
	Rural	Count	13
		%	39
	Overall	Count	26
		%	46
Total	Urban	Count	23
		%	100
	Rural	Count	33
		%	100
	Overall	Count	56
		%	100

Q40 . Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four(4) weeks after lodging of the complaint?

	Type		BSNL
Yes	Urban	Count	12
		%	52
	Rural	Count	17
		%	52
	Overall	Count	29
		%	52
No	Urban	Count	11
		%	48
	Rural	Count	16
		%	49
	Overall	Count	27
		%	48
Total	Urban	Count	23
		%	100
	Rural	Count	33
		%	100
	Overall	Count	56
		%	100

Q41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

	Type		BSNL
Yes	Urban	Count	2
		%	1
	Rural	Count	8
		%	4
	Overall	Count	10
		%	3
No	Urban	Count	198
		%	99
	Rural	Count	177
		%	96
	Overall	Count	375
		%	97
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

Qus.42. How dis you come to know about the contact details of the Appellate Authority?

	Type		BSNL
Newspaper	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Website of the service	Urban	Count	0
		%	0
	Rural	Count	4
		%	100
	Overall	Count	4
		%	40
Display at complaint	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Telephone bills	Urban	Count	2
		%	33
	Rural	Count	4
		%	67
	Overall	Count	6
		%	60
Others	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	2
	Rural	Count	8
	Overall	Count	10

Q43. Have you filed any appeal in last 6 months?

Note- None of the customer filed an appeal with the appellate authority in the last 6 months. Hence this table is not relevant.

Q45. How did you file your appeal to the Appellate Authority??

Note- As none of the customer filed an appeal with the appellate authority in the last 6 months. Hence this table is not relevant.

Q46. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?

Note- As none of the customer filed an appeal with the appellate authority in the last 6 months. Hence this table is not relevant.

Q47 Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

Note- As none of the customer filed an appeal with the appellate authority in the last 6 months. Hence this table is not relevant.

(Q48 to Q50 are for Prepaid Customers only)

48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Note- BSNL did not report prepaid wire line service in HP circle. Hence this table is not relevant

Q49. Have you been denied of your request for item-wise usage charge details for your prepaid connection?

Note- BSNL did not report prepaid wire line service in HP circle. Hence this table is not relevant

Q50. What were the reason(s) for denying your request?

Note- BSNL did not report prepaid wire line service in HP circle. Hence this table is not relevant

Q51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new telephone connection?"

	Type		BSNL
Yes	Urban	Count	59
		%	30
	Rural	Count	48
		%	26
	Overall	Count	107
		%	28
No	Urban	Count	141
		%	71
	Rural	Count	137
		%	74
	Overall	Count	278
		%	72
Total	Urban	Count	200
		%	100
	Rural	Count	185
		%	100
	Overall	Count	385
		%	100

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

A. Service Provision

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

	Type		% Customers							
			Airtel	BSNL	TSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	3	1	0	1	5
		%	0	0	0	1	0	0	0	0
	Rural	Count	1	1	0	7	0	0	0	9
		%	1	1	0	6	0	0	0	1
	Overall	Count	1	1	0	10	1	0	1	14
		%	0	0	0	3	0	0	0	1
Dissatisfied	Urban	Count	3	3	4	12	9	21	3	55
		%	2	1	2	5	3	8	1	3
	Rural	Count	0	0	1	5	0	3	1	10
		%	0	0	1	4	0	3	1	1
	Overall	Count	3	3	5	17	9	24	4	65
		%	1	1	1	4	2	6	1	2
Satisfied	Urban	Count	186	205	269	244	261	254	266	1685
		%	98	99	99	94	96	92	98	97
	Rural	Count	197	177	112	114	115	118	118	951
		%	99	99	99	91	100	97	99	98
	Overall	Count	383	382	381	358	376	372	384	2636
		%	98	99	99	93	97	94	99	97
Very Satisfied	Urban	Count	1	0	0	0	0	0	1	2
		%	1	0	0	0	0	0	0	0
	Rural	Count	2	0	0	0	0	1	0	3
		%	1	0	0	0	0	1	0	0
	Overall	Count	3	0	0	0	0	1	1	5
		%	1	0	0	0	0	0	0	0
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	97	119	202	56	124	91	190	879
		%	51	57	74	22	46	33	70	50
	Rural	Count	89	81	82	38	51	46	69	456
		%	45	46	73	30	44	38	58	47
	Overall	Count	186	200	284	94	175	137	259	1335
		%	48	52	74	24	45	35	66	49
No	Urban	Count	93	89	71	203	147	184	81	868
		%	49	43	26	78	54	67	30	50
	Rural	Count	111	97	31	88	64	76	50	517
		%	56	55	27	70	56	62	42	53
	Overall	Count	204	186	102	291	211	260	131	1385
		%	52	48	26	76	55	66	34	51
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

(Q 3) How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	1	0	0	0	0	0	0	1
		%	1	0	0	0	0	0	0	0
	Overall	Count	1	0	0	0	0	0	0	1
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	53	25	64	205	111	92	46	596
		%	28	12	23	79	41	34	17	34
	Rural	Count	8	2	15	89	1	4	5	124
		%	4	1	13	71	1	3	4	13
	Overall	Count	61	27	79	294	112	96	51	720
		%	16	7	21	76	29	24	13	27
Satisfied	Urban	Count	135	179	208	54	153	182	225	1136
		%	71	86	76	21	57	66	83	65
	Rural	Count	185	168	96	37	105	112	112	815
		%	93	94	85	29	91	92	94	84
	Overall	Count	320	347	304	91	258	294	337	1951
		%	82	90	79	24	67	74	86	72
Very Satisfied	Urban	Count	2	4	1	0	7	1	0	15
		%	1	2	0	0	3	0	0	1
	Rural	Count	6	8	2	0	9	6	2	33
		%	3	5	2	0	8	5	2	3
	Overall	Count	8	12	3	0	16	7	2	48
		%	2	3	1	0	4	2	1	2
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

Q4 How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	1	15	2	40	18	20	14	110
		%	1	9	1	16	7	8	6	7
	Rural	Count	0	2	2	10	0	4	2	20
		%	0	1	2	8	0	3	2	2
	Overall	Count	1	17	4	50	18	24	16	130
		%	0	5	1	13	5	6	4	5
Satisfied	Urban	Count	78	156	247	213	242	245	231	1412
		%	98	89	99	84	91	92	94	92
	Rural	Count	177	158	101	116	103	111	115	881
		%	97	94	94	92	90	93	98	94
	Overall	Count	255	314	348	329	345	356	346	2293
		%	97	92	98	87	91	92	95	93
Very Satisfied	Urban	Count	1	4	1	0	6	1	0	13
		%	1	2	0	0	2	0	0	1
	Rural	Count	5	8	4	0	12	5	1	35
		%	3	5	4	0	10	4	1	4
	Overall	Count	6	12	5	0	18	6	1	48
		%	2	4	1	0	5	2	0	2
Total	Urban	Count	80	175	250	253	266	266	245	1535
		%	100	100	100	100	100	100	100	100
	Rural	Count	182	168	107	126	115	120	118	936
		%	100	100	100	100	100	100	100	100
	Overall	Count	262	343	357	379	381	386	363	2471
		%	100	100	100	100	100	100	100	100

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

Sub Parameters	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Charges not as per tariff plan subscribed	Urban	Count	1	6	1	5	3	16	6	38
		%	100	40	50	13	17	80	43	35
	Rural	Count	0	1	0	3	0	3	1	8
		%	0	50	0	30	0	75	50	40
	Overall	Count	1	7	1	8	3	19	7	46
		%	100	41	25	16	17	79	44	35
Tariff plan changed without information	Urban	Count	0	0	0	8	11	1	2	22
		%	0	0	0	20	61	5	14	20
	Rural	Count	0	0	0	1	0	0	0	1
		%	0	0	0	10	0	0	0	5
	Overall	Count	0	0	0	9	11	1	2	23
		%	0	0	0	18	61	4	13	18
Charged for value added services not requested	Urban	Count	0	3	0	6	3	1	0	13
		%	0	20	0	15	17	5	0	12
	Rural	Count	0	1	0	0	0	0	0	1
		%	0	50	0	0	0	0	0	5
	Overall	Count	0	4	0	6	3	1	0	14
		%	0	24	0	12	17	4	0	11
Charged for call/services not made	Urban	Count	0	6	0	20	1	3	0	30
		%	0	40	0	50	6	15	0	27
	Rural	Count	0	0	1	4	0	1	0	6
		%	0	0	50	40	0	25	0	30
	Overall	Count	0	6	1	24	1	4	0	36
		%	0	35	25	48	6	17	0	28
Others	Urban	Count	0	0	1	1	0	0	6	8
		%	0	0	50	3	0	0	43	7
	Rural	Count	0	0	1	2	0	0	1	4
		%	0	0	50	20	0	0	50	20
	Overall	Count	0	0	2	3	0	0	7	12
		%	0	0	50	6	0	0	44	9
Total	Urban	Count	1	15	2	40	18	20	14	110
	Rural	Count	0	2	2	10	0	4	2	20
	Overall	Count	1	17	4	50	18	24	16	130

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	7	29	21	42	51	31	38	219
		%	9	17	8	17	19	12	16	14
	Rural	Count	17	18	11	14	13	17	11	101
		%	9	11	10	11	11	14	9	11
	Overall	Count	24	47	32	56	64	48	49	320
		%	9	14	9	15	17	12	14	13
No	Urban	Count	73	146	229	211	215	235	207	1316
		%	91	83	92	83	81	88	85	86
	Rural	Count	165	150	96	112	102	103	107	835
		%	91	89	90	89	89	86	91	89
	Overall	Count	238	296	325	323	317	338	314	2151
		%	91	86	91	85	83	88	87	87
Total	Urban	Count	80	175	250	253	266	266	245	1535
		%	100	100	100	100	100	100	100	100
	Rural	Count	182	168	107	126	115	120	118	936
		%	100	100	100	100	100	100	100	100
	Overall	Count	262	343	357	379	381	386	363	2471
		%	100	100	100	100	100	100	100	100

Q 5b ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	1	0	0	1	0	0	2
		%	0	3	0	0	2	0	0	1
	Rural	Count	0	0	0	1	0	0	0	1
		%	0	0	0	7	0	0	0	1
	Overall	Count	0	1	0	1	1	0	0	3
		%	0	2	0	2	2	0	0	1
Dissatisfied	Urban	Count	2	16	3	16	14	10	16	77
		%	29	55	14	38	28	32	42	35
	Rural	Count	3	4	3	6	0	1	3	20
		%	18	22	27	43	0	6	27	20
	Overall	Count	5	20	6	22	14	11	19	97
		%	21	43	19	39	22	23	39	30
Satisfied	Urban	Count	5	12	18	26	36	21	22	140
		%	71	41	86	62	71	68	58	64
	Rural	Count	13	14	7	7	13	15	6	75
		%	77	78	64	50	100	88	55	74
	Overall	Count	18	26	25	33	49	36	28	215
		%	75	55	78	59	77	75	57	67
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	1	0	1	0	0	1	2	5
		%	6	0	9	0	0	6	18	5
	Overall	Count	1	0	1	0	0	1	2	5
		%	4	0	3	0	0	2	4	2
Total	Urban	Count	7	29	21	42	51	31	38	219
		%	100	100	100	100	100	100	100	100
	Rural	Count	17	18	11	14	13	17	11	101
		%	100	100	100	100	100	100	100	100
	Overall	Count	24	47	32	56	64	48	49	320
		%	100	100	100	100	100	100	100	100

Q5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	3	0	0	0	0	3
		%	0	0	1	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	3	0	0	0	0	3
		%	0	0	1	0	0	0	0	0
Dissatisfied	Urban	Count	0	0	18	13	4	6	5	46
		%	0	0	7	5	2	2	2	3
	Rural	Count	0	0	3	5	0	1	1	10
		%	0	0	3	4	0	1	1	1
	Overall	Count	0	0	21	18	4	7	6	56
		%	0	0	6	5	1	2	2	2
Satisfied	Urban	Count	79	174	229	240	262	259	240	1483
		%	99	99	92	95	99	97	98	97
	Rural	Count	179	166	104	121	115	117	117	919
		%	98	99	97	96	100	98	99	98
	Overall	Count	258	340	333	361	377	376	357	2402
		%	99	99	93	95	99	97	98	97
Very Satisfied	Urban	Count	1	1	0	0	0	1	0	3
		%	1	1	0	0	0	0	0	0
	Rural	Count	3	2	0	0	0	2	0	7
		%	2	1	0	0	0	2	0	1
	Overall	Count	4	3	0	0	0	3	0	10
		%	2	1	0	0	0	1	0	0
Total	Urban	Count	80	175	250	253	266	266	245	1535
		%	100	100	100	100	100	100	100	100
	Rural	Count	182	168	107	126	115	120	118	936
		%	100	100	100	100	100	100	100	100
	Overall	Count	262	343	357	379	381	386	363	2471
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Lack of complete information about the offer	Urban	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	25	0	0	2
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	25	0	0	2
Charges/Services not as per the offer	Urban	Count	0	0	0	0	0	1	0	1
		%	0	0	0	0	0	17	0	2
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	1	0	1
		%	0	0	0	0	0	17	0	2
Delay in activation of recharge	Urban	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	50	0	0	4
	Rural	Count	0	0	0	1	0	0	0	1
		%	0	0	0	20	0	0	0	11
	Overall	Count	0	0	0	1	2	0	0	3
		%	0	0	0	6	50	0	0	5
Non availability of all denomination recharge coupons	Urban	Count	0	0	20	13	1	5	4	43
		%	0	0	100	100	25	83	100	92
	Rural	Count	0	0	3	4	0	0	1	8
		%	0	0	100	80	0	0	100	89
	Overall	Count	0	0	23	17	1	5	5	51
		%	0	0	100	94	25	83	100	91
Total	Urban	Count	0	0	20	13	4	6	4	47
	Rural	Count	0	0	3	5	0	0	1	9
	Overall	Count	0	0	23	18	4	6	5	56

