

ANNEXURE - II**CUSTOMER SATISFACTION IN POSTAL SERVICES**

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Dear Fellow Consumer:

You are aware Postal Department in India is playing a pivotal role in communicating messages, transporting parcels, registered letters and in raising money from widely scattered sources of savings through different means. In doing so, the consumers inconveniences, grievances felt and the ways and means of mitigating them are to be taken into consideration. We are undertaking a survey on the customer satisfaction in Postal Services. For this purpose your valuable suggestions are sought through this questionnaire. We hope you will cooperate in our endeavour by filling it up. Kindly bear with us for robbing away your precious time.

QUESTIONNAIRE

1. Name _____ Age: ... years, 2. Profession: _____
3. Address _____
4. Annual Income : _____
5. How many times do you go to _____ No. of Times:
Post office during a week?
6. Which of the following do you usually
purchase (Tick the alternative)
 1. Post card 2. Inland letter 3. Envelope
7. Are you satisfied with the Price _____ Yes/No
charged for inland letters/Envelops:
- 7a. Is there any separate counter for _____ Yes/No
ladies :
8. Are you satisfied with the delivery of _____ Yes/No
letters by the postman? If your answer
is 'no' state the specific reason

9. Have you ever got any complaint :
against the missing deliveries or delay
in deliveries
10. Are the postal authorities prompt in : Yes/No
delivering the letters to new changed
address.
11. Do you know to whom you have to make : Yes/No
a complaint in case of any lapse in
the service rendered by postal department
If yes write name of the authority :
12. Have you made any complaints to the : Yes/No
concerned authority
If yes how many complaints made by : Write the no.
you to the postal authorities redressed
or solved
Nature of the complaint :
13. Are you satisfied with the receipt : Yes/No
of acknowledgement cards
14. Are you satisfied with speed post : Yes/No
services
15. Do you prefer private COURIER SERVICE : Yes/No
to Postal Services
16. Do you know the rate of interest on : Yes/No
savings in Postal Department is higher
when compared to that of commercial
Banks
17. Mention names of the postal savings : Yes/No
and other postal deposit schemes
known to you
18. Do you prefer savings in Postal : Yes/No
Department to commercial banks
19. Have you made any investment in the : Tick relevant ones
following
1. NSS 2. NSC's 3. Indira Vikas Patras
4. Kisan Vikas Patras 5. Recurring Deposits 6. C.T.D.

20. Are you satisfied with the repayment : Yes/No
of postal deposits on maturity
21. Are you satisfied with the number of : Yes/No
counters available at the District H.O.
22. Mention the distance to your Sub- :
post office from your residence
1. 1 K.M. 2. Near less than half km. 3. More than 1 K.M.
23. Are you satisfied with nearness of a post Yes/No
box from your house point
24. Are you satisfied with the services : Yes/No
at the counter
25. Do you feel the supply of IPO's in your Yes/No
office is satisfactory
26. How frequently do you face the non- : Yes/No
availability of items like stamps,
cards, envelopes inland letters
1. frequently 2. now and then 3. never
27. Have you ever experienced with : Yes/No
improper/irregular delivery of
Registered letters at the destination
28. Have you ever wanted 'long-time' : Yes/No
at the counter for want of the man
in the counter If yes, how many
times you faced the problem
No. of times
29. Are you satisfied about the printing : Yes/No
and its visibility on acknowledgement
cards/ money orders etc.
30. For stamp collection do you have : Yes/No
'Philately' facility in the Post Office
nearby
31. Have you ever availed Savings Bank : Yes/No
cheque facility?
32. Are the money orders reaching promptly : Yes/No

33. Do you feel the charge @ Rs. 5/- per hundred on M.O. excessive in comparison with DD charges of a Bank. Yes/No
34. Do you have any complaints on missing registered post deliveries Yes/No
35. Are you impressed with the functioning of the certificatee of posting Yes/No
36. Are you aware 'Record Delivery Facility' : Yes/No
37. Have you ever received your parcels/ Book Post VPP with damage : Yes/No
38. Do you find a display in your Post office for important towns and their PIN CODES : Yes/No
39. What is your feeling on the additional charge of Rs. 1/- for even little over the minimum of 20 gms weight in case of envelop
- a. Justified b. Not justified
40. With a higher rate of interest along with Insurance protection do you thing postal RD's have mass base : Yes/No
41. Do you think higher bonus on PLI attracted more business and became popular in comparision with that of LIC of India. : Yes/No
42. Do you have gum facility in your Post office : Yes/No
43. Do you feel the underpaid/temporary nature of large number of postal employees have a telling effect on the quality of postal services : Yes/No
44. What is your impression on the behaviour of postal employees
- a. Highly cordial b. Cordial c. Not cordial d. Can't say
e. Highly discourteous

45. Whether suggestions and complaints : Yes/No
book supplied to you when asked for
46. Are you aware about TAPALA VAROTSAVALU Yes/No
47. Kindly provide your suggestions and views for improvements
of postal services:

Station:

SIGNATURE

Date: