

CHAPTER III

CONSUMER OPINIONS ON POSTAL SERVICE IN PRAKASAM DISTRICT - RESPONSE ANALYSIS

An attempt has been made in this chapter to find out whether the customers are satisfied with the various services of the post offices in Prakasam District and also their comparative preference between post office and banks for monetary transactions, and post offices and courier services and their overall opinion on the efficiency of the postal services as a whole.

The relationship between customer satisfaction and such factors as age and economic status of the respondents, the frequency of their contact with post offices, the behaviour of officials at the contact points has been explored. Areas of service deficiency in this regard have been identified to enable the administration to take remedial measures.

An understanding of the factors contributing to customer satisfaction in such a popular service as postal services is of relevance not only to the department concerned, but all departments which have dealings with the members of the public and count on their satisfaction as one of the objectives to be accomplished.

The Indian Postal Service is unique in the world as it provides a cluster of services for the people of the country. The services are of great value for one and all in the country whatever may be his position. Hence, the comparison of responses from various categories.

A detailed and structured questionnaire is prepared and printed. As the topography of Prakasam district is distributed too far and wide and hence the researcher could not contact several people in person. Several postal addresses of people were collected and hundreds of questionnaires were sent but only some of them could return duly filled in. The researcher had contacted and interviewed several semiliterates and got the questionnaires filled in duly signed by them. Out of 500 questionnaires sent through several means the researcher could collect information from 200 respondents.

Profile of Respondents

All the respondents are divided into three groups based on their income : whose income per annum is below Rs. 50,000; Rs. 75,000 and around 1 lakh. As the questionnaires are collected from different places, regions and people of different age groups and different income groups the survey can be treated as a 'Representative Sample.' Out of the total 200 responses received, 67 represents Rs. 50,000 income group, 98 represent Rs. 75,000/- group and 35 respondents belonging to 'around 1 lakh group'.

Table 3.1 demonstrates this clearly. While 33.5 per cent respondents belong to Rs. 50,000 per annum income group, 49 per cent represent Rs. 75,000 per annum income group whereas 17.5 per cent belong to around one lakh per annum income group.

Age group of Respondents (Table 3.2)

It is evident from this table that 87 per cent of the respondents belong to the age group of 25-55 years and the remaining 13 per cent of the respondents belong to the age groups of below 25 year and 56 years and above (see Table 3.2).

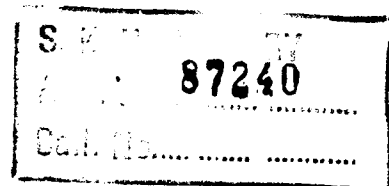
It can be observed from table 3.3 that 17 per cent of the respondents did not visit frequently since they obtain the necessary postal services by sending their office people or

somebody on their behalf. This group of respondents who did not visit post office frequently also included affluent and high officials and groups like the illiterates who do not know how to avail such services.

Because of the nearness of post office, certain people prefer visiting post office as and when the need arises. Such people comprised 13 per cent of the respondents who visited post office four or five times in a week.

33 per cent of the respondents visited post office only once in a week and got their requirements purchased at one time. It is learnt during the study, the farther the location of post office, the lesser the number of times a consumer prefers to visit a post office since it economises time and energy. A low income person cannot afford to buy articles at a time since it requires more money. A daily bread earner does not mind visiting frequently a post office even though it is located far.

37 per cent of the respondents who constituted the lower and middle income groups and whose residences are neither far nor nearer to a post office, visited post office two or three times.



Preference to Courier Services

Some people are quite vehement on the mushrooming courier service agencies which have been operating services parallel to the postal department everywhere in the country. In Ongole, the number of such services has reached to 18. The ambiguity in Sec. 14 of the Indian Post Office Act helps the Courier services to thrive openly on their business. Although the Act empowers the Postal Department to have monopoly over the delivery of letters, the Private services are making a fast buck by running an organisation parallel to postal department in the name of 'delivery of documents.'

As delivery of documents didn't figure on the legal definition the term letter, the department remains a mere spectator over the happenings. Consequently, collection and delivery by other than indulging in transmission, collection and delivery by other than the postal department deems to be an offence, has proved to be a mockery.

Both the postal department and courier agencies are dependent on air and train facility for quick delivery of articles, the latter is playing gimmicks to woo potential customers by offering various concessions.

The area of delivery, where the postal department is said to be lagging behind, appears to be an advantage to the

courier services. There are complaints that the letters are not reaching the addresses in time.