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	79	169	225	213	251	253	236	1426
		%	99	97	90	84	94	95	96	93
	Rural	Count	181	167	103	106	114	118	114	903
		%	100	99	96	84	99	98	97	97
	Overall	Count	260	336	328	319	365	371	350	2329
		%	99	98	92	84	96	96	96	94
No	Urban	Count	1	6	25	40	15	13	9	109
		%	1	3	10	16	6	5	4	7
	Rural	Count	1	1	4	20	1	2	4	33
		%	1	1	4	16	1	2	3	4
	Overall	Count	2	7	29	60	16	15	13	142
		%	1	2	8	16	4	4	4	6
Total	Urban	Count	80	175	250	253	266	266	245	1535
		%	100	100	100	100	100	100	100	100
	Rural	Count	182	168	107	126	115	120	118	936
		%	100	100	100	100	100	100	100	100
	Overall	Count	262	343	357	379	381	386	363	2471
		%	100	100	100	100	100	100	100	100

Q6 How satisfied are you with the time taken to deliver your bills?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	8	3	4	1	1	3	0	20
		%	7	9	17	17	20	33	0	9
	Rural	Count	4	3	4	0	0	1	1	13
		%	21	30	67	0	0	50	100	34
	Overall	Count	12	6	8	1	1	4	1	33
		%	9	14	28	17	20	36	4	13
Satisfied	Urban	Count	102	30	19	5	4	6	26	192
		%	93	91	83	83	80	67	100	91
	Rural	Count	15	7	2	0	0	1	0	25
		%	79	70	33	0	0	50	0	66
	Overall	Count	117	37	21	5	4	7	26	217
		%	91	86	72	83	80	64	96	87
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	110	33	23	6	5	9	26	212
		%	100	100	100	100	100	100	100	100
	Rural	Count	19	10	6	0	0	2	1	38
		%	100	100	100	0	0	100	100	100
	Overall	Count	129	43	29	6	5	11	27	250
		%	100	100	100	100	100	100	100	100

Q7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	20	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	20	0	0	0
Dissatisfied	Urban	Count	4	3	2	2	1	1	0	13
		%	4	9	9	33	20	11	0	6
	Rural	Count	2	2	5	0	0	1	1	11
		%	11	20	83	0	0	50	100	30
	Overall	Count	6	5	7	2	1	2	1	24
		%	5	12	24	33	20	18	4	10
Satisfied	Urban	Count	106	30	21	4	3	8	26	198
		%	96	91	91	67	60	89	100	93
	Rural	Count	16	8	1	0	0	1	0	26
		%	89	80	17	0	0	50	0	70
	Overall	Count	122	38	22	4	3	9	26	224
		%	95	88	76	67	60	82	96	90
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	110	33	23	6	5	9	26	212
		%	100	100	100	100	100	100	100	100
	Rural	Count	18	10	6	0	0	2	1	37
		%	100	100	100	0	0	100	100	100
	Overall	Count	128	43	29	6	5	11	27	249
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Difficult to understand the language	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Difficult to read the bill	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Calculations not clear	Urban	Count	0	0	0	1	0	0	0	1
		%	0	0	0	50	0	0	0	7
	Rural	Count	1	0	0	0	0	0	0	1
		%	50	0	0	0	0	0	0	9
	Overall	Count	1	0	0	1	0	0	0	2
		%	17	0	0	50	0	0	0	8
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	0	0	1	0	2	0	0	3
		%	0	0	50	0	100	0	0	21
	Rural	Count	2	0	0	0	0	0	0	2
		%	100	0	0	0	0	0	0	18
	Overall	Count	2	0	1	0	2	0	0	5
		%	33	0	14	0	100	0	0	20
Others	Urban	Count	4	3	1	1	0	1	0	10
		%	100	100	50	50	0	100	0	71
	Rural	Count	0	2	5	0	0	1	1	9
		%	0	100	100	0	0	100	100	82
	Overall	Count	4	5	6	1	0	2	1	19
		%	67	100	86	50	0	100	100	76
Total	Urban	Count	4	3	2	2	2	1	0	14
	Rural	Count	2	2	5	0	0	1	1	11
	Overall	Count	6	5	7	2	2	2	1	25

Q8(a). How satisfied are you with the accuracy & completeness of the bills?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	20	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	20	0	0	0
Dissatisfied	Urban	Count	4	3	2	2	1	1	0	13
		%	4	9	9	33	20	11	0	6
	Rural	Count	2	2	5	0	0	1	1	11
		%	11	20	83	0	0	50	100	30
	Overall	Count	6	5	7	2	1	2	1	24
		%	5	12	24	33	20	18	4	10
Satisfied	Urban	Count	106	30	21	4	3	8	26	198
		%	96	91	91	67	60	89	100	93
	Rural	Count	16	8	1	0	0	1	0	26
		%	89	80	17	0	0	50	0	70
	Overall	Count	122	38	22	4	3	9	26	224
		%	95	88	76	67	60	82	96	90
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	110	33	23	6	5	9	26	212
		%	100	100	100	100	100	100	100	100
	Rural	Count	18	10	6	0	0	2	1	37
		%	100	100	100	0	0	100	100	100
	Overall	Count	128	43	29	6	5	11	27	249
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Charges not as per tariff plan subscribed r	Urban	Count	0	1	0	0	0	0	0	1
		%	0	50	0	0	0	0	0	13
	Rural	Count	2	0	0	0	0	0	0	2
		%	67	0	0	0	0	0	0	67
	Overall	Count	2	1	0	0	0	0	0	3
%		40	50	0	0	0	0	0	27	
Tariff Plan changed without information	Urban	Count	1	0	0	0	0	0	0	1
		%	50	0	0	0	0	0	0	13
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	1	0	0	0	0	0	0	1
%		20	0	0	0	0	0	0	9	
Charged for value added services not subscribed	Urban	Count	0	1	0	0	0	0	0	1
		%	0	50	0	0	0	0	0	13
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	0	0	0	0	1
%		0	50	0	0	0	0	0	9	
Charged for calls/services not made/used	Urban	Count	0	0	3	0	1	0	0	4
		%	0	0	100	0	100	0	0	50
	Rural	Count	1	0	0	0	0	0	0	1
		%	33	0	0	0	0	0	0	33
	Overall	Count	1	0	3	0	1	0	0	5
%		20	0	100	0	100	0	0	46	
Calculations are not clear	Urban	Count	1	0	0	0	0	0	0	1
		%	50	0	0	0	0	0	0	13
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	1	0	0	0	0	0	0	1
%		20	0	0	0	0	0	0	9	
Total	Urban	Count	2	2	3	0	1	0		8
	Rural	Count	3	0	0	0	0	0	0	3
	Overall	Count	5	2	3	0	1	0	0	11

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

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	9	3	5	2	1	1	1	22
		%	8	9	22	33	20	11	4	10
	Rural	Count	4	0	0	0	0	0	0	4
		%	22	0	0	0	0	0	0	11
	Overall	Count	13	3	5	2	1	1	1	26
		%	10	7	17	33	20	9	4	10
No	Urban	Count	101	30	18	4	4	8	25	190
		%	92	91	78	67	80	89	96	90
	Rural	Count	14	10	6	0	0	2	1	33
		%	78	100	100	0	0	100	100	89
	Overall	Count	115	40	24	4	4	10	26	223
		%	90	93	83	67	80	91	96	90
Total	Urban	Count	110	33	23	6	5	9	26	212
		%	100	100	100	100	100	100	100	100
	Rural	Count	18	10	6	0	0	2	1	37
		%	100	100	100	0	0	100	100	100
	Overall	Count	128	43	29	6	5	11	27	249
		%	100	100	100	100	100	100	100	100

Q9(b). How satisfied are you with the process of resolution of billing complaints?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	1	0	0	0	0	1
		%	0	0	20	0	0	0	0	5
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	1	0	0	0	0	1
		%	0	0	20	0	0	0	0	4
Dissatisfied	Urban	Count	5	0	4	1	1	1	0	12
		%	56	0	80	50	100	100	0	55
	Rural	Count	2	0	0	0	0	0	0	2
		%	50	0	0	0	0	0	0	50
	Overall	Count	7	0	4	1	1	1	0	14
		%	54	0	80	50	100	100	0	54
Satisfied	Urban	Count	4	3	0	1	0	0	1	9
		%	44	100	0	50	0	0	100	41
	Rural	Count	2	0	0	0	0	0	0	2
		%	50	0	0	0	0	0	0	50
	Overall	Count	6	3	0	1	0	0	1	11
		%	46	100	0	50	0	0	100	42
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	9	3	5	2	1	1	1	22
		%	100	100	100	100	100	100	100	100
	Rural	Count	4	0	0	0	0	0	0	4
		%	100	0	0	0	0	0	0	100
	Overall	Count	13	3	5	2	1	1	1	26
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	56	60	67	137	82	77	92	571
		%	30	29	25	53	30	28	34	33
	Rural	Count	89	59	27	55	48	47	47	372
		%	45	33	24	44	42	39	40	38
	Overall	Count	145	119	94	192	130	124	139	943
		%	37	31	24	50	34	31	36	35
No	Urban	Count	134	148	206	122	189	198	179	1176
		%	71	71	76	47	70	72	66	67
	Rural	Count	111	119	86	71	67	75	72	601
		%	56	67	76	56	58	62	61	62
	Overall	Count	245	267	292	193	256	273	251	1777
		%	63	69	76	50	66	69	64	65
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

Q11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	4	0	4	0	1	0	9
		%	0	7	0	3	0	1	0	2
	Rural	Count	0	0	0	0	0	2	0	2
		%	0	0	0	0	0	4	0	1
	Overall	Count	0	4	0	4	0	3	0	11
		%	0	3	0	2	0	2	0	1
Dissatisfied	Urban	Count	7	19	7	45	6	14	15	113
		%	13	32	10	33	7	18	16	20
	Rural	Count	14	8	5	14	4	4	4	53
		%	16	14	19	26	8	9	9	14
	Overall	Count	21	27	12	59	10	18	19	166
		%	15	23	13	31	8	15	14	18
Satisfied	Urban	Count	46	36	60	88	76	62	77	445
		%	82	60	90	64	93	81	84	78
	Rural	Count	72	51	22	41	44	41	43	314
		%	81	86	82	75	92	87	92	84
	Overall	Count	118	87	82	129	120	103	120	759
		%	81	73	87	67	92	83	86	81
Very Satisfied	Urban	Count	3	1	0	0	0	0	0	4
		%	5	2	0	0	0	0	0	1
	Rural	Count	3	0	0	0	0	0	0	3
		%	3	0	0	0	0	0	0	1
	Overall	Count	6	1	0	0	0	0	0	7
		%	4	1	0	0	0	0	0	1
Total	Urban	Count	56	60	67	137	82	77	92	571
		%	100	100	100	100	100	100	100	100
	Rural	Count	89	59	27	55	48	47	47	372
		%	100	100	100	100	100	100	100	100
	Overall	Count	145	119	94	192	130	124	139	943
		%	100	100	100	100	100	100	100	100

Q12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	1	0	4	0	0	0	5
		%	0	2	0	3	0	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	4	0	0	0	5
		%	0	1	0	2	0	0	0	1
Dissatisfied	Urban	Count	6	24	7	41	7	13	12	110
		%	11	40	10	30	9	17	13	19
	Rural	Count	13	9	6	12	2	6	4	52
		%	15	15	22	22	4	13	9	14
	Overall	Count	19	33	13	53	9	19	16	162
		%	13	28	14	28	7	15	12	17
Satisfied	Urban	Count	50	35	60	92	75	64	80	456
		%	89	58	90	67	92	83	87	80
	Rural	Count	76	50	21	43	46	41	43	320
		%	85	85	78	78	96	87	92	86
	Overall	Count	126	85	81	135	121	105	123	776
		%	87	71	86	70	93	85	89	82
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	56	60	67	137	82	77	92	571
		%	100	100	100	100	100	100	100	100
	Rural	Count	89	59	27	55	48	47	47	372
		%	100	100	100	100	100	100	100	100
	Overall	Count	145	119	94	192	130	124	139	943
		%	100	100	100	100	100	100	100	100

Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	2	0	4	1	0	0	7
		%	0	3	0	3	1	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	2	0	4	1	0	0	7
		%	0	2	0	2	1	0	0	1
Dissatisfied	Urban	Count	7	23	9	36	11	13	12	111
		%	13	38	13	26	13	17	13	19
	Rural	Count	14	8	7	13	2	6	4	54
		%	16	14	26	24	4	13	9	15
	Overall	Count	21	31	16	49	13	19	16	165
		%	15	26	17	26	10	15	12	18
Satisfied	Urban	Count	49	35	58	97	70	64	80	453
		%	88	58	87	71	85	83	87	79
	Rural	Count	75	51	20	42	46	41	43	318
		%	84	86	74	76	96	87	92	86
	Overall	Count	124	86	78	139	116	105	123	771
		%	86	72	83	72	89	85	89	82
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	56	60	67	137	82	77	92	571
		%	100	100	100	100	100	100	100	100
	Rural	Count	89	59	27	55	48	47	47	372
		%	100	100	100	100	100	100	100	100
	Overall	Count	145	119	94	192	130	124	139	943
		%	100	100	100	100	100	100	100	100

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	4	0	0	0	4
		%	0	0	0	3	0	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	4	0	0	0	4
		%	0	0	0	2	0	0	0	0
Dissatisfied	Urban	Count	6	23	11	21	16	15	16	108
		%	11	38	16	15	20	20	17	19
	Rural	Count	13	9	7	13	2	6	3	53
		%	15	15	26	24	4	13	6	14
	Overall	Count	19	32	18	34	18	21	19	161
		%	13	27	19	18	14	17	14	17
Satisfied	Urban	Count	50	37	56	112	66	62	76	459
		%	89	62	84	82	81	81	83	80
	Rural	Count	76	50	20	42	46	41	44	319
		%	85	85	74	76	96	87	94	86
	Overall	Count	126	87	76	154	112	103	120	778
		%	87	73	81	80	86	83	86	83
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	56	60	67	137	82	77	92	571
		%	100	100	100	100	100	100	100	100
	Rural	Count	89	59	27	55	48	47	47	372
		%	100	100	100	100	100	100	100	100
	Overall	Count	145	119	94	192	130	124	139	943
		%	100	100	100	100	100	100	100	100

Q15. How satisfied are you with the problem solving ability of the customer care executive(s)?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	4	0	0	0	4
		%	0	0	0	3	0	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	4	0	0	0	4
		%	0	0	0	2	0	0	0	0
Dissatisfied	Urban	Count	9	25	11	23	14	14	17	113
		%	16	42	16	17	17	18	19	20
	Rural	Count	13	8	7	13	2	6	3	52
		%	15	14	26	24	4	13	6	14
	Overall	Count	22	33	18	36	16	20	20	165
		%	15	28	19	19	12	16	14	18
Satisfied	Urban	Count	47	35	56	110	68	63	75	454
		%	84	58	84	80	83	82	82	80
	Rural	Count	76	51	20	42	46	41	44	320
		%	85	86	74	76	96	87	94	86
	Overall	Count	123	86	76	152	114	104	119	774
		%	85	72	81	79	88	84	86	82
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	56	60	67	137	82	77	92	571
		%	100	100	100	100	100	100	100	100
	Rural	Count	89	59	27	55	48	47	47	372
		%	100	100	100	100	100	100	100	100
	Overall	Count	145	119	94	192	130	124	139	943
		%	100	100	100	100	100	100	100	100

Q16. How satisfied are you with the availability of signal of your service provider in your locality?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	3	1	0	1	6	0	11
		%	0	1	0	0	0	2	0	1
	Rural	Count	1	1	0	0	0	1	0	3
		%	1	1	0	0	0	1	0	0
	Overall	Count	1	4	1	0	1	7	0	14
		%	0	1	0	0	0	2	0	1
Dissatisfied	Urban	Count	14	41	19	47	46	52	47	266
		%	7	20	7	18	17	19	17	15
	Rural	Count	15	39	7	18	17	21	9	126
		%	8	22	6	14	15	17	8	13
	Overall	Count	29	80	26	65	63	73	56	392
		%	7	21	7	17	16	18	14	14
Satisfied	Urban	Count	176	164	253	212	224	216	224	1469
		%	93	79	93	82	83	79	83	84
	Rural	Count	184	138	105	108	98	99	110	842
		%	92	78	93	86	85	81	92	87
	Overall	Count	360	302	358	320	322	315	334	2311
		%	92	78	93	83	83	79	86	85
Very Satisfied	Urban	Count	0	0	0	0	0	1	0	1
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	1	0	0	1	0	2
		%	0	0	1	0	0	1	0	0
	Overall	Count	0	0	1	0	0	2	0	3
		%	0	0	0	0	0	1	0	0
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

Q17. How satisfied are you with the ability to make or receive calls easily?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	1	0	0	0	0	1
		%	0	0	0	0	0	0	0	0
	Rural	Count	1	0	0	0	0	0	0	1
		%	1	0	0	0	0	0	0	0
	Overall	Count	1	0	1	0	0	0	0	2
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	13	38	14	15	7	36	31	154
		%	7	18	5	6	3	13	11	9
	Rural	Count	11	22	7	15	11	13	9	88
		%	6	12	6	12	10	11	8	9
	Overall	Count	24	60	21	30	18	49	40	242
		%	6	16	5	8	5	12	10	9
Satisfied	Urban	Count	171	163	258	244	257	232	234	1559
		%	90	78	95	94	95	84	86	89
	Rural	Count	179	147	103	111	96	105	101	842
		%	90	83	91	88	84	86	85	87
	Overall	Count	350	310	361	355	353	337	335	2401
		%	90	80	94	92	92	85	86	88
Very Satisfied	Urban	Count	6	7	0	0	7	7	6	33
		%	3	3	0	0	3	3	2	2
	Rural	Count	9	9	3	0	8	4	9	42
		%	5	5	3	0	7	3	8	4
	Overall	Count	15	16	3	0	15	11	15	75
		%	4	4	1	0	4	3	4	3
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

Q 18 How often does your call drops during conversation?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Frequently	Urban	Count	0	5	10	0	0	1	1	17
		%	0	2	4	0	0	0	0	1
	Rural	Count	1	1	1	1	1	1	0	6
		%	1	1	1	1	1	1	0	1
	Overall	Count	1	6	11	1	1	2	1	23
		%	0	2	3	0	0	1	0	1
Frequently	Urban	Count	15	45	30	13	23	28	37	191
		%	8	22	11	5	9	10	14	11
	Rural	Count	9	23	11	14	11	13	9	90
		%	5	13	10	11	10	11	8	9
	Overall	Count	24	68	41	27	34	41	46	281
		%	6	18	11	7	9	10	12	10
Occasionally	Urban	Count	92	83	34	51	68	77	47	452
		%	48	40	13	20	25	28	17	26
	Rural	Count	149	125	25	27	86	83	67	562
		%	75	70	22	21	75	68	56	58
	Overall	Count	241	208	59	78	154	160	114	1014
		%	62	54	15	20	40	40	29	37
Never	Urban	Count	83	75	199	195	180	169	186	1087
		%	44	36	73	75	66	62	69	62
	Rural	Count	41	29	76	84	17	25	43	315
		%	21	16	67	67	15	21	36	32
	Overall	Count	124	104	275	279	197	194	229	1402
		%	32	27	71	73	51	49	59	52
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

Q19. How satisfied are you with the voice quality?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	1	0	0	0	0	1
		%	0	0	0	0	0	0	0	0
	Rural	Count	1	0	0	0	0	0	0	1
		%	1	0	0	0	0	0	0	0
	Overall	Count	1	0	1	0	0	0	0	2
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	13	50	19	47	42	42	41	254
		%	7	24	7	18	16	15	15	15
	Rural	Count	11	23	9	18	11	15	9	96
		%	6	13	8	14	10	12	8	10
	Overall	Count	24	73	28	65	53	57	50	350
		%	6	19	7	17	14	14	13	13
Satisfied	Urban	Count	167	149	252	210	212	220	221	1431
		%	88	72	92	81	78	80	82	82
	Rural	Count	167	138	97	104	90	99	96	791
		%	84	78	86	83	78	81	81	81
	Overall	Count	334	287	349	314	302	319	317	2222
		%	86	74	90	82	78	80	81	82
Very Satisfied	Urban	Count	10	9	1	2	17	13	9	61
		%	5	4	0	1	6	5	3	4
	Rural	Count	21	17	7	4	14	8	14	85
		%	11	10	6	3	12	7	12	9
	Overall	Count	31	26	8	6	31	21	23	146
		%	8	7	2	2	8	5	6	5
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Frequently	Urban	Count	0	2	3	0	0	1	3	9
		%	0	1	1	0	0	0	1	1
	Rural	Count	1	1	2	0	0	1	1	6
		%	1	1	2	0	0	1	1	1
	Overall	Count	1	3	5	0	0	2	4	15
		%	0	1	1	0	0	1	1	1
Frequently	Urban	Count	9	25	8	20	5	30	25	122
		%	5	12	3	8	2	11	9	7
	Rural	Count	8	17	3	14	11	11	9	73
		%	4	10	3	11	10	9	8	8
	Overall	Count	17	42	11	34	16	41	34	195
		%	4	11	3	9	4	10	9	7
Occasionally	Urban	Count	134	98	56	46	92	119	77	622
		%	71	47	21	18	34	43	28	36
	Rural	Count	175	143	36	26	101	95	84	660
		%	88	80	32	21	88	78	71	68
	Overall	Count	309	241	92	72	193	214	161	1282
		%	79	62	24	19	50	54	41	47
Never	Urban	Count	47	83	206	193	174	125	166	994
		%	25	40	76	75	64	46	61	57
	Rural	Count	16	17	72	86	3	15	25	234
		%	8	10	64	68	3	12	21	24
	Overall	Count	63	100	278	279	177	140	191	1228
		%	16	26	72	73	46	35	49	45
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

Q21. How satisfied are you with the availability of signal in your area?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	1	1	0	0	0	2
		%	0	0	0	0	0	0	0	0
	Rural	Count	1	0	0	0	0	0	0	1
		%	1	0	0	0	0	0	0	0
	Overall	Count	1	0	1	1	0	0	0	3
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	12	50	26	26	21	46	34	215
		%	6	24	10	10	8	17	13	12
	Rural	Count	9	31	11	17	16	20	11	115
		%	5	17	10	14	14	16	9	12
	Overall	Count	21	81	37	43	37	66	45	330
		%	5	21	10	11	10	17	12	12
Satisfied	Urban	Count	178	158	246	229	250	229	237	1527
		%	94	76	90	88	92	83	88	87
	Rural	Count	190	147	101	106	99	102	108	853
		%	95	83	89	84	86	84	91	88
	Overall	Count	368	305	347	335	349	331	345	2380
		%	94	79	90	87	90	83	89	88
Very Satisfied	Urban	Count	0	0	0	3	0	0	0	3
		%	0	0	0	1	0	0	0	0
	Rural	Count	0	0	1	3	0	0	0	4
		%	0	0	1	2	0	0	0	0
	Overall	Count	0	0	1	6	0	0	0	7
		%	0	0	0	2	0	0	0	0
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

Q22 How satisfied are you with the restoration of network (signal) problems?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	1	0	0	0	0	1
		%	0	0	0	0	0	0	0	0
	Rural	Count	1	0	0	0	0	0	0	1
		%	1	0	0	0	0	0	0	0
	Overall	Count	1	0	1	0	0	0	0	2
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	18	40	24	37	25	27	25	196
		%	10	19	9	14	9	10	9	11
	Rural	Count	11	29	8	22	17	19	8	114
		%	6	16	7	18	15	16	7	12
	Overall	Count	29	69	32	59	42	46	33	310
		%	7	18	8	15	11	12	9	11
Satisfied	Urban	Count	172	168	248	222	246	248	246	1550
		%	91	81	91	86	91	90	91	89
	Rural	Count	188	149	105	104	98	103	111	858
		%	94	84	93	83	85	84	93	88
	Overall	Count	360	317	353	326	344	351	357	2408
		%	92	82	92	85	89	88	92	89
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	14	14	5	12	13	27	19	104
		%	7	7	2	5	5	10	7	6
	Rural	Count	10	5	2	7	1	2	3	30
		%	5	3	2	6	1	2	3	3
	Overall	Count	24	19	7	19	14	29	22	134
		%	6	5	2	5	4	7	6	5
No	Urban	Count	176	194	268	247	258	248	252	1643
		%	93	93	98	95	95	90	93	94
	Rural	Count	190	173	111	119	114	120	116	943
		%	95	97	98	94	99	98	98	97
	Overall	Count	366	367	379	366	372	368	368	2586
		%	94	95	98	95	96	93	94	95
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

24. How satisfied are you with the quality of the supplementary / value added services provided?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	2	2	0	2	2	3	0	11
		%	14	14	0	17	15	11	0	11
	Rural	Count	0	1	0	0	0	1	0	2
		%	0	20	0	0	0	50	0	7
	Overall	Count	2	3	0	2	2	4	0	13
		%	8	16	0	11	14	14	0	10
Satisfied	Urban	Count	12	12	5	10	11	24	19	93
		%	86	86	100	83	85	89	100	89
	Rural	Count	10	4	2	7	1	1	3	28
		%	100	80	100	100	100	50	100	93
	Overall	Count	22	16	7	17	12	25	22	121
		%	92	84	100	90	86	86	100	90
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	14	14	5	12	13	27	19	104
		%	100	100	100	100	100	100	100	100
	Rural	Count	10	5	2	7	1	2	3	30
		%	100	100	100	100	100	100	100	100
	Overall	Count	24	19	7	19	14	29	22	134
		%	100	100	100	100	100	100	100	100

