

Office of
Chief General Manager(Telecom)
Marketing Cell, Tamilnadu Telecom Circle
New CTS Bdg., 16, Greams Road,
Chennai – 600 006.



BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

BSNL

Faster than your thoughts

BSNL

2010

Most Important

No.Mktg.-CFA/Customer Feedback/2011-12/4 dated at Chennai-6, the October 28, 2011.

Sub: QOS Report regarding customer feed back - revised proforma - reg.

Ref: This office letter of even no. dated 11.10.2011.

Kindly refer to the letter cited above in which it was requested to get feed back from walk-in customers of CSCs as per prescribed proforma and submit a report to this office

As you may be aware, Customer Satisfaction level is part of the QoS Parameter in GPMS Score card of the SSA on a scale of 1-5. The half-yearly score card is to be finalised and feed back would help to assess customer satisfaction.

Hence, it is requested to kindly arrange to select one CSC each from Type I, Type II and Type III CSCs of your SSA. The revised customer feed back form enclosed may be issued to all walk-in customers to the selected CSCs between 31.10.11 to 5.11.11. A report based on the customer feed back may please be furnished to this office by 8.11.11. If the report is not received by the due date, the score pertaining to Customer Satisfaction level in the GPMS score card of your SSA will be marked as 'zero'.

Matter may please be treated as **Most Important and Urgent.**


[S.K. Radha] 28/10/2011
General Manager (S&M-CFA)

To
All Heads of SSAs,
TN Circle.

Encl: Revised proforma.

Copy to
DGM (CS) for information.

**BSNL TAMILNADU CIRCLE
FEEDBACK ON BSNL SERVICES**

(Please ✓ appropriate squares)

<p>1. Type of service used</p> <p>Landline <input type="checkbox"/> Mobile Broadband <input type="checkbox"/></p> <p style="margin-left: 100px;">Prepaid <input type="checkbox"/> Post paid <input type="checkbox"/></p>
<p>2. Selected BSNL because :</p> <p>Plans are attractive <input type="checkbox"/> Call rates are lower <input type="checkbox"/> Better network coverage <input type="checkbox"/></p> <p>Because it is a Govt. PSU <input type="checkbox"/></p>
<p>3. I get information about BSNL products/services through</p> <p>Friends and relatives <input type="checkbox"/> customer Service Centers <input type="checkbox"/> BSNL Web site <input type="checkbox"/></p> <p>Advertisement of BSNL <input type="checkbox"/></p>
<p>4. My alternate number is</p> <p>BSNL <input type="checkbox"/> Other than BSNL <input type="checkbox"/> No alternate number <input type="checkbox"/></p>
<p>5. Are you satisfied with the behavior of Customer Care staff, their explanation about BSNL products/ services and time taken for service</p> <p>Yes: <input type="checkbox"/> Not always <input type="checkbox"/> No <input type="checkbox"/></p>
<p>6. Response to your complaints and quality of help services</p> <p>Adequate: <input type="checkbox"/> Not satisfactory <input type="checkbox"/></p>
<p>7. Are you satisfied with the billing (Correctness: promptness of its receipt etc.)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>8. My billing related complaints get resolved</p> <p>Within a month <input type="checkbox"/> Takes more than a month <input type="checkbox"/></p>
<p>9. Are you satisfied with the network performance</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>10. Are you satisfied with the 3G services of BSNL</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> Not Tried <input type="checkbox"/></p>
<p>11. How do you rate BSNL</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Average Satisfactory Good Very good Excellent</p>

*Name of subscriber:

CSC:

*Contact number

SSA:

*Email address

(*Implies optional)