It can be observed from Table 3.4 that irrespective of the income of groups respondents belong to, a large percentage of respondents expressed satisfaction over the price level of post cards, inland letters and envelopes. On an average 75.4 per cent of the respondents expressed satisfaction over the prices.

It can be observed from Table 3.5 that 72 per cent of the respondents expressed satisfaction and didn't complain any such incidence of missing or delayed delivery of letters. However, 25.5 per cent of the respondents stated the existence of such problem. It can be concluded now that majority of the people are satisfied with the proper delivery of letters, parcels etc. by postal department.

When asked whether the postman was prompt in delivery of letters i.e. proper placement of the letter inside the house or otherwise (throwing letters some where in the compound of the house) 91.5 per cent of the respondents expressed satisfaction. This also gives us an impression that the postmen who have been sincerely doing their duties though a negligible degree of dissatisfaction expressed by 7 per cent of the respondents.

While 51.5 per cent of the respondents gave preference to avail courier services to postals erVICES. 43.5 per cent respondents preferred postal services while 5.5 per cent of the respondents did not say anything. It is evident that there has been a shift in favour of courier services run by private agencies in the recent times. Thus the private services have become keen competitors to the postal department which has been higher to enjoying a monopoly position in the market of postal services. Therefore, the postal department cannot be complacent with its functioning even though majority of people expressed satisfaction about its functioning as stated earlier.

Knowledge of higher rate of interest in Post office

When asked whether they knew that post offices pay higher rate of interest on deposits than that of banks, 69.5 per cent of the respondents expressed affirmatively. Therefore, it is clear that the remaining 30 per cent of the people in the society shall be made known about this aspect by the postal department so that more savings can be mobilised. (see Table 3.9).

Preference of post office to a commercial bank (Table 3.10)

It can be observed from Table 3.10 the opinion is almost equally divided among the respondents when asked whether

they preferred post office to a commercial banks for savings. However, preference to postal savings has a little edge over the savings in banks. This is perhaps due to the higher rate of interest offered by postal department on public savings

Poor knowledge of postal savings schemes

When the respondents were asked whether they knew about postal deposit schemes launched by government, not even 1 per cent respondents could mention all the schemes* of postal savings.

It is further evident from the study that the awareness somewhat better in respect of following scheme viz. Indira Vikas Patra, Kisan Vikas Patra, National Savings Scheme 1992, Post Office Time Deposit, Post Office Recurring Deposits etc.

Number of people interested in postal savings (Table 3.11)

It is evident from Table 3.11 that nearly 79 per cent of the respondents are interested in postal savings since they have invested in one or the other scheme. However, the remaining 21 per cent of the respondents did not have any postal savings scheme, instead they diverted their savings to some other forms of investment. It can be concluded that there is scope for further mobilisation of savings by those who have already become subscribers to various schemes and also by those who are yet to be tapped by the postal department.

 * 1. Indira Vikas Patra, 2. Kisan Vikas Patra, 3. National Savings Scheme 1992, 4. Post Office Monthly Income Scheme 5. National Savings Certificate VIII Issue, 6. Post office Time Deposits, 7. Post Office recurring deposit Scheme, 8. Post office savings Bank
 (contd. next page)

Satisfaction on repayment of Postal deposits (Table 3.12)

65.5 per cent of the respondents stated that they were satisfied with the prompt repayment of postal deposits on maturity. In fact, there should be hundred per cent satisfaction on repayment service. Thus the dissatisfaction expressed on repayment of postal deposits by 22.5 per cent of the respondents and about 12 per cent of the respondents being irresponsible, speaks of a high degree of lapses in prompt repayment of deposits on maturity.

Satisfactory level on number of counters at the District Head Post office (Table 3.13)

52.5 per cent of the respondents expressed satisfaction about the number of counters for servicing in the Head Post Offices of Ongole and other divisions of the district. However, it is disheartening to note that a very sizeable number of respondents (30.5 per cent) did not feel satisfied with the number of counters available.

The reason for dissatisfaction about the number of counters arises due to one reason i.e., the growing needs of such postal services year after year. Necessary space has to be created for erection of additional counters under expansion programme by making necessary provision in the budget.

 Account, 9. 15 year Public Provident Fund Account, 10. Deposit Scheme for retiring Government Employees 1989 and 11. Deposit Scheme for retiring Public Sector employees.

