Appendix--1
First Questionnaire for Customers- Mail and General

For Ph.D. Research under Pune University on “The performance of Indian Department of Post, since 1990, with special reference to Pune zone”
By Prof. Sanjeevani Rahane under the guidance of Prof. (Dr.) Bharati Dole

Kindly fill in the following information. All information will be used for research purpose only. Thank you for co-operation.

Personal Information (Optional)

1. Name: ...........................................................................................................
2. Address: ........................................................................................................
3. Gender   [ ] Male   [ ] Female
4. Phone Number.............................
5. E-mail Id........................................
6. Age:   [ ] Up to 25 years   [ ] 26 to 35 years
   [ ] 36 to 50 years   [ ] 51 years and above
7. Educational Qualification:
   [ ] Primary   [ ] H.S.C.   [ ] S.S.C.
   [ ] Post-graduate  [ ] Graduate  [ ] Professional
8. Occupation:   [ ] Student   [ ] House wife
    [ ] Govt service   [ ] Private Service
    [ ] Self employed [ ] Any other——
9. Monthly income
   [ ] Less than 5000
   [ ] 5000 to 10000
   [ ] 10000 to 20000
   [ ] 20000 and above
01. Do you use services of the Post office?  
   [ ] Yes  [ ] No

02. Please mark √ against the services in **appropriate box**.

<table>
<thead>
<tr>
<th>Name of the service</th>
<th>Frequency of using the service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRIMARY SERVICES:</strong></td>
<td></td>
</tr>
<tr>
<td>Sale of stamps and stationary</td>
<td></td>
</tr>
<tr>
<td>Registered Post</td>
<td></td>
</tr>
<tr>
<td>Value Payable Post (V.P.P.)</td>
<td></td>
</tr>
<tr>
<td>Parcel Service</td>
<td></td>
</tr>
<tr>
<td>Foreign Mail</td>
<td></td>
</tr>
<tr>
<td><strong>PREMIUM SERVICES:</strong></td>
<td></td>
</tr>
<tr>
<td>Postal life insurance</td>
<td></td>
</tr>
<tr>
<td>Speed Post</td>
<td></td>
</tr>
<tr>
<td>e-post</td>
<td></td>
</tr>
<tr>
<td>International money transfers</td>
<td></td>
</tr>
<tr>
<td>Greeting Post</td>
<td></td>
</tr>
<tr>
<td>Philately stamps</td>
<td></td>
</tr>
<tr>
<td>Express Post</td>
<td></td>
</tr>
<tr>
<td>Passport service</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Once in 5 years</th>
<th>Never</th>
<th>Not aware of the service</th>
</tr>
</thead>
</table>

Q.3 Are you aware of postal services for business customers like data post, business post and media post?  
   [ ] Yes  [ ] No

Q.4 Do you use services of private couriers?  
   If yes,  
   A. For how many years are you using private courier service?  
   [ ] Less than three Years  [ ] Less than five Years  [ ] More than five Years  [ ] More than ten Years  [ ] More than fifteen years

   B. Please name the courier. .................................................................
Q.5  Frequency of using private courier services: -

<table>
<thead>
<tr>
<th>Less than a month</th>
<th>Once in a month</th>
<th>Once in six months</th>
<th>Once in a year or On special occasions</th>
</tr>
</thead>
</table>

Q.6  On what basis do you choose the courier?

- Rate
- Near to your residence
- Reliability
- Past experience
- Other services the courier provides
- Any other—Specify: ---------------------------------

Q.7  If you are using services of India Post and Private Couriers, please rank the quality of service (counter service and delivery service) on the following grounds; -

Abbreviations used:

For attitudes of employees

- HS: -- Highly satisfactory  Pleasant
- S: -- Satisfactory  Helpful
- IN: -- Indifferent  Indifferent
- US: -- Unsatisfactory  Non-co-operative
- HUS: --Highly unsatisfactory  --Rude

Criteria

a. Physical facilities like seating arrangement, lighting parking etc.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>India Post</th>
<th>Private couriers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HS S IN US HUS</td>
<td>HS S IN US HUS</td>
</tr>
<tr>
<td>a.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b. Reliability (ability to perform promised service dependably & accurately)