25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	1	3	0	0	2	3	1	10
		%	7	21	0	0	15	11	5	10
	Rural	Count	0	1	0	0	0	0	0	1
		%	0	20	0	0	0	0	0	3
	Overall	Count	1	4	0	0	2	3	1	11
		%	4	21	0	0	14	10	5	8
Satisfied	Urban	Count	13	11	5	12	11	24	18	94
		%	93	79	100	100	85	89	95	90
	Rural	Count	10	4	2	7	1	2	3	29
		%	100	80	100	100	100	100	100	97
	Overall	Count	23	15	7	19	12	26	21	123
		%	96	79	100	100	86	90	96	92
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	14	14	5	12	13	27	19	104
		%	100	100	100	100	100	100	100	100
	Rural	Count	10	5	2	7	1	2	3	30
		%	100	100	100	100	100	100	100	100
	Overall	Count	24	19	7	19	14	29	22	134
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Not informed of charges	Urban	Count	0	2	0	0	1	3	1	7
		%	0	67	0	0	50	100	100	70
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	2	0	0	1	3	1	7
		%	0	50	0	0	50	100	100	64
Activated without consent	Urban	Count	1	0	0	0	1	0	0	2
		%	100	0	0	0	50	0	0	20
	Rural	Count	0	1	0	0	0	0	0	1
		%	0	100	0	0	0	0	0	100
	Overall	Count	1	1	0	0	1	0	0	3
		%	100	25	0	0	50	0	0	27
Not informed about toll free number for unsubscribing	Urban	Count	0	1	0	0	0	0	0	1
		%	0	33	0	0	0	0	0	10
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	0	0	0	0	1
		%	0	25	0	0	0	0	0	9
Total	Urban	Count	1	3	0	0	2	3	1	10
	Rural	Count	0	1	0	0	0	0	0	1
	Overall	Count	1	4	0	0	2	3	1	11

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	27	35	27	79	53	31	37	289
		%	14	17	10	31	20	11	14	17
	Rural	Count	52	30	16	13	14	17	20	162
		%	26	17	14	10	12	14	17	17
	Overall	Count	79	65	43	92	67	48	57	451
%		20	17	11	24	17	12	15	17	
No	Urban	Count	163	173	246	180	218	244	234	1458
		%	86	83	90	70	80	89	86	84
	Rural	Count	148	148	97	113	101	105	99	811
		%	74	83	86	90	88	86	83	83
	Overall	Count	311	321	343	293	319	349	333	2269
%		80	83	89	76	83	88	85	83	
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
%		100	100	100	100	100	100	100	100	

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

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	18	26	18	76	30	24	17	209
		%	67	74	67	96	57	77	46	72
	Rural	Count	33	12	11	12	2	8	13	91
		%	64	40	69	92	14	47	65	56
	Overall	Count	51	38	29	88	32	32	30	300
		%	65	59	67	96	48	67	53	67
No	Urban	Count	9	9	9	3	23	7	20	80
		%	33	26	33	4	43	23	54	28
	Rural	Count	19	18	5	1	12	9	7	71
		%	37	60	31	8	86	53	35	44
	Overall	Count	28	27	14	4	35	16	27	151
		%	35	42	33	4	52	33	47	34
Total	Urban	Count	27	35	27	79	53	31	37	289
		%	100	100	100	100	100	100	100	100
	Rural	Count	52	30	16	13	14	17	20	162
		%	100	100	100	100	100	100	100	100
	Overall	Count	79	65	43	92	67	48	57	451
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
None	Urban	Count	13	16	7	66	29	19	2	152
		%	72	64	39	87	97	83	15	75
	Rural	Count	14	5	6	9	1	5	6	46
		%	42	46	55	90	100	63	50	54
	Overall	Count	27	21	13	75	30	24	8	198
		%	53	58	45	87	97	77	32	69
Delay in deactivation resulting in repeat complaints	Urban	Count	3	8	11	7	1	2	10	42
		%	17	32	61	9	3	9	77	21
	Rural	Count	10	0	5	1	0	2	4	22
		%	30	0	46	10	0	25	33	26
	Overall	Count	13	8	16	8	1	4	14	64
		%	26	22	55	9	3	13	56	22
Customer care refused to register the complaint	Urban	Count	2	1	0	3	0	1	1	8
		%	11	4	0	4	0	4	8	4
	Rural	Count	17	6	0	0	0	1	2	26
		%	52	55	0	0	0	13	17	30
	Overall	Count	19	7	0	3	0	2	3	34
		%	37	19	0	4	0	7	12	12
Not aware of whom to contact	Urban	Count	2	1	0	0	0	1	1	5
		%	11	4	0	0	0	4	8	3
	Rural	Count	16	5	0	0	0	1	2	24
		%	49	46	0	0	0	13	17	28
	Overall	Count	18	6	0	0	0	2	3	29
		%	35	17	0	0	0	7	12	10
Total	Urban	Count	18	25	18	76	30	23	13	203
	Rural	Count	33	11	11	10	1	8	12	86
	Overall	Count	51	36	29	86	31	31	25	289

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	5	0	1	0	0	0	6
		%	0	19	0	1	0	0	0	3
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	5	0	1	0	0	0	6
%		0	13	0	1	0	0	0	2	
Dissatisfied	Urban	Count	10	8	3	34	20	7	1	83
		%	56	31	17	45	67	29	6	40
	Rural	Count	19	6	2	4	0	1	2	34
		%	58	50	18	33	0	13	15	37
	Overall	Count	29	14	5	38	20	8	3	117
%		57	37	17	43	63	25	10	39	
Satisfied	Urban	Count	8	13	15	41	10	17	16	120
		%	44	50	83	54	33	71	94	57
	Rural	Count	14	6	9	8	2	7	11	57
		%	42	50	82	67	100	88	85	63
	Overall	Count	22	19	24	49	12	24	27	177
%		43	50	83	56	38	75	90	59	
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
%		0	0	0	0	0	0	0	0	
Total	Urban	Count	18	26	18	76	30	24	17	209
		%	100	100	100	100	100	100	100	100
	Rural	Count	33	12	11	12	2	8	13	91
		%	100	100	100	100	100	100	100	100
	Overall	Count	51	38	29	88	32	32	30	300
%		100	100	100	100	100	100	100	100	

29(a).How satisfied are you with the overall quality of your mobile service?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	1	1	0	0	0	2
		%	0	0	0	0	0	0	0	0
	Rural	Count	2	5	0	0	1	1	0	9
		%	1	3	0	0	1	1	0	1
	Overall	Count	2	5	1	1	1	1	0	11
		%	1	1	0	0	0	0	0	0
Dissatisfied	Urban	Count	11	21	12	44	12	10	31	141
		%	6	10	4	17	4	4	11	8
	Rural	Count	17	18	7	18	13	9	11	93
		%	9	10	6	14	11	7	9	10
	Overall	Count	28	39	19	62	25	19	42	234
		%	7	10	5	16	7	5	11	9
Satisfied	Urban	Count	164	152	212	214	247	224	230	1443
		%	86	73	78	83	91	82	85	83
	Rural	Count	159	141	88	108	92	97	89	774
		%	80	79	78	86	80	80	75	80
	Overall	Count	323	293	300	322	339	321	319	2217
		%	83	76	78	84	88	81	82	82
Very Satisfied	Urban	Count	15	35	48	0	12	41	10	161
		%	8	17	18	0	4	15	4	9
	Rural	Count	22	14	18	0	9	15	19	97
		%	11	8	16	0	8	12	16	10
	Overall	Count	37	49	66	0	21	56	29	258
		%	10	13	17	0	5	14	7	10
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Broadband	Urban	Count	6	13	18	146	4	5	4	196
		%	3	6	7	56	2	2	2	11
	Rural	Count	4	1	6	65	2	0	0	78
		%	2	1	5	52	2	0	0	8
	Overall	Count	10	14	24	211	6	5	4	274
		%	3	4	6	55	2	1	1	10
Wireline	Urban	Count	6	24	3	3	0	5	9	50
		%	3	12	1	1	0	2	3	3
	Rural	Count	11	7	1	2	4	2	5	32
		%	6	4	1	2	4	2	4	3
	Overall	Count	17	31	4	5	4	7	14	82
		%	4	8	1	1	1	2	4	3
Others	Urban	Count	11	11	37	5	17	41	8	130
		%	6	5	14	2	6	15	3	7
	Rural	Count	9	6	13	5	4	9	2	48
		%	5	3	12	4	4	7	2	5
	Overall	Count	20	17	50	10	21	50	10	178
		%	5	4	13	3	5	13	3	7
None	Urban	Count	168	174	222	105	251	224	250	1394
		%	88	84	81	41	93	82	92	80
	Rural	Count	178	165	93	54	105	112	112	819
		%	89	93	82	43	91	92	94	84
	Overall	Count	346	339	315	159	356	336	362	2213
		%	89	88	82	41	92	85	93	81
Total	Urban	Count	168	174	222	105	251	224	250	1394
	Rural	Count	200	178	113	126	115	122	119	973
	Overall	Count	390	386	386	385	386	397	390	2720

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

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	34	52	73	112	91	67	68	497
		%	18	25	27	43	34	24	25	28
	Rural	Count	40	32	33	44	20	28	24	221
		%	20	18	29	35	17	23	20	23
	Overall	Count	74	84	106	156	111	95	92	718
		%	19	22	28	41	29	24	24	26
No	Urban	Count	156	156	200	147	180	208	203	1250
		%	82	75	73	57	66	76	75	72
	Rural	Count	160	146	80	82	95	94	95	752
		%	80	82	71	65	83	77	80	77
	Overall	Count	316	302	280	229	275	302	298	2002
		%	81	78	73	60	71	76	76	74
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	5	12	27	67	35	38	35	219
		%	15	23	37	60	39	57	52	44
	Rural	Count	4	2	9	18	2	1	4	40
		%	10	6	27	41	10	4	17	18
	Overall	Count	9	14	36	85	37	39	39	259
		%	12	17	34	55	33	41	42	36
No	Urban	Count	29	40	46	45	56	29	33	278
		%	85	77	63	40	62	43	49	56
	Rural	Count	36	30	24	26	18	27	20	181
		%	90	94	73	59	90	96	83	82
	Overall	Count	65	70	70	71	74	56	53	459
		%	88	83	66	46	67	59	58	64
Total	Urban	Count	34	52	73	112	91	67	68	497
		%	100	100	100	100	100	100	100	100
	Rural	Count	40	32	33	44	20	28	24	221
		%	100	100	100	100	100	100	100	100
	Overall	Count	74	84	106	156	111	95	92	718
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
No change	Urban	Count	0	3	17	3	7	19	0	49
		%	0	25	63	5	20	50	0	22
	Rural	Count	0	0	6	1	0	0	0	7
		%	0	0	67	6	0	0	0	18
	Overall	Count	0	3	23	4	7	19	0	56
		%	0	21	64	5	19	49	0	22
Slight decrease	Urban	Count	1	1	0	0	4	1	0	7
		%	20	8	0	0	11	3	0	3
	Rural	Count	1	0	0	0	0	0	0	1
		%	25	0	0	0	0	0	0	3
	Overall	Count	2	1	0	0	4	1	0	8
		%	22	7	0	0	11	3	0	3
Considerable decrease	Urban	Count	1	0	0	0	0	0	0	1
		%	20	0	0	0	0	0	0	1
	Rural	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	100	0	0	5
	Overall	Count	1	0	0	0	2	0	0	3
		%	11	0	0	0	5	0	0	1
Stopped receiving	Urban	Count	3	8	10	64	24	18	35	162
		%	60	67	37	96	69	47	100	74
	Rural	Count	3	2	3	17	0	1	4	30
		%	75	100	33	94	0	100	100	75
	Overall	Count	6	10	13	81	24	19	39	192
		%	67	71	36	95	65	49	100	74
Total	Urban	Count	5	12	27	67	35	38	35	219
		%	100	100	100	100	100	100	100	100
	Rural	Count	4	2	9	18	2	1	4	40
		%	100	100	100	100	100	100	100	100
	Overall	Count	9	14	36	85	37	39	39	259
		%	100	100	100	100	100	100	100	100

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

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	18	0	0	4
	Rural	Count	0	0	0	1	0	0	0	1
		%	0	0	0	100	0	0	0	10
	Overall	Count	0	0	0	1	2	0	0	3
		%	0	0	0	25	15	0	0	5
No	Urban	Count	2	4	17	3	9	20	0	55
		%	100	100	100	100	82	100	0	97
	Rural	Count	1	0	6	0	2	0	0	9
		%	100	0	100	0	100	0	0	90
	Overall	Count	3	4	23	3	11	20	0	64
		%	100	100	100	75	85	100	0	96
Total	Urban	Count	2	4	17	3	11	20	0	57
		%	100	100	100	100	100	100	0	100
	Rural	Count	1	0	6	1	2	0	0	10
		%	100	0	100	100	100	0	0	100
	Overall	Count	3	4	23	4	13	20	0	67
		%	100	100	100	100	100	100	0	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	--	--	--	0	2	--	--	2
		%	--	--	--	0	100	--	--	100
	Rural	Count	--	--	--	1	0	--	--	1
		%	--	--	--	100	0	--	--	100
	Overall	Count	--	--	--	1	2	--	--	3
		%	--	--	--	100	100	--	--	100
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Service Provider refused to register the complaint	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Difficult to lodge the complaint	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Total	Urban	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	100	0	0	100
	Rural	Count	0	0	0	1	0	0	0	1
		%	0	0	0	100	0	0	0	100
	Overall	Count	0	0	0	1	2	0	0	3
		%	0	0	0	100	100	0	0	100