Nearness of Sub Post Office (Table 3.14)

75 per cent of the respondents stated that they could avail postal services by travelling less than 1 kilometre. 24.5 per cent of the respondents stated that they have to travel one or more than 1 km to avail the postal services.

The expansion of post offices in the country has taken place at a faster pace. As a result of it, majority of the people are able to enjoy the services of a post office within the vicinity of their residential locations.

Satisfactory level on different variables (Table 3.15)**Opinions on nearness of a post box, service at the counter and supply of Indian Postal Orders (IPOs)**

It is evident from Table 3.15 that 71.5 per cent of respondents were satisfied with the nearness of post boxes while 23.5 per cent of the respondents expressed dissatisfaction. Similarly a very large percentage of respondents (nearly 80 per cent) expressed satisfaction about the services rendered by the postal staff across the counter. However, only 55 per cent of the respondents were happy with the supply of Indian Postal Orders while 34 per cent of the total respondents expressed dissatisfaction about the non-availability of I.P.O's in the required denominations demanded at times.

Non-availability of Postal Stationery (Table 3.16)

42.5 per cent of the respondents stated that they faced the problem of non-availability of postal stationery like cards, inland letters, envelopes, stamps, acknowledgement cards, etc. very frequently. 46.5 per cent of the respondents expressed that they did face such problems now and then. Only 8 per cent of the respondents expressed that they never faced such problem (see Table 3.16).

Improper delivery of registered letters (Table 3.17)

28.5 per cent of the respondents stated that they were victims of improper and irregular delivery of register letters addressed to them while 68.5 per cent of the respondents stated that they never faced such problem. Though, a large percentage of respondents stated the non-occurrence of such problem, the postal department is supposed not to be complacent on its performance since not a single registered letter should be missed as the consumers pay a very high price for transportation of such letters.

Long time waiting for want of service person in the counter (Table 3.18)

It is evident from Table 3.18 that there are certain occurrences when people were forced to wait in queues for longer

period than required because of absence of servicing persons in the counters. 23.5 per cent of the respondents expressed dissatisfaction about this. Thus subjecting nearly one fourth of the respondents to such problem is in no way a smaller one which needs immediate rectification by the postal authorities.

Satisfaction on different variable (Table 3.19)

It is evident from table 3.19 the expression of satisfaction or otherwise by the respondents on services like 'philately' facility, savings bank facility, in time delivery of money orders, reasonability of M.O. charges, functioning of certificate of posting, awareness of record delivery facility etc. Nearly 80 per cent of the respondents expressed satisfaction on about the prompt delivery of money orders to them. 21.5 per cent of the respondents stated that at times the acknowledgement cards. money order forms supplied by the postal department did not have print clarity. Different people may have different hobbies to spend their spare time; some people choose 'philately' as their hobby. They have fancy in collecting postal stamps of different denomination and of different countries. To meet the demands of these people in certain major post offices, the facility of provision of stamps, old and new, inland and foreign are provided what we call 'philately.' To know the availability of

'philately' facility in post offices people were asked to answer the questionnaire. Strangely only 14 per cent answered affirmatively while 69 per cent of them stated that there was no such facility in the post office.

People of both rural and urban areas are aware of the fact that post offices do operate savings bank accounts. But for want of publicity the post office cheque facility is not being used by a good number of people. The reasons may be nearness of post office and lack of publicity about such facility. Only 12.5 per cent respondents utilised SB cheque facility (see Table 3.19).

On Money Order Charges

In the area of financial transactions post offices have been facing rough weather and tough competition with commercial banks; while people with banking habits prefer sending money through cheques/demand drafts /money transfer people living in rural areas are found preferring post offices to send money to their by money order. In doing so they will have to shell Rs. 5/- towards charges for every Rs. 100/- sent. In comparison with commercial banks postal commission appears costlier. Thus 78 per cent of the respondents felt that M.O. charges were excessive (see Table 3.19).

Functioning of Certificate of Posting

The postal department introduced, as a via media, a method called 'Certificate of Posting' wherein 3 ordinary letters can be posted at a stretch by charging Rs. 2/- when asked whether they are impressed with the functioning of the Certificate of Posting, 64 per cent felt satisfied and 31 per cent of the respondents were not satisfied.

Awareness of record delivery facility

Record delivery is similar to registered post but slightly less costlier. It ensures receipt of letter by the addressee. For one reason or the other wide publicity is not given about 'record delivery' facility. It seems many people were not aware of this type of facility. When asked only 45 per cent expressed that they were aware of this facility. It means a large section of the society was not aware of this facility which needs to be publicised.

