Dear Fellow Consumer,

I am undertaking a Research Survey on Consumer Satisfaction in Electricity Services, A Case Study of Pavagada Taluk in Karnataka State. The proposed study is expected to reveal your problems in the Electricity services. This survey facilitates me to know the public grievances which can be brought to the notice of the authorities concerned for redressal. I need your earnest co-operation by filling up this Questionnaire.

QUESTIONNAIRE

1. Name: Age:
2. Address: Occupation:
3. Do you have Electricity connection to your house? Yes/No
4. Did you wait for a long period of time to pay your first electricity bill after getting connection? Yes/No
5. If yes, why in your opinion the Electricity board is not able to give connection within a reasonable time.
6. Are you aware of the Electricity Board Act? Yes/No
7. Do you know that various Electricity consumer problems can be settled with the help of consumer forums under Consumer Protection Act. Yes/No
8. Are you satisfied with the Electricity supply? Yes/No

9. Tick the following factors which are most dissatisfying:
   a) High Voltage
   b) Low Voltage
   c) Inadequate supply of power
   d) Irregular meter reading
   e) Incorrect meter reading
   f) Defective meter
   g) Heavy Electricity Bills
   h) Unfenced transformers
   i) Defective disconnection (If yes, explain the nature of problem)
   j) Loose connections in the main wire,
   k) Improper services of Electricity authorities.
   l) Unusual power cut
   m) Improper working of transformers
   n) Improper delivery of Electricity bill
   o) Any other specific grievance, please write here.

10. Do you feel that high or low voltage occur frequently? Yes/No

11. Have you experienced any of the following (Tick those experienced by you)
   a) Burnt of bulbs
   b) Burnt of fuse due to defective supply of power?
   c) Burnt of TV's and Tape recorders and fridge
   d) Burnt of Radios and Iron boxes
   e) Electricity shock
   f) Animals electrocuted
   g) Burnt of any other Electrical items (Mention the name)
12. Have you ever complained any of the above problems to the Electricity authorities? Yes/No

13. If 'Yes' did you receive any reply from Electricity authorities to your letter? Yes/No

14. If not satisfied with the reply what you did?

15. Have you ever been to consumer forum to complain any of the above problems? Yes/No

16. If 'Yes' are you satisfied with the consumer forum's decision? Yes/No

17. If not satisfied, what is the reason?

18. Do you have any suggestions for the improvement of consumer service in the Electricity sector?

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