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

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	97	95	78	73	126	142	99	710
		%	51	46	29	28	47	52	37	41
	Rural	Count	140	133	50	29	97	87	69	605
		%	70	75	44	23	84	71	58	62
	Overall	Count	237	228	128	102	223	229	168	1315
%		61	59	33	27	58	58	43	48	
No	Urban	Count	93	113	195	186	145	133	172	1037
		%	49	54	71	72	54	48	64	59
	Rural	Count	60	45	63	97	18	35	50	368
		%	30	25	56	77	16	29	42	38
	Overall	Count	153	158	258	283	163	168	222	1405
%		39	41	67	74	42	42	57	52	
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
%		100	100	100	100	100	100	100	100	

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

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	4	4	10	2	9	66	12	107
		%	4	4	13	3	7	47	12	15
	Rural	Count	0	1	5	0	0	9	3	18
		%	0	1	10	0	0	10	4	3
	Overall	Count	4	5	15	2	9	75	15	125
		%	2	2	12	2	4	33	9	10
No	Urban	Count	93	91	68	71	117	76	87	603
		%	96	96	87	97	93	54	88	85
	Rural	Count	140	132	45	29	97	78	66	587
		%	100	99	90	100	100	90	96	97
	Overall	Count	233	223	113	100	214	154	153	1190
		%	98	98	88	98	96	67	91	91
Total	Urban	Count	97	95	78	73	126	142	99	710
		%	100	100	100	100	100	100	100	100
	Rural	Count	140	133	50	29	97	87	69	605
		%	100	100	100	100	100	100	100	100
	Overall	Count	237	228	128	102	223	229	168	1315
		%	100	100	100	100	100	100	100	100

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

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Within 5 minutes	Urban	Count	3	1	7	1	5	51	6	74
		%	75	25	70	50	56	77	50	69
	Rural	Count	0	0	2	0	0	6	1	9
		%	0	0	40	0	0	67	33	50
	Overall	Count	3	1	9	1	5	57	7	83
		%	75	20	60	50	56	76	47	66
After 5 to 10 minutes	Urban	Count	0	0	0	1	0	7	2	10
		%	0	0	0	50	0	11	17	9
	Rural	Count	0	1	0	0	0	1	1	3
		%	0	100	0	0	0	11	33	17
	Overall	Count	0	1	0	1	0	8	3	13
		%	0	20	0	50	0	11	20	10
After 10 minutes	Urban	Count	1	3	3	0	4	4	4	19
		%	25	75	30	0	44	6	33	18
	Rural	Count	0	0	3	0	0	2	1	6
		%	0	0	60	0	0	22	33	33
	Overall	Count	1	3	6	0	4	6	5	25
		%	25	60	40	0	44	8	33	20
Never	Urban	Count	0	0	0	0	0	4	0	4
		%	0	0	0	0	0	6	0	4
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	4	0	4
		%	0	0	0	0	0	5	0	3
Total	Urban	Count	4	4	10	2	9	66	12	107
		%	100	100	100	100	100	100	100	100
	Rural	Count	0	1	5	0	0	9	3	18
		%	0	100	100	0	0	100	100	100
	Overall	Count	4	5	15	2	9	75	15	125
		%	100	100	100	100	100	100	100	100

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

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very dissatisfied	Urban	Count	0	0	0	1	0	0	0	1
		%	0	0	0	50	0	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	1	0	0	0	1
		%	0	0	0	50	0	0	0	1
Dissatisfied	Urban	Count	0	0	1	0	0	6	0	7
		%	0	0	10	0	0	9	0	7
	Rural	Count	0	0	0	0	0	2	0	2
		%	0	0	0	0	0	22	0	11
	Overall	Count	0	0	1	0	0	8	0	9
		%	0	0	7	0	0	11	0	7
Satisfied	Urban	Count	4	4	9	1	9	59	12	98
		%	100	100	90	50	100	89	100	92
	Rural	Count	0	1	4	0	0	6	3	14
		%	0	100	80	0	0	67	100	78
	Overall	Count	4	5	13	1	9	65	15	112
		%	100	100	87	50	100	87	100	90
Very satisfied	Urban	Count	0	0	0	0	0	1	0	1
		%	0	0	0	0	0	2	0	1
	Rural	Count	0	0	1	0	0	1	0	2
		%	0	0	20	0	0	11	0	11
	Overall	Count	0	0	1	0	0	2	0	3
		%	0	0	7	0	0	3	0	2
Total	Urban	Count	4	4	10	2	9	66	12	107
		%	100	100	100	100	100	100	100	100
	Rural	Count	0	1	5	0	0	9	3	18
		%	0	100	100	0	0	100	100	100
	Overall	Count	4	5	15	2	9	75	15	125
		%	100	100	100	100	100	100	100	100

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

	Type	Customer Ranking								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Average score	Urban	Count	190	208	273	259	271	275	271	1747
		Mean	8.29	7.63	8.39	8	8.45	8.65	8.21	8.25
	Rural	Count	200	178	113	126	115	122	119	973
		Mean	8.2	7.55	8.2	8.04	7.85	8.13	8.52	8.05
	Overall	Count	390	386	386	385	386	397	390	2720
		Mean	8.24	7.59	8.34	8.01	8.27	8.49	8.3	8.18

Q36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	102	104	61	165	135	91	152	810
		%	54	50	22	64	50	33	56	46
	Rural	Count	179	154	36	64	111	92	96	732
		%	90	87	32	51	97	75	81	75
	Overall	Count	281	258	97	229	246	183	248	1542
		%	72	67	25	60	64	46	64	57
No	Urban	Count	88	104	212	94	136	184	119	937
		%	46	50	78	36	50	67	44	54
	Rural	Count	21	24	77	62	4	30	23	241
		%	11	14	68	49	4	25	19	25
	Overall	Count	109	128	289	156	140	214	142	1178
		%	28	33	75	41	36	54	36	43
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

Q37. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Newspaper	Urban	Count	1	4	2	0	0	2	0	9
		%	1	4	3	0	0	2	0	1
	Rural	Count	2	6	1	0	1	0	1	11
		%	1	4	3	0	1	0	1	2
	Overall	Count	3	10	3	0	1	2	1	20
%		1	4	3	0	0	1	0	1	
Website of the service provider	Urban	Count	1	3	0	1	1	8	3	17
		%	1	3	0	1	1	9	2	2
	Rural	Count	8	9	3	0	8	6	9	43
		%	5	6	8	0	7	7	9	6
	Overall	Count	9	12	3	1	9	14	12	60
%		3	5	3	0	4	8	5	4	
SMS from service provider	Urban	Count	45	42	23	7	45	38	33	233
		%	44	40	38	4	33	42	22	29
	Rural	Count	115	100	23	2	72	57	48	417
		%	64	65	64	3	65	62	50	57
	Overall	Count	160	142	46	9	117	95	81	650
%		57	55	47	4	48	52	33	42	
Display at complaint centres/ sales outlets	Urban	Count	20	12	4	47	49	14	63	209
		%	20	12	7	29	36	15	41	26
	Rural	Count	22	24	7	10	30	17	22	132
		%	12	16	19	16	27	19	23	18
	Overall	Count	42	36	11	57	79	31	85	341
%		15	14	11	25	32	17	34	22	
Telephone bills	Urban	Count	14	28	20	110	34	19	51	276
		%	14	27	33	67	25	21	34	34
	Rural	Count	0	7	5	52	2	5	8	79
		%	0	5	14	81	2	5	8	11
	Overall	Count	14	35	25	162	36	24	59	355
%		5	14	26	71	15	13	24	23	
Others	Urban	Count	26	27	14	0	17	17	12	113
		%	26	26	23	0	13	19	8	14
	Rural	Count	55	46	7	0	31	26	30	195
		%	31	30	19	0	28	28	31	27
	Overall	Count	81	73	21	0	48	43	42	308
%		29	28	22	0	20	24	17	20	
Total	Urban	Count	102	104	61	165	135	91	152	810

	Rural	Count	179	154	36	64	111	92	96	732
	Overall	Count	281	258	97	229	246	183	248	1542

Q38 Have you made any complaint within last 6 months to the toll free Complaint Centre/customer care/Helpline telephone number?

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	5	14	12	102	38	7	31	209
		%	3	7	4	39	14	3	11	12
	Rural	Count	15	6	5	33	4	7	6	76
		%	8	3	4	26	4	6	5	8
	Overall	Count	20	20	17	135	42	14	37	285
		%	5	5	4	35	11	4	10	11
No	Urban	Count	185	194	261	157	233	268	240	1538
		%	97	93	96	61	86	98	89	88
	Rural	Count	185	172	108	93	111	115	113	897
		%	93	97	96	74	97	94	95	92
	Overall	Count	370	366	369	250	344	383	353	2435
		%	95	95	96	65	89	97	91	90
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Complaint was registered and Docket number received	Urban	Count	5	9	7	58	22	7	23	131
		%	100	64	58	57	58	100	74	63
	Rural	Count	6	6	5	24	2	6	6	55
		%	40	100	100	73	50	86	100	72
	Overall	Count	11	15	12	82	24	13	29	186
%		55	75	71	61	57	93	78	65	
Complaint was registered and Docket number not received	Urban	Count	0	4	5	36	16	0	2	63
		%	0	29	42	35	42	0	7	30
	Rural	Count	7	0	0	8	2	1	0	18
		%	47	0	0	24	50	14	0	24
	Overall	Count	7	4	5	44	18	1	2	81
%		35	20	29	33	43	7	5	28	
Complaint was registered and docket number provided on request	Urban	Count	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	3	1
	Rural	Count	2	0	0	0	0	0	0	2
		%	13	0	0	0	0	0	0	3
	Overall	Count	2	0	0	0	0	0	1	3
%		10	0	0	0	0	0	3	1	
Complaint was registered and docket number not provided even on request	Urban	Count	0	1	0	0	0	0	2	3
		%	0	7	0	0	0	0	7	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	0	0	0	2	3
%		0	5	0	0	0	0	5	1	
Refused to register the complaint	Urban	Count	0	0	0	8	0	0	3	11
		%	0	0	0	8	0	0	10	5
	Rural	Count	0	0	0	1	0	0	0	1
		%	0	0	0	3	0	0	0	1
	Overall	Count	0	0	0	9	0	0	3	12
%		0	0	0	7	0	0	8	4	
Total	Urban	Count	5	14	12	102	38	7	31	209
		%	100	100	100	100	100	100	100	100
	Rural	Count	15	6	5	33	4	7	6	76
		%	100	100	100	100	100	100	100	100
	Overall	Count	20	20	17	135	42	14	37	285
%		100	100	100	100	100	100	100	100	

40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	3	5	7	67	28	2	22	134
		%	60	36	58	71	74	29	79	68
	Rural	Count	4	4	2	25	1	2	6	44
		%	27	67	40	78	25	29	100	59
	Overall	Count	7	9	9	92	29	4	28	178
		%	35	45	53	73	69	29	82	65
No	Urban	Count	2	9	5	27	10	5	6	64
		%	40	64	42	29	26	71	21	32
	Rural	Count	11	2	3	7	3	5	0	31
		%	73	33	60	22	75	71	0	41
	Overall	Count	13	11	8	34	13	10	6	95
		%	65	55	47	27	31	71	18	35
Total	Urban	Count	5	14	12	94	38	7	28	198
		%	100	100	100	100	100	100	100	100
	Rural	Count	15	6	5	32	4	7	6	75
		%	100	100	100	100	100	100	100	100
	Overall	Count	20	20	17	126	42	14	34	273
		%	100	100	100	100	100	100	100	100

Q41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	2	5	7	65	29	2	20	130
		%	40	36	58	69	76	29	71	66
	Rural	Count	4	4	2	26	1	1	6	44
		%	27	67	40	81	25	14	100	59
	Overall	Count	6	9	9	91	30	3	26	174
		%	30	45	53	72	71	21	77	64
No	Urban	Count	3	9	5	29	9	5	8	68
		%	60	64	42	31	24	71	29	34
	Rural	Count	11	2	3	6	3	6	0	31
		%	73	33	60	19	75	86	0	41
	Overall	Count	14	11	8	35	12	11	8	99
		%	70	55	47	28	29	79	24	36
Total	Urban	Count	5	14	12	94	38	7	28	198
		%	100	100	100	100	100	100	100	100
	Rural	Count	15	6	5	32	4	7	6	75
		%	100	100	100	100	100	100	100	100
	Overall	Count	20	20	17	126	42	14	34	273
		%	100	100	100	100	100	100	100	100

Q42. Was your complaint resolved by the complaint centre within three (3) days?

			% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	2	5	7	65	29	2	20	130
		%	40	36	58	69	76	29	71	66
	Rural	Count	4	4	2	26	1	1	6	44
		%	27	67	40	81	25	14	100	59
	Overall	Count	6	9	9	91	30	3	26	174
		%	30	45	53	72	71	21	77	64
No	Urban	Count	3	9	5	29	9	5	8	68
		%	60	64	42	31	24	71	29	34
	Rural	Count	11	2	3	6	3	6	0	31
		%	73	33	60	19	75	86	0	41
	Overall	Count	14	11	8	35	12	11	8	99
		%	70	55	47	28	29	79	24	36
Total	Urban	Count	5	14	12	94	38	7	28	198
		%	100	100	100	100	100	100	100	100
	Rural	Count	15	6	5	32	4	7	6	75
		%	100	100	100	100	100	100	100	100
	Overall	Count	20	20	17	126	42	14	34	273
		%	100	100	100	100	100	100	100	100

Q43. Was your billing/charging complaint resolved satisfactorily by complaint centre /customer care within four weeks after lodging of the complaint?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	2	5	7	35	19	1	0	69
		%	40	36	58	37	50	14	0	35
	Rural	Count	4	4	1	23	1	1	2	36
		%	27	67	20	72	25	14	33	48
	Overall	Count	6	9	8	58	20	2	2	105
%		30	45	47	46	48	14	6	39	
No	Urban	Count	3	9	5	59	19	5	28	128
		%	60	64	42	63	50	71	100	65
	Rural	Count	11	2	4	9	3	5	4	38
		%	73	33	80	28	75	71	67	51
	Overall	Count	14	11	9	68	22	10	32	166
%		70	55	53	54	52	71	94	61	
Not applicable	Urban	Count	0	0	0	0	0	1	0	1
		%	0	0	0	0	0	14	0	1
	Rural	Count	0	0	0	0	0	1	0	1
		%	0	0	0	0	0	14	0	1
	Overall	Count	0	0	0	0	0	2	0	2
%		0	0	0	0	0	14	0	1	
Total	Urban	Count	5	14	12	94	38	7	28	198
		%	100	100	100	100	100	100	100	100
	Rural	Count	15	6	5	32	4	7	6	75
		%	100	100	100	100	100	100	100	100
	Overall	Count	20	20	17	126	42	14	34	273
%		100	100	100	100	100	100	100	100	

Q44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	5	1	5	12	12	6	5	46
		%	3	1	2	5	4	2	2	3
	Rural	Count	1	0	3	1	0	0	0	5
		%	1	0	3	1	0	0	0	1
	Overall	Count	6	1	8	13	12	6	5	51
		%	2	0	2	3	3	2	1	2
No	Urban	Count	185	207	268	247	259	269	266	1701
		%	97	100	98	95	96	98	98	97
	Rural	Count	199	178	110	125	115	122	119	968
		%	100	100	97	99	100	100	100	100
	Overall	Count	384	385	378	372	374	391	385	2669
		%	99	100	98	97	97	99	99	98
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
		%	100	100	100	100	100	100	100	100

45. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Newspaper	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Website of the service provider	Urban	Count	1	1	3	7	10	6	4	32
		%	20	100	60	58	83	100	80	70
	Rural	Count	0	0	1	1	0	0	0	2
		%	0	0	33	100	0	0	0	40
	Overall	Count	1	1	4	8	10	6	4	34
		%	17	100	50	62	83	100	80	67
SMS from service provider	Urban	Count	3	0	1	5	2	0	1	12
		%	60	0	20	42	17	0	20	26
	Rural	Count	1	0	1	0	0	0	0	2
		%	100	0	33	0	0	0	0	40
	Overall	Count	4	0	2	5	2	0	1	14
		%	67	0	25	39	17	0	20	28
Display at complaint centres/ sales outlets	Urban	Count	1	0	1	0	0	0	0	2
		%	20	0	20	0	0	0	0	4
	Rural	Count	0	0	1	0	0	0	0	1
		%	0	0	33	0	0	0	0	20
	Overall	Count	1	0	2	0	0	0	0	3
		%	17	0	25	0	0	0	0	6
Telephone bills	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	5	1	5	12	12	6	5	46
	Rural	Count	1	0	3	1	0	0	0	5
	Overall	Count	6	1	8	13	12	6	5	51

Q46 Have you filed any appeal in last 6 months?

Note- None of the 51 customers those who were aware, had filed an appeal with the Appellate Authority. Hence this table is not relevant.

Q47. How did you come to know about the contact details of the Appellate Authority?

Note- None of the 51 customers those who were aware, had filed an appeal with the Appellate Authority. Hence this table is not relevant.

Q48. Did you receive any acknowledgement?

Note- None of the 51 customers those who were aware, had filed an appeal with the Appellate Authority. Hence this table is not relevant.

Q49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

Note- None of the 51 customers those who were aware, had filed an appeal with the Appellate Authority. Hence this table is not relevant.

(Q50 to Q52 are for prepaid customers only)

Q50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	38	36	22	31	47	44	44	262
		%	48	21	9	12	18	17	18	17
	Rural	Count	78	57	14	14	52	40	39	294
		%	43	34	13	11	45	33	33	31
	Overall	Count	116	93	36	45	99	84	83	556
		%	44	27	10	12	26	22	23	23
No	Urban	Count	42	139	228	222	219	222	201	1273
		%	53	79	91	88	82	84	82	83
	Rural	Count	104	111	93	112	63	80	79	642
		%	57	66	87	89	55	67	67	69
	Overall	Count	146	250	321	334	282	302	280	1915
		%	56	73	90	88	74	78	77	78
Total	Urban	Count	80	175	250	253	266	266	245	1535
		%	100	100	100	100	100	100	100	100
	Rural	Count	182	168	107	126	115	120	118	936
		%	100	100	100	100	100	100	100	100
	Overall	Count	262	343	357	379	381	386	363	2471
		%	100	100	100	100	100	100	100	100

Q51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	0	0	0	0	3	0	2	5
		%	0	0	0	0	7	0	5	2
	Rural	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	4	0	0	1
	Overall	Count	0	0	0	0	5	0	2	7
		%	0	0	0	0	5	0	2	1
No	Urban	Count	38	36	22	31	41	42	42	252
		%	100	100	100	100	93	100	96	98
	Rural	Count	78	57	14	14	50	40	39	292
		%	100	100	100	100	96	100	100	99
	Overall	Count	116	93	36	45	91	82	81	544
		%	100	100	100	100	95	100	98	99
Total	Urban	Count	38	36	22	31	44	42	44	257
		%	100	100	100	100	100	100	100	100
	Rural	Count	78	57	14	14	52	40	39	294
		%	100	100	100	100	100	100	100	100
	Overall	Count	116	93	36	45	96	82	83	551
		%	100	100	100	100	100	100	100	100

Q52. What were the reason(s) for denying your request??

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
No reason given	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Technical Problem	Urban	Count	0	0	0	0	3	0	2	5
		%	0	0	0	0	100	0	100	100
	Rural	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	100	0	0	100
	Overall	Count	0	0	0	0	5	0	0	7
		%	0	0	0	0	100	0	0	100
Others	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Total	Urban	Count	0	0	0	0	3	0	2	5
		%	0	0	0	0	100	0	100	100
	Rural	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	100	0	0	100
	Overall	Count	0	0	0	0	5	0	0	7
		%	0	0	0	0	100	0	0	100

53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	54	38	107	73	86	115	83	556
		%	28	18	39	28	32	42	31	32
	Rural	Count	64	59	39	35	44	44	29	314
		%	32	33	35	28	38	36	24	32
	Overall	Count	118	97	146	108	130	159	112	870
%		30	25	38	28	34	40	29	32	
No	Urban	Count	136	170	166	186	185	160	188	1191
		%	72	82	61	72	68	58	69	68
	Rural	Count	136	119	74	91	71	78	90	659
		%	68	67	66	72	62	64	76	68
	Overall	Count	272	289	240	277	256	238	278	1850
%		70	75	62	72	66	60	71	68	
Total	Urban	Count	190	208	273	259	271	275	271	1747
		%	100	100	100	100	100	100	100	100
	Rural	Count	200	178	113	126	115	122	119	973
		%	100	100	100	100	100	100	100	100
	Overall	Count	390	386	386	385	386	397	390	2720
%		100	100	100	100	100	100	100	100	

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

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

	Type		BSNL
More than 7 to 15 days ago	Urban	Count	9
		%	3
	Rural	Count	5
		%	4
	Overall	Count	14
		%	4
More than 15 day to 30 days ago	Urban	Count	30
		%	11
	Rural	Count	22
		%	19
	Overall	Count	52
		%	14
More than 30 days ago	Urban	Count	231
		%	86
	Rural	Count	88
		%	77
	Overall	Count	319
		%	83
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Within 7 working days	Urban	Count	245
		%	91
	Rural	Count	103
		%	90
	Overall	Count	348
		%	90
More than 7 working Days	Urban	Count	25
		%	9
	Rural	Count	12
		%	10
	Overall	Count	37
		%	10
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

Q2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	0
	Rural	Count	0
		%	0
	Overall	Count	1
		%	0
Dissatisfied	Urban	Count	5
		%	2
	Rural	Count	2
		%	2
	Overall	Count	7
		%	2
Satisfied	Urban	Count	264
		%	98
	Rural	Count	113
		%	98
	Overall	Count	377
		%	98
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Within 24 hrs	Urban	Count	7
		%	3
	Rural	Count	7
		%	6
	Overall	Count	14
		%	4
2-3 days	Urban	Count	16
		%	6
	Rural	Count	12
		%	10
	Overall	Count	28
		%	7
4-7 days	Urban	Count	7
		%	3
	Rural	Count	9
		%	8
	Overall	Count	16
		%	4
More than 7 days	Urban	Count	14
		%	5
	Rural	Count	7
		%	6
	Overall	Count	21
		%	6
Not applicable	Urban	Count	226
		%	84
	Rural	Count	80
		%	70
	Overall	Count	306
		%	80
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

Q4. How satisfied are you with the timely delivery of bills?

	Type		BSNL
Very Dissatisfied	Urban	Count	6
		%	2
	Rural	Count	1
		%	1
	Overall	Count	7
		%	2
Dissatisfied	Urban	Count	25
		%	9
	Rural	Count	10
		%	9
	Overall	Count	35
		%	9
Satisfied	Urban	Count	239
		%	89
	Rural	Count	104
		%	90
	Overall	Count	343
		%	89
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

Q5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

	Type		BSNL
Very Dissatisfied	Urban	Count	6
		%	2
	Rural	Count	1
		%	1
	Overall	Count	7
		%	2
Dissatisfied	Urban	Count	14
		%	5
	Rural	Count	2
		%	2
	Overall	Count	16
		%	4
Satisfied	Urban	Count	250
		%	93
	Rural	Count	112
		%	97
	Overall	Count	362
		%	94
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Difficult to read the bill	Urban	Count	5
		%	25
	Rural	Count	1
		%	33
	Overall	Count	6
		%	26
Difficult to understand the language	Urban	Count	2
		%	10
	Rural	Count	1
		%	33
	Overall	Count	3
		%	13
Calculation-on not clear	Urban	Count	0
		%	0
	Rural	Count	1
		%	33
	Overall	Count	1
		%	4
Item-wise charges not given	Urban	Count	5
		%	25
	Rural	Count	1
		%	33
	Overall	Count	6
		%	26
Others	Urban	Count	2
		%	10
	Rural	Count	0
		%	0
	Overall	Count	2
		%	9
Total	Urban	Count	20
	Rural	Count	3
	Overall	Count	23

6(a). How satisfied are you with the accuracy/completeness of the bills?

	Type		BSNL
Very Dissatisfied	Urban	Count	9
		%	3
	Rural	Count	3
		%	3
	Overall	Count	12
		%	3
Dissatisfied	Urban	Count	22
		%	8
	Rural	Count	15
		%	13
	Overall	Count	37
		%	10
Satisfied	Urban	Count	239
		%	89
	Rural	Count	97
		%	84
	Overall	Count	336
		%	87
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Charges not as per tariff plan subscribed	Urban	Count	1
		%	3
	Rural	Count	1
		%	6
	Overall	Count	2
		%	4
Tariff plan changed without information	Urban	Count	0
		%	0
	Rural	Count	1
		%	6
	Overall	Count	1
		%	2
Charged for value added services not requested	Urban	Count	5
		%	16
	Rural	Count	4
		%	22
	Overall	Count	9
		%	18
Charged for calls not made	Urban	Count	3
		%	10
	Rural	Count	8
		%	44
	Overall	Count	11
		%	22
Others	Urban	Count	22
		%	71
	Rural	Count	5
		%	28
	Overall	Count	27
		%	55
Total	Urban	Count	31
	Rural	Count	18
	Overall	Count	49

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

	Type		BSNL
Yes	Urban	Count	26
		%	10
	Rural	Count	18
		%	16
	Overall	Count	44
		%	11
No	Urban	Count	244
		%	90
	Rural	Count	97
		%	84
	Overall	Count	341
		%	89
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

Q8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	1
		%	6
	Overall	Count	1
		%	2
Dissatisfied	Urban	Count	8
		%	31
	Rural	Count	10
		%	56
	Overall	Count	18
		%	41
Satisfied	Urban	Count	18
		%	69
	Rural	Count	7
		%	39
	Overall	Count	25
		%	57
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	26
		%	100
	Rural	Count	18
		%	100
	Overall	Count	44
		%	100

Q9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Note- BSNL did not report prepaid broadband service in HP circle. Hence this table is not relevant.

Q9(b) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage Please specify the reason(s) for your dissatisfaction

Note- BSNL did not report prepaid broadband service in HP circle. Hence this table is not relevant.