Receipt of parcels in damaged condition

While 21.5 per cent of the respondents felt that they got their parcels in damaged conditions whereas 75 per cent received them properly without any damage. Thus the deficiency of service is very much evident on the part of postal authorities in the transport of articles booked with the post office.

Display of PIN Code

PIN code system is introduced in order to see that postal articles reach the destination fast. So, while writing the 'to address' legibly one is supposed to write PIN code also for prompt delivery but we cannot expect all the people to know PIN codes of different destinations. In order to facilitate the customers it is necessary to display PIN codes in all the sub-post offices also. When asked whether they found display of PIN codes of different places of importance in the post offices, 60.5 per cent said affirmatively, 33.5 per cent answered negatively while 6 per cent didn't answer the question (see table 3.21).

Justifiability of Re. 1 on little over 20 grams of weight

Postal department charges Re. one for all ordinary envelopes weighing 20 grams or below. They also charge one rupee extra for an envelope even a little over 20 gms. The slab rate fixed is arbitrary as felt by 50 per cent of the respondents (see table 3.22) while 44.5 per cent approved such fixation.

Mass base of Recurring Deposits

In spite of heavy competition from commercial banks post offices are able to raise more deposits through recurring deposits. For R.D's in the post offices, insurance protection is given and also carry a higher rate of interest. When asked

61 per cent of the respondents opined that postal R.D.'s have a mass base (see Table 3.23).

Postal Life Insurance

It was introduced for the sake of defence personnel in the beginning and later extended to all government employees in other departments. The twin benefits are more bonus and less premium. With these benefits it might have become more popular when compared to LIC schemes among government employees. When enquired, 55.5 per cent of the respondents opined such PLI scheme became popular while 35.5 per cent felt such policy not attractive (see table 3.24).

Availability of gum

The minimum facility to be provided to all the customers in a post office is availability of gum. A general complaint is that gum is not available in majority of post offices. During the survey 75.5 per cent felt that gum was kept available at post offices while 21.5 per cent felt no such facility in the post offices visited by them (see table 3.25).

Underpaid/ temporary postal employees

During the survey an important factor was brought to the notice of customers that majority of the postal staff are underpaid and services of Extra Departmental Employees (EDE)

are extracted without proper remuneration. 58.5 per cent of the respondents opined that quality of postal services could be effected positively or negatively depending upon the satisfaction of employees (see Table 3.26). Hence, all such employees have to be provided better employment conditions.

Cordiality extended by employees

When asked about their impression on the cordiality extended by employees only 4 per cent of the respondents stated that they are highly cordial and 71 per cent of them stated 'cordial' and 10.5 per cent of the respondents opined that they were not cordial and 4.5 per cent of the respondents stated that they were highly discourteous (see Table 3.27).

Availability of Suggestions and complaints book

When asked about availability of suggestions and complaints book in the post office 41 per cent of the respondents answered affirmatively but 35 per cent of the respondents answered negatively while 24 per cent did not answer (see Table 3.28).

Conduct of 'Tapala Varotsavalu'

'Tapala Varotsavalu' is a significant programme to be conducted by post offices every year. This event is an opportunity to explain progress made during the previous years

and to inform various new/old schemes of raising deposits and the ways and means of getting complaints redressed and the motivate the people a hobby of stamp collection. The event is also utilised for customer meets, seminars, workshops to have an interaction to sort out things for a better working of the postal department. When asked whether they were aware of such programmes conducted by the department. 41.5 per cent of the respondents hailing from urban areas answered positively whereas 53.5 were not aware of such events conducted by postal department and 5 per cent of the respondents did't answer (see Table 3.29).

Conclusion

It can be concluded from the foregone analysis that there has been a mixture of expressions comprising satisfaction and discontentment about the various kinds of services rendered by postal department. Despite some lapses in postal services an overall satisfaction about the sort of services rendered by the postal department is evident. A little more attention and publicity on the kinds of schemes and other facilities provided by the department would have made postal services more popular.

TABLE 3.1
INCOME LEVELS OF THE RESPONDENTS

Income per annum	Number of respondents	Percentage to the total
Below Rs. 50,000	67	33.5
Below Rs. 75,000	98	49.0
Around Rs. 1,00,000	35	17.5

Source : Field Survey.

