

A Thesis On
“Study of Telecommunication Services and Customer Care in
Far-Western Region with Reference of Nepal Telecom”

A Thesis Submitted to:
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Faculty of Management Tribhuvan University,
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RECOMMENDATION

This is to certify that the Thesis:

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Entitled

**"Study of Telecommunication Services and Customer Care in
Far-Western Region with Reference of Nepal Telecom"**

has been prepared as approved by this department in the prescribed format
of Faculty of Management. This thesis is forwarded for examination.

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VIVA-VOCE SHEET

We have conducted the **VIVA-VOCE** examination of the thesis presented by

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Entitled

**"Study of Telecommunication Services and Customer Care in
Far-Western Region with Reference of Nepal Telecom"**

And found the thesis to be original work of the student and written according
to the prescribed format. We recommend the thesis to be accepted as

Partial fulfillment of the requirement for
Master's Degree in Business Studies (MBS)

Viva-Voce Committee

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PREFACE.

I decided with great zeal, to write entitled thesis, "A study of Telecom Services and Customer Care in Far-western Region with Reference of NTC". It is broadly related to Service marketing and customer care System_{II} of Nepal Telecom. The study aims to identify and assess the proper system of customer care for making service delivery mechanism more economic, effective, efficient and equitable. Moreover, the study was conducted for the purpose of assessing the efforts made by the office and identifying the problems of effective customer.

I am very thankful to Kailali Multiple campus, all respected teachers, and staffs. I have great pleasure to express my heartiest gratitude and sincere thanks to my thesis advisor *Dr. Hem Raj Pant*, Campus Chief, Kailali Multiple Campus Dhangadhi who has guided me throughout this research. I shall ever remain indebted to him for his valuable direction, useful suggestion and comments during the course of preparing this thesis. I would like to express extremely grateful to *Mr. Padam Kant Joshi*, Assistant Campus Chief, *Mr. Shiv Prasad Sapakota*, Lecturer, Kailali Multiple Campus Dhangadhi and *Mr. Ghanshyam Bhatt*, *Mr. Rajendra Prasad Joshi* and *Mr. Bhupesh Awasthi*, without whose proper encouragement, cooperation, sympathy, this research report would not possible.

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ABBREVIATIONS

AD	= Iswi Sambat
AFS	= Advanced Free phone Service
B.S.	= Bikram Sambat
BTS	= Base Terminal Station
CDMA	= Code Division Multiple Assess
GSM	= Globalize System of Mobile
ISP	= Internet Service Provider
ISDN	= Integrated Services Digital Network.
MARTS	= Multi Asses Repeater Terminal Station
NTC	= Nepal Telecommunication Corporation
NT	= Nepal Telecom
OTD	= Operator Trunk Dialing
PSTN	= Public Switched Telephone Network
RPM	= Rotation Per Minute
RUIM	= Removable User Identification Module
SMS	= Short Message Service
SIM	= Subscriber Identification Module
TCP	= Transmission Control Protocol
VHF	= Very High Frequency
VOIP	= Voice Over Internet Protocol
VSAT	= Very Small Aperture Terminal Station
VDC	= Village Development Committee.
WIN	= Wireless Intelligent Network
WLL	= Wireless In Local Loop
WWW	= World Wide Web