<table>
<thead>
<tr>
<th>Criteria</th>
<th>India Post</th>
<th>Private couriers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Criteria</th>
<th>India Post</th>
<th>Private couriers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

c. Assurance & Knowledge (Employee’s ability to convey trust & confidence)

<table>
<thead>
<tr>
<th>Criteria</th>
<th>India Post</th>
<th>Private couriers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Criteria</th>
<th>India Post</th>
<th>Private couriers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

d. Attitudes of the employees

<table>
<thead>
<tr>
<th>Criteria</th>
<th>India Post</th>
<th>Private couriers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>India Post Delivery service</td>
<td>Private couriers Delivery service</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>a. Reliability</td>
<td>□□□</td>
<td>□□□</td>
</tr>
<tr>
<td>(Safe delivery of Letter/parcel)</td>
<td>□□□</td>
<td>□□□</td>
</tr>
<tr>
<td>b. Timely delivery</td>
<td>□□□</td>
<td>□□□</td>
</tr>
<tr>
<td>c. Attitudes of the employees</td>
<td>□□□</td>
<td>□□□</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Criteria</th>
<th>India Post Counter&amp; Delivery service</th>
<th>Private couriers Counter&amp; Delivery service</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Quality of mail Service</td>
<td>□□□</td>
<td>□□□</td>
</tr>
<tr>
<td>considering the cost</td>
<td>□□□</td>
<td>□□□</td>
</tr>
</tbody>
</table>

Q.8 Please mark √ in appropriate box.

<table>
<thead>
<tr>
<th>India Post</th>
<th>Private couriers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery time</td>
<td>Convenient</td>
</tr>
<tr>
<td></td>
<td>Inconvenient</td>
</tr>
<tr>
<td>Location</td>
<td>Convenient</td>
</tr>
<tr>
<td></td>
<td>Inconvenient</td>
</tr>
<tr>
<td>Working hours</td>
<td>Convenient</td>
</tr>
<tr>
<td></td>
<td>Inconvenient</td>
</tr>
</tbody>
</table>

Q.9 Have you observed any positive change in the working of post offices over the years?

Yes ☐ No ☐

Q.10 If yes, tick the change/changes.

☐ Change in the appearance of post offices
☐ Change in the attitudes of the employees
☐ Introduction of new services
☐ Increased use of computers
☐ Change in physical facilities like Lights, fans, Parking etc.
Q.11 Tick your choice/choices.

- [ ] India Post should concentrate only on mail service.
- [ ] India Post should provide mail service plus financial services like MIS NSC, Indira Vikas Patra, etc.
- [ ] India Post should provide mail service plus financial services like MIS NSC, Indira Vikas Patra, etc. plus new services like international money transfer, Passport service etc.

Q.12 Do you think that you have an emotional bond with the postman coming to your place?

- [ ] Yes
- [ ] No

Q.13 Whom do you prefer from safety point of view?

- [ ] Postman
- [ ] Courier man

Q.14A. Do you have any complaints about the following?

- [ ] India Post
- [ ] Private couriers

Q.14B. What was the type of complaints?

A. Letter not delivered in time.
- [ ] Yes
- [ ] No

B. Over charged by mistake
- [ ] Yes
- [ ] No

C. Letter lost stolen or spoiled in transit
- [ ] Yes
- [ ] No

D. Delivery to wrong person.
- [ ] Yes
- [ ] No

E. Wrong Delivery due to incomplete address
- [ ] Yes
- [ ] No

Q.15 Did you communicate your complaint?

- [ ] Yes
- [ ] No
- [ ] Yes
- [ ] No
- [ ] Yes
- [ ] No
- [ ] Yes
- [ ] No
- [ ] Yes
- [ ] No
- [ ] Yes
- [ ] No

Q.16 What was the response to your complaint?

- [ ] Not accepted.
- [ ] Accepted but not attended to.
- [ ] Accepted and necessary action initiated.
Q.17 Do you prefer e-mail to postal mail services?

[ ] Yes  [ ] No

Q.18 If yes, tick the reason/reasons.

[ ] Sending Cost
[ ] High speed
[ ] Convenience
[ ] Easy Accessibility
[ ] Ensures privacy
[ ] Any other — Specify:  

Q.19 If no, tick the reason/reasons.