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

Note- BSNL did not report prepaid broadband service in HP circle. Hence this table is not relevant.

Q9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?

Note- BSNL did not report prepaid broadband service in HP circle. Hence this table is not relevant.

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

	Type		BSNL
Yes	Urban	Count	49
		%	18
	Rural	Count	35
		%	30
	Overall	Count	84
		%	22
No	Urban	Count	221
		%	82
	Rural	Count	80
		%	70
	Overall	Count	301
		%	78
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

Q11 How satisfied are you with the ease of access of customer care or helpline?

	Type		BSNL
Very Dissatisfied	Urban	Count	3
		%	6
	Rural	Count	0
		%	0
	Overall	Count	3
		%	4
Dissatisfied	Urban	Count	12
		%	25
	Rural	Count	9
		%	26
	Overall	Count	21
		%	25
Satisfied	Urban	Count	34
		%	69
	Rural	Count	26
		%	74
	Overall	Count	60
		%	71
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	49
		%	100
	Rural	Count	35
		%	100
	Overall	Count	84
		%	100

Q11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?

	Type		BSNL
Very Dissatisfied	Urban	Count	3
		%	6
	Rural	Count	0
		%	0
	Overall	Count	3
		%	4
Dissatisfied	Urban	Count	12
		%	25
	Rural	Count	11
		%	32
	Overall	Count	23
		%	28
Satisfied	Urban	Count	34
		%	69
	Rural	Count	23
		%	68
	Overall	Count	57
		%	69
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	49
		%	100
	Rural	Count	34
		%	100
	Overall	Count	83
		%	100

12. How satisfied are you with the response time taken to answer your call by a customer care executive?

	Type		BSNL
Very Dissatisfied	Urban	Count	3
		%	6
	Rural	Count	0
		%	0
	Overall	Count	3
		%	4
Dissatisfied	Urban	Count	12
		%	25
	Rural	Count	13
		%	41
	Overall	Count	25
		%	31
Satisfied	Urban	Count	33
		%	69
	Rural	Count	19
		%	59
	Overall	Count	52
		%	65
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	48
		%	100
	Rural	Count	32
		%	100
	Overall	Count	80
		%	100

Q13. How satisfied are you with the problem solving ability of the customer care executive(s)?

	Type		BSNL
Very Dissatisfied	Urban	Count	3
		%	6
	Rural	Count	0
		%	0
	Overall	Count	3
		%	4
Dissatisfied	Urban	Count	12
		%	25
	Rural	Count	11
		%	31
	Overall	Count	23
		%	27
Satisfied	Urban	Count	33
		%	69
	Rural	Count	24
		%	67
	Overall	Count	57
		%	68
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	1
		%	3
	Overall	Count	1
		%	1
Total	Urban	Count	48
		%	100
	Rural	Count	36
		%	100
	Overall	Count	84
		%	100

Q14. How satisfied are you with the time taken by complaint centre/customer care /helpdesk to resolve your complaint?

	Type		BSNL
Very Dissatisfied	Urban	Count	3
		%	6
	Rural	Count	0
		%	0
	Overall	Count	3
		%	4
Dissatisfied	Urban	Count	13
		%	27
	Rural	Count	11
		%	31
	Overall	Count	24
		%	29
Satisfied	Urban	Count	33
		%	67
	Rural	Count	24
		%	69
	Overall	Count	57
		%	68
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	49
		%	100
	Rural	Count	35
		%	100
	Overall	Count	84
		%	100

Q15. How satisfied are you with the speed of Broadband connection?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	1
		%	1
	Overall	Count	1
		%	0
Dissatisfied	Urban	Count	47
		%	17
	Rural	Count	27
		%	24
	Overall	Count	74
		%	19
Satisfied	Urban	Count	223
		%	83
	Rural	Count	87
		%	76
	Overall	Count	310
		%	81
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

Q16. How satisfied are you with the amount of time for which service is up and working?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	1
		%	1
	Overall	Count	1
		%	0
Dissatisfied	Urban	Count	53
		%	20
	Rural	Count	26
		%	23
	Overall	Count	79
		%	21
Satisfied	Urban	Count	217
		%	80
	Rural	Count	88
		%	77
	Overall	Count	305
		%	79
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Very frequently	Urban	Count	5
		%	2
	Rural	Count	2
		%	2
	Overall	Count	7
		%	2
Frequently	Urban	Count	27
		%	10
	Rural	Count	21
		%	18
	Overall	Count	48
		%	13
Occasionally	Urban	Count	69
		%	26
	Rural	Count	29
		%	25
	Overall	Count	98
		%	26
Never	Urban	Count	169
		%	63
	Rural	Count	63
		%	55
	Overall	Count	232
		%	60
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Problem was related to my computer Hardware/software	Urban	Count	5
		%	16
	Rural	Count	1
		%	4
	Overall	Count	6
		%	11
Problem was related to broadband and modem provided by the service operator	Urban	Count	25
		%	78
	Rural	Count	22
		%	96
	Overall	Count	47
		%	86
Total	Urban	Count	32
		%	100
	Rural	Count	23
		%	100
	Overall	Count	55
		%	100

Q19. How satisfied are you with the time taken for restoration of Broadband connection?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	12
		%	38
	Rural	Count	5
		%	22
	Overall	Count	17
		%	31
Satisfied	Urban	Count	20
		%	63
	Rural	Count	18
		%	78
	Overall	Count	38
		%	69
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	32
		%	100
	Rural	Count	23
		%	100
	Overall	Count	55
		%	100

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

	Type		BSNL
Yes	Urban	Count	69
		%	26
	Rural	Count	41
		%	36
	Overall	Count	110
		%	29
No	Urban	Count	201
		%	74
	Rural	Count	74
		%	64
	Overall	Count	275
		%	71
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

Q20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	2
		%	3
	Rural	Count	4
		%	10
	Overall	Count	6
		%	6
Satisfied	Urban	Count	67
		%	97
	Rural	Count	37
		%	90
	Overall	Count	104
		%	95
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	69
		%	100
	Rural	Count	41
		%	100
	Overall	Count	110
		%	100

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

	Type		BSNL
Not informed of charges	Urban	Count	2
		%	100
	Rural	Count	4
		%	100
	Overall	Count	6
		%	100
Activated without consent	Rural	Count	--
		%	--
	Urban	Count	--
		%	--
	Overall	Count	--
		%	--
Not informed about toll free no. for unsubscribing	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	2
	Rural	Count	4
	Overall	Count	6

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

	Type		BSNL
Yes	Urban	Count	3
		%	1
	Rural	Count	2
		%	2
	Overall	Count	5
		%	1
No	Urban	Count	267
		%	99
	Rural	Count	113
		%	98
	Overall	Count	380
		%	99
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Yes	Urban	Count	2
		%	67
	Rural	Count	2
		%	100
	Overall	Count	4
		%	80
No	Urban	Count	1
		%	33
	Rural	Count	0
		%	0
	Overall	Count	1
		%	20
Total	Urban	Count	3
		%	100
	Rural	Count	2
		%	100
	Overall	Count	5
		%	100

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

	Type		BSNL
None	Urban	Count	2
		%	100
	Rural	Count	1
		%	50
	Overall	Count	3
		%	75
Delay in deactivation	Rural	Count	0
		%	0
	Urban	Count	1
		%	50
	Overall	Count	1
		%	25
Customer care refused to register	Rural	Count	--
		%	--
	Urban	Count	--
		%	--
	Overall	Count	--
		%	--
Not aware of whom to be contacted	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	2
	Rural	Count	2
	Overall	Count	4

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

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	50
	Rural	Count	0
		%	0
	Overall	Count	1
		%	25
Dissatisfied	Urban	Count	1
		%	50
	Rural	Count	2
		%	100
	Overall	Count	3
		%	75
Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Very Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	2
		%	100
	Rural	Count	2
		%	100
	Overall	Count	4
		%	100

Q 23(a). How satisfied are you with the overall quality of your Broadband service?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	26
		%	10
	Rural	Count	15
		%	13
	Overall	Count	41
		%	11
Satisfied	Urban	Count	207
		%	77
	Rural	Count	70
		%	61
	Overall	Count	277
		%	72
Very Satisfied	Urban	Count	37
		%	14
	Rural	Count	30
		%	26
	Overall	Count	67
		%	17
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Average score	Urban	Count	270
		Mean	3
	Rural	Count	115
		Mean	3
	Overall	Count	385
		Mean	3

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

	Type		BSNL
Mobile	Urban	Count	66
		%	24
	Rural	Count	26
		%	23
	Overall	Count	92
		%	24
Wireline	Urban	Count	174
		%	64
	Rural	Count	75
		%	65
	Overall	Count	249
		%	65
Others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
None	Urban	Count	271
		%	100
	Rural	Count	111
		%	97
	Overall	Count	382
		%	99
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

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

	Type		BSNL
Yes	Urban	Count	66
		%	24
	Rural	Count	31
		%	27
	Overall	Count	97
		%	25
No	Urban	Count	204
		%	76
	Rural	Count	84
		%	73
	Overall	Count	288
		%	75
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?

	Type		BSNL
Average score	Urban	Count	270
		Mean	7.86
	Rural	Count	115
		Mean	7.61
	Overall	Count	385
		Mean	7.78

Q27. Are you aware of the complaint centre telephone number of your telecom service provider for making complaints/ query?

	Type		BSNL
Yes	Urban	Count	74
		%	27
	Rural	Count	38
		%	33
	Overall	Count	112
		%	29
No	Urban	Count	196
		%	73
	Rural	Count	77
		%	67
	Overall	Count	273
		%	71
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

28. How did you come to know about the toll free customer care number? **[MULTIPLE CODE]**

	Type		BSNL
Newspaper	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Website of the service provider	Urban	Count	1
		%	1
	Rural	Count	0
		%	0
	Overall	Count	1
		%	1
SMS from service provider	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Display at complaint centres/ sales outlets	Urban	Count	6
		%	8
	Rural	Count	0
		%	0
	Overall	Count	6
		%	5
Telephone bills	Urban	Count	20
		%	27
	Rural	Count	6
		%	16
	Overall	Count	26
		%	23
Others	Urban	Count	47
		%	64
	Rural	Count	32
		%	84
	Overall	Count	79
		%	71
Total	Urban	Count	74
	Rural	Count	38
	Overall	Count	112

Q29. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/Helpline telephone number?

	Type		BSNL
Yes	Urban	Count	59
		%	22
	Rural	Count	49
		%	43
	Overall	Count	108
		%	28
No	Urban	Count	211
		%	78
	Rural	Count	66
		%	57
	Overall	Count	277
		%	72
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? **(Single Code)**

	Type		BSNL
Docket number received for most of the complaints	Urban	Count	48
		%	81
	Rural	Count	30
		%	61
	Overall	Count	78
		%	72
No Docket number received for most of the complaints	Urban	Count	11
		%	19
	Rural	Count	14
		%	29
	Overall	Count	25
		%	23
It was received on request	Urban	Count	0
		%	0
	Rural	Count	5
		%	10
	Overall	Count	5
		%	5
No docket number received even on request	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	59
		%	100
	Rural	Count	49
		%	100
	Overall	Count	108
		%	100

Q31 Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

	Type		BSNL
Yes	Urban	Count	19
		%	32
	Rural	Count	25
		%	51
	Overall	Count	44
		%	41
No	Urban	Count	40
		%	68
	Rural	Count	24
		%	49
	Overall	Count	64
		%	59
Total	Urban	Count	59
		%	100
	Rural	Count	49
		%	100
	Overall	Count	108
		%	100

Q32 Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

	Type		BSNL
Yes	Urban	Count	15
		%	25
	Rural	Count	27
		%	55
	Overall	Count	42
		%	39
No	Urban	Count	44
		%	75
	Rural	Count	22
		%	45
	Overall	Count	66
		%	61
Total	Urban	Count	59
		%	100
	Rural	Count	49
		%	100
	Overall	Count	108
		%	100

Q33. Was your complaint resolved by the complain centre within three (3) days?

	Type		BSNL
Yes	Urban	Count	18
		%	31
	Rural	Count	22
		%	45
	Overall	Count	40
		%	37
No	Urban	Count	41
		%	70
	Rural	Count	27
		%	55
	Overall	Count	68
		%	63
Total	Urban	Count	59
		%	100
	Rural	Count	49
		%	100
	Overall	Count	108
		%	100

34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?

	Type		BSNL
Yes	Urban	Count	12
		%	20
	Rural	Count	21
		%	43
	Overall	Count	33
		%	31
No	Urban	Count	47
		%	80
	Rural	Count	28
		%	57
	Overall	Count	75
		%	69
Not Applicable	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	59
		%	100
	Rural	Count	49
		%	100
	Overall	Count	108
		%	100

Q35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

	Type		BSNL
Yes	Urban	Count	5
		%	2
	Rural	Count	0
		%	0
	Overall	Count	5
		%	1
No	Urban	Count	265
		%	98
	Rural	Count	115
		%	100
	Overall	Count	380
		%	99
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

36. How did you come to know about the contact details of the Appellate Authority?

[MULTIPLE CODE]

	Type		BSNL
Newspaper	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Website of the service provider	Urban	Count	4
		%	80
	Rural	Count	0
		%	0
	Overall	Count	4
		%	80
Display at complaint centres/ sales outlets	Urban	Count	1
		%	20
	Rural	Count	0
		%	0
	Overall	Count	1
		%	20
Telephone bills	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Others	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	5
	Rural	Count	0
	Overall	Count	5

Q37. Have you filed any appeal in last 6 month?

