QUESTIONNAIRE

This questionnaire is prepared only for the academic purpose. Your opinion as well as suggestions will be of extremely useful for a research study on Restructuring of Power Sector in Assam.

Please tick the most appropriate choice:

1. For how long have you been using electricity?
   - For last 2 yrs. or less
   - For last 2 - 5 yrs.
   - Above 5 yrs.

2. Why are you not using electricity?
   (Only for those Households not having electricity)
   - Network not available
   - Financial Constraints
   - Complex procedure
   - Any other

3. Which of the following gadgets do you have in your household using electricity?
   - T.V.
   - Refrigerator
   - Pump Set
   - Personal Computer
   - Electric Heater
   - Inverter
   - Micro Oven
   - Others

4. Do you use electricity in your farming also?
   - Yes
   - No

5. How do you cook with mostly?
   - Wood
   - LPG
   - Electric Heater
   - Micro Oven

6. For how many hours on an average do you get electricity in a day?
   - Less than 6 hrs.
   - 6-10 hrs.
   - 11-15 hrs.
   - All the 24 hrs.

7. How frequently do you have load shedding?
   - Always
   - 2-3 days in a week
   - More than 3 days in a week

8. At what time generally do you have load shedding?
   - Day time
   - Evening time
   - Night time
   - Rotating

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9. How frequently do the line break down?

<table>
<thead>
<tr>
<th>Very Frequently</th>
<th>Frequently</th>
<th>Often</th>
<th>Occasionally</th>
<th>Rarely</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-3 days a week</td>
<td>Once in a month</td>
<td>Once in a week</td>
<td>Once in a fortnight</td>
<td></td>
</tr>
</tbody>
</table>

10. Are you satisfied with the quality of electric voltage you get?

<table>
<thead>
<tr>
<th>During day time</th>
<th>During Evening / Night</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

11. Does the above duration of electricity fulfil your requirements?

| Yes | No |

12. What causes you think are responsible for inadequate Power Supply?

| Inefficiency | Theft / Hooking | Too many Connections | Insufficient Power Production |

13. What is your average monthly electricity bill amount?

| Before 2003 | Below Rs. 100/- to 300/- | Rs. 301/- to 500/- | Rs. 501/- to 1000/- | Rs. 1001/- and above |
| Now | Below Rs. 100/- to 300/- | Rs. 301/- to 500/- | Rs. 501/- to 1000/- | Rs. 1001/- and above |

14. Do you think that the bill amount is high?

| Agree | Disagree |

15. In your home which type of Electric Meter you are having?

<table>
<thead>
<tr>
<th>EARLIER</th>
<th>NOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual</td>
<td>Manual</td>
</tr>
<tr>
<td>Digital</td>
<td>Digital</td>
</tr>
<tr>
<td>Electronic</td>
<td>Electronic</td>
</tr>
</tbody>
</table>

16. Did you purchase the Electric Meter yourself?

| Yes | No |

17. Are you facing any problem / difficulty with your Electric Meter?

| Yes | No |

If yes, give detail:

(i) It reads more. (ii) Any other.
18. Do you face any problem in Electricity Billing?

| Yes | No |
---|---|

If yes, Please Specify:

(i) Wrong / excess amount in billing
(ii) Delay in serving bills.
(iii) Delay in receipt of bills
(iv) Short gap between receipt of bills and due date.
(v) Any other.

19. Is there any variation in the supply of electricity during

(a) Summer and Winter: | Yes | No |
---|---|---|
(b) Day and Night: | Yes | No |

20. Which season do you consider comfortable as far as electricity supply is concerned?

(a) Winter | Summer | All
---|---|---
(b) Day | Night

21. Are you aware of Power Sector Reforms and Restructuring in Assam?

| Yes | No |
---|---|

22. Do you think that the Power Sector Reforms and Restructuring have brought positive changes to the electricity services / facility in Assam?

| Yes | No |
---|---|

If yes, please give reasons:

23. Please indicate your overall satisfactory level in the electricity services in Assam

| Pre-Reform Period: (Before - 2003) | Satisfied | Highly Satisfied | Not Satisfied |
---|---|---|---|
| Post-Reform Period: (After - 2003) | Satisfied | Highly Satisfied | Not Satisfied |

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24. Do you experience any change in the efficiency of Power Sector in the following fronts (After December, 2003):

(a) **Quality of Power** :
   (i) Voltage
   - Improved  Unchanged  Deteriorated  Cann’t say
   (ii) Continuous
   - Improved  Unchanged  Deteriorated  Cann’t say
   Power Supply

(b) **Pricing** :
   (i) Monthly Bill/
   - Increased  Unchanged  Decreased  Cann’t say
   Unit Cost
   (ii) Cost of new
   - Increased  Unchanged  Decreased  Cann’t say
   Connection

(c) **Services** :
   (i) Billing System
   - Improved  Unchanged  Deteriorated  Cann’t say
   (ii) Timings of Billing
   - Improved  Unchanged  Deteriorated  Cann’t say
   (iii) Attending
   - Improved  Unchanged  Deteriorated  Cann’t say
   Complaints

(d) **Coverage / Outreach** :
   (i) New area coverage
   - Increased  Unchanged  Cann’t say
   (ii) Upgradation of
   - Done  Not done  Cann’t say
   existing areas

25. Do you support Privatisation of Electricity Services in Assam?
   - Yes  No

   Give reasons: If yes:
   (i)
   (ii)

   If no:
   (i)
   (ii)
26. For improving the performance of Power Sector would you like to offer any Suggestion?
If yes, please specify:
(i) Regarding Quality:
(ii) Regarding Price:
(iii) Regarding Services:
(iv) Any other:

27. **PERSONAL DETAILS**:
(i) Name of the Respondent:
   (In Capital Letters)
(ii) Address (Residential):
(iii) Occupation: Cultivation | Business | Service | Retired | Self Service
(iv) Gender: M | F
(v) Educational Qualification:
   Below HSLC | HSLC | HS | Graduate | PG and Above
(vi) Average monthly household income:
   Below Rs. 5,000/- | to 10,000/- | Rs. 10,001/- to 20,000/- | Above 20,000/-

Date: ____________________________
Signature (Optional)

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