[ ] Unavailability of net facilities
[ ] Fear of technology
[ ] High initial cost
[ ] Network problems
[ ] Admissibility of evidence
[ ] No acknowledgement
[ ] Any other — Specify:

Q.20 For your personal communication what do you prefer?

<table>
<thead>
<tr>
<th></th>
<th>Local</th>
<th>Within State</th>
<th>International</th>
</tr>
</thead>
<tbody>
<tr>
<td>India Post</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Private Couriers</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Telephone</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>E-Mail</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

Q.21 Any suggestions to improve the working of Pune Zone — India Post: 

Appendix—2
Second Questionnaire for Customers—for Financial Services

For Ph.D. Research under Pune University on “The performance of Indian department of Post, since 1990, with special reference to Pune zone.”
By Prof. Sanjeevani Rahane under the guidance of Prof. (Dr.) Bharati Dole

Kindly fill in the following information. All information will be used for research purpose only. Thank you for co-operation.

Personal Information (Optional)

1. Name: ..........................................................
2. Address: ..........................................................
3. Gender  Male     Female
4. Phone Number.............................5. E-mail Id............................

6. Age:  
   Up to 25 years
   26 to 35 years
   36 to 50 years
   51 years and above

7. Educational Qualification:
   Primary
   H.S.C.
   Post-graduate
   S.S.C.
   Graduate
   Professional

8. Occupation:
   Student
   Govt service
   House wife
   Self employed
   Private service
   Any other……

9. Monthly income
   Less than 5000
   5000 to 10000
   10000 to 20000
   20000 and above
Q.1. Do you invest in the following services of Post office?

<table>
<thead>
<tr>
<th>Financial service</th>
<th>Yes</th>
<th>No</th>
<th>Frequency of investment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Money orders and Postal orders</td>
<td>Yes</td>
<td>No</td>
<td>Once in a month</td>
</tr>
<tr>
<td>Saving Account Scheme</td>
<td>Yes</td>
<td>No</td>
<td>Once in six months</td>
</tr>
<tr>
<td>Monthly income scheme</td>
<td>Yes</td>
<td>No</td>
<td>Once in a year</td>
</tr>
<tr>
<td>Recurring Deposit Scheme</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Time Deposit Scheme</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>PPF Scheme</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Kisan Vikas Patra</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>National Saving Scheme</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

02. Do you prefer saving schemes of India Post as compared to other available investment opportunities?

- [ ] Yes  
- [ ] No

03. If yes what are the reasons? Rank them as per your preference?

Reasons: --

<table>
<thead>
<tr>
<th>Rank</th>
<th>Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>High rate of interest</td>
</tr>
<tr>
<td></td>
<td>Safety</td>
</tr>
<tr>
<td></td>
<td>Reliability</td>
</tr>
<tr>
<td></td>
<td>Convenience</td>
</tr>
<tr>
<td></td>
<td>Small denomination</td>
</tr>
<tr>
<td></td>
<td>Income tax benefit</td>
</tr>
<tr>
<td></td>
<td>Any other: -- Specify: ------</td>
</tr>
</tbody>
</table>

04. If no what are the reasons? Rank them as per your preference?

Reasons: --

<table>
<thead>
<tr>
<th>Rank</th>
<th>Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ceiling on investment</td>
</tr>
<tr>
<td></td>
<td>Unaware of the schemes</td>
</tr>
<tr>
<td></td>
<td>Sufficient information not available</td>
</tr>
<tr>
<td></td>
<td>NRI investment not allowed</td>
</tr>
<tr>
<td></td>
<td>Delay in encashment on maturity/before maturity</td>
</tr>
<tr>
<td></td>
<td>Lot of paper work</td>
</tr>
<tr>
<td></td>
<td>Any other: - Specify: ----------------------</td>
</tr>
</tbody>
</table>

05. What percent of your total investment is in postal schemes?

- [ ] Less than 10%
- [ ] 10% to 30%
- [ ] 30% to 50%
- [ ] More than 50%
06. From where did you come to know about the investment schemes of India Post?