TABLE 3.2
AGE GROUP OF RESPONDENTS

Age group	Number of respondents	Percentage to the total
Below 25 years	12	6
26 to 55 years	174	87
56 and above	14	7

Source : Field Survey..

TABLE 3.3
FREQUENCY OF VISITS TO POST OFFICE

	No. of times in a week			
	1	2 or 3	4 or 5	Never visited
No. of persons	66	74	26	34
Percentage to total	33	37	13	17

Source : Field Survey.

TABLE 3.4
SATISFACTION LEVEL ON THE PRICES OF POST CARDS,
INLAND LETTERS AND ENVELOPES

Income (in Rs.)	% of respondents satisfied	Percentage of respondents not satisfied
Below 50,000	83.5	16.5
Below 75,000	57.1	42.9
Around 1 lakh	85.7	14.3

Source : Field Survey.

TABLE 3.5
MISSING/DELAYED DELIVERY OF LETTERS

	Not satisfied	Satisfied	No answer
No. of respondents	51	144	5
Per cent to the total	25.5	72	2.5

Source : Field Survey.

TABLE 3.6
SATISFACTION LEVEL ON THE DELIVERY OF LETTERS

	Satisfied	Not satisfied	No answer
No. of respondents	183	14	3
Percentage to the total	91.5	7	1.5

Source : Field Survey.

TABLE 3.7
SATISFACTION LEVEL WITH DIFFERENT VARIABLES

Particulars	Yes	No	No answer
(a) Knowledge of authority to whom the complaint is to be made	101 (50.5)	76 (38.0)	23 (11.0)
(b) Any complaint made to the concerned authority	32 (16.0)	155 (77.5)	13 (6.5)
(c) Whether satisfied on the receipt of Acknowledgement cards	135 (67.5)	48 (24.0)	15 (7.5)
(d) Satisfied with Postal Services	116 (58.0)	56 (28.0)	28 (14.0)

Note : Figures in the brackets are shown percentages.
Source : Field Survey.

TABLE 3.8
PREFERENCES OF COURIER SERVICE TO POSTAL SERVICE

Particulars	Courier services	Postal services	No answer
No. of persons	105	82	13
Percentage to the total	52.5	41	6.5

Source : Field Survey.

TABLE 3.9
KNOWLEDGE OF HIGHER RATE OF INTEREST IN POST OFFICE

	Yes	No	No answer
No. of respondents	139	39	22
Percentage to the total	69.5	19.5	11.0

Source : Field Survey.

TABLE 3.10
PREFERENCE OF POST OFFICE TO COMMERCIAL BANKS FOR SAVINGS

	Post offices	Banks	No answer
No. of respondents	98	83	19
Percentage to the total	49.0	41.5	9.5

Source : Field Survey.

TABLE 3.11
NUMBER OF PEOPLE INVESTED IN POSTAL SAVINGS

	No. of people invested	Never invested	No answer
No. of respondents	158	34	8
Percentage to the total	79.0	17.0	4.0

Source : Field Survey.

TABLE 3.12
SATISFACTION ON REPAYMENT OF POSTAL DEPOSITS ON MATURITY

	Satisfied	Not satisfied	No answer
No. of respondents	131	45	24
Percentage to the total	65.5	22.5	12.0

Source : Field Survey.

TABLE 3.13
SATISFACTORY LEVEL ON NUMBER OF COUNTERS
AT THE DISTRICT HEAD POST OFFICE

	Satisfied	Not satisfied	No answer
No. of respondents	105	61	34
Percentage to the total	52.5	30.5	17.0

Source : Field Survey.

TABLE 3.14
DISTANCE TO THE NEAREST SUB-POST OFFICE

	1 Km or more than 1 Km	Less than 1 Km
No. of respondents	33	151
Percentage to the total	24.5	75.5

Source : Field Survey.

TABLE 3.15
SATISFACTORY LEVEL ON DIFFERENT VARIABLES

	Satisfied	Not satisfied	No answer
Nearness of the Post box	143 (71.5)	47 (23.5)	10 (5.0)
Services at the counter	159 (79.5)	34 (17.0)	7 (3.5)
Supply of I PO's	110 (55.0)	68 (34.0)	22 (11.0)

Note : Figures in brackets indicate percentages to the total.

Source : Field Survey.