	Type		BSNL
Yes	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
No	Urban	Count	5
		%	100
	Rural	Count	0
		%	0
	Overall	Count	5
		%	100
Total	Urban	Count	5
		%	100
	Rural	Count	0
		%	0
	Overall	Count	5
		%	100

Q38. How did you file your appeal to the Appellate Authority?

Note- As none of the customer filed an appeal, this table is not relevant.

Q39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?

Note- As none of the customer filed an appeal, this table is not relevant

40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

Note- As none of the customer filed an appeal, this table is not relevant

(Q41 to Q43 are for prepaid customers only)

Q41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Note – BSNL did not report prepaid brpadband service in HP circle. Hence a corresponding sample was not covered and this table is not relevant.

Q42. Have you been denied of your request for item-wise usage charge details for your prepaid connection?

Note – BSNL did not report prepaid brpadband service in HP circle. Hence a corresponding sample was not covered and this table is not relevant.

Q43. What were the reason(s) for denying your request?

Note – BSNL did not report prepaid brpadband service in HP circle. Hence a corresponding sample was not covered and this table is not relevant.

Q44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new Broadband connection?”

	Type		BSNL
Yes	Urban	Count	56
		%	21
	Rural	Count	30
		%	26
	Overall	Count	86
		%	22
No	Urban	Count	214
		%	79
	Rural	Count	85
		%	74
	Overall	Count	299
		%	78
Total	Urban	Count	270
		%	100
	Rural	Count	115
		%	100
	Overall	Count	385
		%	100

Q4/11/12 SURVEY A: Basic Service (WireLine)

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

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

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

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

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

S1.2. Name: _____ **S1.3. RECORD Gender:** Male Female

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

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

STD Code	Telephone Number

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

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

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

S1.11. RECORD District: _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a) . Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	<input type="checkbox"/> [1] Yes —————> If yes, ask Q. 1-3 <input type="checkbox"/> [2] No —————> If no, skip to Section B
1(b) How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> [1] Yes <input type="checkbox"/> [2] No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied

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

4. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied
5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> [1] Charges not as per tariff plan subscribed <input type="checkbox"/> [2] Tariff plan changed without information <input type="checkbox"/> [3] Charged for value added services not subscribed <input type="checkbox"/> [4] Charged for calls/services not made/used <input type="checkbox"/> [5] Details like item-wise charges are not provided <input type="checkbox"/> [6] Calculations are not clear <input type="checkbox"/> [7] Others (please specify) _____
6. Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> [1] Yes <input type="checkbox"/> [2] No —————> (If No, go to Q 8)
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied
8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)

<p>(Ask this question only if 1 OR 2 is coded in Q 9(a))</p> <p>9. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill</p> <p><input type="checkbox"/> 2 Difficult to understand the language</p> <p><input type="checkbox"/> 3 Calculations not clear</p> <p><input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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For Prepaid Customers only

<p>10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q10(a))</p> <p>10(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</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>10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes → (If Yes, go to Q 10(d)) else 10e</p> <p><input type="checkbox"/> 2 No</p>
<p>10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> <p>(Ask Q 10(f) only if 1 OR 2 is coded)</p>
<p>10(f) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

19. How many times has your telephone connection required repair in the last 6 months?	<input type="checkbox"/> 1 Nil [go to q22]	<input type="checkbox"/> 2 One time	<input type="checkbox"/> 3 2-3 times
			<input type="checkbox"/> 4 More than 3 times
20. How long did it take generally for repairing the fault after lodging a complaint?	<input type="checkbox"/> 1 1 day	<input type="checkbox"/> 2 2-3 days	<input type="checkbox"/> 3 4 - 7 days
			<input type="checkbox"/> 4 more than 7 days
21. How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied
			<input type="checkbox"/> 1 Very Dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 26(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q25(a)) 26(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?	<input type="checkbox"/> Broadband <input type="checkbox"/> Mobile <input type="checkbox"/> Others <input type="checkbox"/> None
28(a) Have you terminated a telephone connection that you had in the last 6 month?	<input type="checkbox"/> Yes <input type="checkbox"/> No → go to q30
28(b) If Yes, Please name your service provider?	<input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom <input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL <input type="checkbox"/> Shyam/MTS
29. How many days were taken for termination of your telephone connection?	<input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> more than 7 days
30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	<input type="checkbox"/> Yes <input type="checkbox"/> No
31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> Yes <input type="checkbox"/> No Go to q33
32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> Yes → (If Yes, go to Q 32(b)) <input type="checkbox"/> No → (If No, go to Q33)
(Ask only if Yes in Q 32(a)) 32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease <input type="checkbox"/> Slight decrease <input type="checkbox"/> No change (Ask Q 32(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 32 (b)) 32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	<input type="checkbox"/> Yes → (If Yes, go to Q 32(d)) <input type="checkbox"/> No → (If no, go to Q33)
(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -	<input type="checkbox"/> Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> Service Provider refused to register the complaint <input type="checkbox"/> Difficult to lodge the complaint
33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM

CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

<p>34(a) Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>34(b). How did you come to know about the toll free customer care number? [MULTIPLE CODE]</p>	<p>[1] Newspaper [2] Website of the service provider [3] SMS from service provider [4] Display at complaint centres/ sales outlets [5] Telephone bills [6] Other, specify _____</p>
<p>35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/ Helpline telephone number?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No [IF NO, GO TO Q 41]</p>
<p>36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (SINGLE CODE)</p>	<p>1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint</p>
<p>[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36] 37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>39(a). Was your complaint resolved by the complaint centre within three (3) days?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>40. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable</p>

four(4) weeks after lodging of the complaint?	
41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF NO, GO TO Q47]
42. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify_____
43. Have you filed any appeal in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 47)
45. How did you file your appeal to the Appellate Authority??	[1] E-mail [2] Fax [3] Letter (post/ courier) [4] In person (self) [5] Other, specify_____
46. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
47 Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently
(Q48 to Q50 are for Prepaid Customers only) 48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
49. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 50)
50. What were the reason(s) for denying your request?	[1] No reason given [2] Technical problem [3] Others (please specify)_____
51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

THANKS & PROCEED TO CELLULAR & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____

Date: _____

Name of the scrutinizer: _____

Date: _____

Back-check done by: _____

Date of back-check: _____

Q4/11/12 SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

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

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

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

- [1] Airtel [2] BSNL [3] Reliance Communications [4] Tata Indicom
[5] Reliance Telecom [6] Idea [7] Vodafone [8] Aircel [9] S Tel
[10] MTS [11] Spice Comm [12] MTNL [13] Uninor [14] Cheers [15] Videocon

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

S1.2Name: _____ **S1.3 RECORD** Gender: Male Female

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

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

S1.5. Age (in years): Less than 25 25-34 35-44 More than 45

S1.6 Please tell us your **Occupation:** Service Business/self employed [3] Farmer
 Student Housewife Retired

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

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

S1.11. RECORD District _____ Address: _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____	
5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (if no, go to 5c)
	(If Yes go to 5(b))	
5(b).ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
	(Ask Q 5(d) only if 1 OR 2 is coded)	
5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify) _____	

5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> Difficult to read the bill	<input type="checkbox"/> Difficult to understand the language	<input type="checkbox"/> Calculations not clear	<input type="checkbox"/> Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given
	<input type="checkbox"/> Others (please specify) _____			
8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> Charges not as per tariff plan subscribed	<input type="checkbox"/> Tariff plan changed without information	<input type="checkbox"/> Charged for value added services not subscribed	<input type="checkbox"/> Charged for calls/services not made/used
	<input type="checkbox"/> Calculations are not clear	<input type="checkbox"/> Others (please specify) _____		
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ (If No, go to Q 10)	
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 26)
24. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify
26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → Go to q 29(a)
27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → Go to q 29(a)
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____
28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

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

<p>30. What kind of other telecom services are you using?</p>	<p><input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line</p> <p><input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None</p>
<p>31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p>
<p>32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p>
<p>(Ask only if Yes in Q 32)</p> <p>33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p>	<p><input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change</p> <p>(Ask Q 33(b) only if 3 OR 2 OR 1 is coded)</p>
<p>(Ask only if 3 OR 2 OR 1 coded in Q 33 (a))</p> <p>33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p>
<p>(Ask only if Yes in Q33 (b))</p> <p>33.(c) If Yes, please indicate the following -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No →(If No, go to Q35)</p>
<p>34(b). Have you utilized SMS based mechanism for getting unique porting code?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If No, go to Q 35)</p>

34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 minutes <input type="checkbox"/> 2 After 5 to 10 minutes <input type="checkbox"/> 3 After 10 minutes <input type="checkbox"/> 4 Never
34 (d) If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2012

36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37. How did you come to know about the toll free customer care number? [MULTIPLE CODE]	<input type="checkbox"/> [1] Newspaper <input type="checkbox"/> [2] Website of the service provider <input type="checkbox"/> [3] SMS from service provider <input type="checkbox"/> [4] Display at complaint centres/ sales outlets <input type="checkbox"/> [5] Telephone bills <input type="checkbox"/> [6] Other, specify
38. Have you made any complaint within last 6 months to the toll free Complaint Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 44)
39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (SINGLE CODE)	<input type="checkbox"/> 1 Complaint was registered and Docket number received <input type="checkbox"/> 2 Complaint was registered and Docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 39] 40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

42. Was your complaint resolved by the complaint centre within three (3) days?	<input type="checkbox"/> Yes <input type="checkbox"/> No
43. Was your billing/charging complaint resolved satisfactorily by complaint centre /customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 50)
45. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify _____
46. Have you filed any appeal in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 50)
47. How did you file your appeal to the Appellate Authority?	[1] E-mail [2] Fax [3] Letter(post/ courier) [4] In person(self) [5] Other specify
48. Did you receive any acknowledgement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently
(Q50 to Q52 are for prepaid customers only)	
50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 53)
52. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)
53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

THANKS & PROCEED TO BASIC WIRELINE & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by: _____ Date of back-check: _____

Q4/11/12 SURVEY C: BROADBAND SERVICE

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

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

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

- [1] BSNL [2] Tata Comm/VSNL [3] Airtel [4] Reliance [5] Sify
[6] Hathway [7] Shyam Telelink [8] You Telecom [9] Spectranet [10] HFCL [11] Tikona

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

S1.2 Name: _____ **S1.3 RECORD Gender:** Male Female

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

S1.4 Tel: _____

S1.5. Age (in years): Less than 25 25-34 35-44 More than 45

STD Code	Telephone Number

S1.5a. RECORD Usage Type: Residential Commercial

S1.6 Please tell us your Occupation: Service Business/self employed [3] Farmer
 Student Housewife Retired

S1.7. RECORD Area: Rural Urban

S1.8. User Type: Postpaid Prepaid

S1.9 E-mail

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

S1.11. RECORD District _____

S1.12. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.13 RECORD Name of POP: _____

S1.14 RECORD Mode of interview: Telephonic In-person E-mail Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____
6(a). How satisfied are you with the accuracy/completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a)) 6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<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) _____
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICE

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

the customer care executive(s)?	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the time taken by complaint centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 21(a))	
20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 23(a))	
21(b). ASK IF YES IN Q26. Have you complained to your	<input type="checkbox"/> 1 Yes	

service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 2 No → (If No, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to be contacted <input type="checkbox"/> 5 Others please specify _____
22.How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q22(a)) 23(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24. How many persons in your house are using this Broadband connection?	-----
24(a). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> 1 Mobile <input type="checkbox"/> 2 Wireline <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

27. Are you aware of the complaint centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. How did you come to know about the toll free customer care number? [MULTIPLE CODE]	<input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider <input type="checkbox"/> 3 SMS from service provider <input type="checkbox"/> 4 Display at complaint centres/ sales outlets <input type="checkbox"/> 5 Telephone bills <input type="checkbox"/> 6 Other, specify _____
29. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 35)
30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
31. ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 30 Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Did the complaint centre inform you about the action Taken on your complaint through SMS or by other means?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
33. Was your complaint resolved by the complaint centre within three (3) days?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not Applicable
35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 41)
36. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	<input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider

	<p>[3] Display at complaint centres/ sales outlets</p> <p>[4] Telephone bills</p> <p>[5] Other, specify_____</p>
37. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → (if no go to Q 41)</p>
38. How did you file your appeal to the Appellate Authority?	<p>[1] E-mail</p> <p>[2] Fax</p> <p>[3] Letter (post/ courier) [4] In person (self)</p> <p>[5] Other, specify_____</p>
39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Appeal filed only recently</p>
(Q41 to Q43 are for prepaid customers only)	
41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → (if no go to Q 44)</p>
43. What were the reason(s) for denying your request?	<p><input type="checkbox"/> No reason given</p> <p><input type="checkbox"/> technical problem</p> <p><input type="checkbox"/> Others (please specify)</p>
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

THANKS & PROCEED TO CELLULAR & WIRELINE QUESTIONNAIRE

Name of the interviewer: _____ Date: _____
 Name of the scrutinizer: _____ Date: _____
 Back-check done by: _____ Date of back-check: _____
 Name of field officer: _____