- Boards and advertisements in Post offices
- Postal agents
- Friends and relatives
- Newspapers
- Income tax consultants
- Advertisement
- Any other: - Specify: --

07. Do you think that the following sources provide you satisfactory information about the Postal Saving schemes?

<table>
<thead>
<tr>
<th>Source</th>
<th>Post Offices</th>
<th>Postal Agents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Offices</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Postal Agents</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Friends and relatives</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Newspapers and newsletters</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

08. How do you invest in Postal saving schemes?

- Directly
- Through agent

09. Tick your opinion:

- Postal agents are well equipped with the information and they provide satisfactory Information.
- Postal agents need more training.

10. What is your experience with postal saving agents?

Abbreviations used: -
  HS: -- Highly satisfactory
  S: -- Satisfactory
  IN: -- Indifferent
  US: -- Unsatisfactory
  HUS: -- Highly unsatisfactory

<table>
<thead>
<tr>
<th>HS</th>
<th>S</th>
<th>IN</th>
<th>US</th>
<th>HUS</th>
</tr>
</thead>
</table>

11. Did you get back your money promptly on maturity?

- Yes
- No

12. Was there any problem in getting back the money promptly on maturity?

- Yes
- No
13. Tick the problem/problems.

- Concerned employee not available
- Enough cash not available
- Red tapes/corruption
- Documentation problem
- Any other: -- specify---

14. How do you find the services of India Post in general?

HS  S  IN  US  HUS

15. Do you have any suggestions about financial services of India Post?

- Yes
- No

16. If yes, mention here.
Appendix—3

Questionnaire for Agents

Q.1 Where from did you get the information about postal agency?

☐ Other Agent
☐ Friends and Relatives
☐ News Papers
☐ Advertisement about agency
☐ Others

Q.2 Are you happy about the training given to the agents?

☐ Yes ☐ No

Q.3 Is the commission you receive, justified considering time and efforts devoted by you?

☐ Yes ☐ No

Q.4 Do you want to suggest any change in the basis of commission paid to the agents?

Fixed monthly income + commission based on investment

☐ Others

Q.5 Do you have your own investment in postal savings schemes?

☐ Yes ☐ No

Q.6 If yes, name the schemes you have invested in.

Q.7 Have you put up your agency board at your residence?

☐ Yes ☐ No

Q.8 Is that board useful for getting new customers?

☐ Yes ☐ No

Q.9 Rate the behaviour of postal employees with postal agents.

HS S IN US HUS

Q.10 Do you get the information about new postal schemes and
changes in the existing schemes regularly from the post office?  
Yes ☐ No ☐

Q.11. Do you think that postal employees need training in order to provide you with better services?  
Yes ☐ No ☐

Q.12. How should DoP motivate the agents with performance above their investment targets?  
Financial Incentives ☐ Certificate of Performance ☐ No opinion ☐

**Part – B – About Customers**

Q.1. Through which source do you collect references for getting the customers?  

<table>
<thead>
<tr>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Directory</td>
</tr>
<tr>
<td>Relatives</td>
</tr>
<tr>
<td>Friends</td>
</tr>
<tr>
<td>Postal Employees</td>
</tr>
<tr>
<td>Agency Board on your Residence / Office</td>
</tr>
<tr>
<td>Others</td>
</tr>
</tbody>
</table>

Q.2. How frequently / regularly do you give the information about new postal saving schemes to your customers?  

<table>
<thead>
<tr>
<th>Particulars</th>
</tr>
</thead>
<tbody>
<tr>
<td>On announcement of new scheme</td>
</tr>
<tr>
<td>On enquiry from the customers</td>
</tr>
<tr>
<td>Once in a year</td>
</tr>
<tr>
<td>Before filing income tax returns</td>
</tr>
</tbody>
</table>

Q.3. Please classify your customers as follows:  

<table>
<thead>
<tr>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaried (fixed income group)</td>
</tr>
<tr>
<td>Professional (Doctors Lawyers etc.)</td>
</tr>
<tr>
<td>Entrepreneurs</td>
</tr>
<tr>
<td>House Wives</td>
</tr>
<tr>
<td>Retired Personnel</td>
</tr>
<tr>
<td>Students</td>
</tr>
<tr>
<td>Others</td>
</tr>
</tbody>
</table>
Q.4. Do the investors have their own preferences for different investment schemes?

- Yes
- No

Q.5. Do you suggest your customers other investment schemes along with postal investment schemes?

- Yes
- No

Q.6. How do you assess the investment needs of your customers?