TABLE 3.16
FREQUENT OCCURANCE OF NON-AVAILABILITY OF POSTAL STATIONERY

	Frequently	Now and then	Never	No answer
No. of respondents	85	93	16	6
Percentage to the total	42.5	46.5	8.0	3.0

Source : Field Survey.

TABLE 3.17
IMPROPER/IRREGULAR DELIVERY OF REGISTERED LETTERS

	Yes	No	No answer
No. of respondents	57	136	7
Percentage to the total	28.5	68.5	3.5

Source : Field Survey.

TABLE 3.18
LONG-TIME WAITING FOR WANT OF SERVICE PERSONNEL AT COUNTER

	Affirmatively	Negatively	No answer
No. of respondents	47	129	24
Percentage to the total	23.5	64.5	12.0

Source : Field Survey.

TABLE 3.19
SATISFACTION ON DIFFERENT VARIABLES

	Yes	No	No answer
Print clarity of acknowledgement cards/money order forms etc.	145 (72.5)	43 (21.5)	12 (6.0)
Philately facility	28 (14.0)	138 (69.0)	34 (17.0)
Usage of Savings Bank facility	25 (12.5)	165 (82.5)	10 (5.0)
Whether money orders reaching promptly	158 (79.0)	25 (12.5)	17 (3.5)
Are M.O. charges excessive	157 (78.5)	30 (15.0)	13 (6.5)
Impressions certificate of posting	128 (64.0)	62 (31.0)	10 (5.0)
Awareness on Record delivery facility	90 (45.0)	91 (45.5)	19 (9.5)

Note : Figures in brackets indicate percentages to the total.

Source : Field Survey.

TABLE 3.20
PARCELS / BOOK-POST/ V.P.P. RECEIVED WITH DAMAGES

	Yes	No	No answer
No. of respondents	43	150	9
Percentage to the total	21.5	75.0	4.5

Source : Field Survey.

TABLE 3.21
DISPLAY OF PIN CODES OF IMPORTANT TOWNS IN THE POST OFFICE

	Whether displayed		
	Yes	No	No answer
No. of respondents	121	67	12
Percentage to the total	60.5	33.5	6

Source : Field Survey.

TABLE 3.22
JUSTIFIABILITY OF Rs. 1/- EXTRA JUST OVER 20 GRAMS OF WEIGHT

	Respondents feeling having		
	Accepting	Reservation	No answer
No. of respondents	89	100	11
Percentage to the total	44.5	50.0	5.5

Source : Field Survey.

TABLE 3.23

TABLE 3.23
RECURRING DEPOSITS POPULARITY

	Respondents feeling having		
	Mass base	No mass base	No answer
No. of respondents	123	57	20
Percentage to the total	61.5	28.5	10.0

Source : Field Survey.

TABLE 3.24
PREFERENCE OF POSTAL LIFE INSURANCE
TO LIFE INSURANCE CORPORATION OF INDIA

	Respondents preferring PLI on higher bonus		
	Yes	No	No answer
No of respondents	111	71	18
Percentage to total	55.5	35.5	9.0

Source : Field Survey.

TABLE 3.25
GUM FACILITY IN THE POST OFFICE

	Respondents reply		
	Available	Not available	No answer
No. of respondents	149	43	8
Percentage to the total	74.5	21.5	4.0

Source : Field Survey.

TABLE 3.26
EFFECT OF TEMPORARY NATURE /UNDERPAID
POSTAL EMPLOYEES ON QUALITY OF POSTAL SERVICES

	Respondents those who accept		
	Effect	No -effect	No answer
No. of respondents	117	57	26
Percentage to the total	58.5	28.5	13.0

Source : Field Survey.

TABLE 3.27
IMPRESSION ON THE BEHAVIOUR OF POSTAL EMPLOYEES

	Highly cordial	Cordial	Not cordial	Can't say	Highly discourteous	No answer
No. of respondents	8	142	21	17	9	3
Percentage to the total	40.0	71.0	10.5	8.5	4.5	1.5

Source : Field Survey.

TABLE 3.28
SUPPLY OF SUGGESTIONS AND COMPLAINTS BOOK WHEN ASKED

	Respondents who answers		No answer
	Provided	Not provided	
No. of respondents	82	70	48
Percentage to the total	41.0	35.0	24.0

Source : Field Survey.

TABLE 3.29
AWARENESS ON TAPALA VAROTSAVALU

	They are		No answer
	Aware	Unaware	
No. of respondents	83	107	10
Percentage to the total	41.5	53.5	5.0

Source : Field Survey.