- Income Tax Planning
- Financial Status
- Discussion with customers
- Profession/Service and standard of living of customers
- Others

Q.7. How do you motivate your customers to invest in particular postal investment scheme?

**Table (6.41) Motivation to Customers**

<table>
<thead>
<tr>
<th>Motivation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explaining the advantages of the scheme</td>
<td></td>
</tr>
<tr>
<td>Explaining the experience of other customers</td>
<td></td>
</tr>
<tr>
<td>Based on investment needs of the customers</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
</tbody>
</table>

Q.8. Have the customers' preferences regarding investments have changed recently?

- Yes
- No

Q.9. Tick the right choice.

- Investors are investing more in postal investments
- Investors are investing less in postal investments
- Investors earlier investing in other investments have now started investing in the postal investments
- Investors earlier investing in postal investments have now started investing in the other investments
- Others

Q.10. What are the most preferred postal saving schemes?

- MIS
- RD
- NSC
- NSS
- KVP
Q.11. Give your opinion about various investors and the saving schemes preferred?

<table>
<thead>
<tr>
<th>Salaried</th>
<th>RD</th>
<th>MIS</th>
<th>NSC</th>
<th>KVP</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Monthly Income Rs. 5000 or less</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Monthly Income Rs. 5000 to 10,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Monthly income above Rs. 10,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional (Doctors Lawyers etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entrepreneurs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>House Wives</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retired Personnel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Students</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q.12. Do you offer some additional services in order to maintain present customers and attract new customers?

☐ Yes  ☐ No

Q.13. Which are the additional services?

- Helping the fill up the forms
- Service at the door step
- A part of commission passed on to customers
- Others
Appendix—4

Questionnaire for Ex-PMG Pune

Please mark √ in appropriate box as per your opinion

General

1. Pune Zone -- IP is marching ahead on the path laid down by its mission statement
   [ ] Yes  [ ] No

2. Pune Zone -- IP is adapting to the changing business environment in the country.
   Yes  [ ] No

3. Abbreviations used: -
   HS: -- Highly satisfactory
   S: -- Satisfactory
   IN: -- Indifferent
   US: -- Unsatisfactory
   HUS: -- Highly unsatisfactory
   Rate the marketing policies of IP.  HS  S  IN  US  HUS

Mail Service

1. Mail service is still a core activity of IP.  [ ] Yes  [ ] No

2. Considering the product life cycle, products/services traditional postcard, inland letter) on the downfall side can be revived.
   [ ] Yes  [ ] No

3. IP should continue with the subsidy on some products.
   [ ] Yes  [ ] No

4. Please name such products: ---
   1. ----------------
   2. ----------------

5. Please mention the grounds on which the subsidy is justified: ---
   [ ] Service character of IP  [ ] UPU obligation
   [ ] other

6. There is a need to control private couriers. [ ] Yes  [ ] No
7. If yes, why?
   - Private couriers are eating up market share of IP
   - Private couriers are providing services mainly in urban area Leaving the rural less/no profitable area to IP
   - Any other, mention--------------------------------------------------------

8. The proposed Amendment 2006 to Indian Post Office Act 1989 is a right step in this direction.
   - Yes
   - No

9. The amendment will establish monopoly for IP.
   - Yes
   - No

10. In the current wave of liberalisation the amendment is justified.
    - Yes
    - No

11. The healthy competition between IP and Private Couriers can be developed.
    - Yes
    - No

12. If yes how?
    - Through partnership
    - Any other-----------------

13. The general belief that Private Couriers provide more efficient services as compared to IP holds good.
    - Yes
    - No

14. Are there any inefficiencies in Pune Zone -IP as regards mail service?
    - Yes
    - No

15. If yes, mention them.
    1. ------------------------
    2. ------------------------
    3. ------------------------

16. Suggest the measures to overcome them.
    1. ------------------------
    2. ------------------------
    3. ------------------------

17. Rate the performance of IP as regards premium services especially with reference to Pune Zone.

   HS  S  IN  US  HUS

   xvi
18. Rate the performance of IP as regards customer oriented marketing policies in relation to mail services especially with reference to Pune Zone.

<table>
<thead>
<tr>
<th>HS</th>
<th>S</th>
<th>IN</th>
<th>US</th>
<th>HUS</th>
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</table>

19. Rate the extent to which the private couriers have created and are going to create threats to postal services especially with reference to Pune Zone.

<table>
<thead>
<tr>
<th>VH</th>
<th>H</th>
<th>M</th>
<th>L</th>
<th>VL</th>
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</thead>
</table>

20. Abbreviations used:
- VH: -- Very High
- M:--Moderate
- L: -- Low
- H: -- High
- VL: -- Very Low

21. Rate the extent to which the technological developments like fax telephone mobile phone internet etc have created and are going to create challenges for postal services, especially with reference to Pune Zone.

<table>
<thead>
<tr>
<th>VH</th>
<th>H</th>
<th>M</th>
<th>L</th>
<th>VL</th>
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</table>

Financial services

1. The joint ventures/tie-ups with private organisations will help to improve the performance of IP.

   □ Yes □ No

2. IP network should be developed to provide banking services.

   □ Yes □ No

3. IP should be awarded financial autonomy.

   □ Yes □ No

4. The present structure of I.P. is responsible for lack of accountability and leads to inefficiencies.

   □ Yes □ No

5. TP should be given corporate status.

   □ Yes □ No

6. Rate the performance of Pune Zone -- IP on the financial services front.

<table>
<thead>
<tr>
<th>HS</th>
<th>S</th>
<th>M</th>
<th>US</th>
<th>HUS</th>
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</table>
Customer orientation
1. IP considers the needs of the customers as a base while designing and providing the services  
   Yes  No
2. IP is trying to provide variety of services to satisfy diversified needs of different segments of the customers
3. Rate the customers satisfaction generated by Services of IP
   VH H M L VL

Employee orientation
1. Pune Zone -- IP is able to create satisfied work force.  
   Yes  No
2. IP has less work force considering the increasing workload.  
   Yes  No
3. The work culture in IP needs to be changed.  
   Yes  No
4. If yes how?
   Mention: ---
   1. 
   2. 
5. Training provided to its employees by IP has produced satisfactory results.  
   Yes  No
6. Employees of IP need more training in view of Computerisation and changing expectations of the customers  
   Yes  No
Appendix—5
A Few Advertisements issued by the Department of Post

Ref: Daily Sakal 09.10.2006
Business communication was never so simple.

Use e-post to send business mail to your customers.

- E-mail messages can be sent from a computer by email to Postal addresses anywhere in India log on to indiapost.nic.in
- Written and printed messages in any language can be booked at post offices to be further sent to both the postal addresses in India and to email IDs anywhere in the world

| Send direct mailers, account statements, bills to your customers | Save on cost of printing, envelopes and on time |
| Send your taxes by e-post | Save on telephone and STD charges |
| Send notices of the AGM to all shareholders | Save on cost of printing, envelopes and on time |

Costs as little as Rs. 10 per page per address. Payment can be made in cash at Post Offices or by using prepaid cards available from select Post Offices.

Visit indiapost.nic.in or your nearest Post Office to know more about what e-post can do to help your business reach out.

INDIA POST much more than mail.

Ref: The Indian Express 27.03.2004
MAHARASHTRA POSTAL SERVICE ON THE MOVE...

THANKS TO TEAM WORK OF 54,000 POSTAL EMPLOYEES IN MAHARASHTRA CIRCLE:

We received

Rolling trophy from Hon'ble Minister of Communications and IT, for the only Circle in India which makes profit
Procurement of Postal Life Insurance - Rural FLPC
Rs. 250 lakhs in the state
Secured second place for implementation for use of official language among Central Govt. Offices in Western Zone
Rs. 10.83 lakhs in Post Office saving bank

Also complimented more than a thousand Postal Staff.

INSTANT MONEY ORDER

Ref: Maharashtra Times 23.06.2006
Appendix—6

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- Daily Sakal: 17.03.05
- Daily Sakal: 18.10.05
- Daily Sakal: 02.02.06
- Daily Sakal: 15.03.06
- Daily Sakal: 17.03.06
- Daily Sakal: 15.06.06
- Daily Sakal: 22.08.06
- Daily Sakal: 09.10.06
- Daily Sakal: 16.10.06
- Daily Sakal: 03.11.06
- Daily Sakal: 24.11.06
- Daily Sakal: 05.02.07
- Daily Sakal: 20.02.07
- Daily Sakal: 28.02.07
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