APPENDIX
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A STUDY ON CUSTOMER SERVICES RENDERED BY HOUSING FINANCE INSTITUTIONS IN NAMAKKAL DISTRICT

Research Scholar : R. ESWARAN
Supervisor : Dr. T. R. GANESAN

Note :

This questionnaire is prepared for doing Ph.D at Periyar University, Salem. Your kind co-operation in filling this questionnaire is requested.

QUESTIONNAIRE

I. PERSONAL DATA

1. Area of residence
   Urban ☐ Rural ☐ Semi-urban ☐

2. Sex
   Male ☐ Female ☐

3. Age
   Below 35 ☐ 35-45 ☐ 46-55 ☐ 56-65 ☐

4. Educational Qualification
   Illiterate ☐ School level ☐
   Degree ☐ Professional ☐

5. Occupation
   Business ☐ Employed in Pvt. Sector ☐
   Employed in Public Sector ☐ Agriculturist ☐
   Professional ☐ Other’s Specify ____________

   Below 15,000 ☐ 15,001 – 20,000 ☐
   Above 20,000 ☐

7. Marital Status
   Single ☐ Married ☐
8. Size of your Family
   _______ Adults,         _______ Minors,

9. Total Value of assets you are having.
   Below Rs. 5 lakh [□]    Rs. 5 lakh - 10 lakh [□]
   Rs. 10 lakh - 15 lakh [□]  Rs. 15 lakh & above [□]

II. SOURCES OF INFORMATION
1. How did you know about Housing Loan?
   Newspapers / Magazines [□]  T.V. / Radio [□]
   Other borrowers [□]  Builders/Contractors [□]
   Internet [□]  Company representative [□]

2. From whom you got the brochure?
   Friends & relatives [□]  Post [□]
   Office directly [□]  Company sales representatives [□]
   Others, specify __________

3. What is your feeling after obtaining the details of loan?
   Friendly and Comfortable [□]  Fearful/Apprehensive [□]
   Others [□]

4. Whether the brochure helped you to get the detailed information on housing loans?
   Yes [□]  No [□]

III. USAGE OF HOUSING LOAN
1. Why did you get the loan?
   Construction of new house [□]
   Purchase of readily built house / flat [□]
   Improvement/Renovation of existing house or flat [□]
   Others, specify ___________________________
2. From where you borrowed money for housing?

- HDFC Limited
- LIC Housing Finance Limited
- State Bank of India Home Finance Limited
- ICICI Home Finance Company Limited
- Dewan Housing Finance Limited
- Canfin Homes Limited
- IndBank Housing Limited

3. What factors motivated you to choose the particular housing finance institution? (Rank them)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Factors</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low Interest Rate</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Amount of loan was high</td>
<td></td>
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<tr>
<td>3</td>
<td>Simple procedure</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Quick Appraisal and Approval of loan</td>
<td></td>
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<tr>
<td>5</td>
<td>Less processing fees</td>
<td></td>
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<tr>
<td>6</td>
<td>Easy terms of Repayment</td>
<td></td>
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<tr>
<td>7</td>
<td>Company's stability</td>
<td></td>
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<tr>
<td>8</td>
<td>Others, specify</td>
<td></td>
</tr>
</tbody>
</table>

4. Mention the amount of loan

Amount Applied Rs. ________  Amount Sanctioned Rs. ________

5. What is the rate of interest?

Fixed Rate ________  Floating Rate ________

6. What type of security was offered by you?

- Existing building  □  Land  □
- Authentication from VIP's  □

7. Amount of security given for loan Rs. ________

8. Time taken for sanction of loan

- Less than 15 days  □  15-30 days  □  30-45 days  □
- 45-60 days  □  Above 60 days  □

9. Quantum of processing fees paid:

- Less than Rs.1000  □  Rs.1001-3000  □
- Rs. 3001-5000  □  Rs. 5000 & above  □
10. Amount of Margin money invested.

- Less than Rs.10,000
- Rs.10001-25000
- Rs.25001-50000
- Rs.50000&above

11. In how many instalments the loan amount was disbursed?
- One
- Two
- Three

IV. MODE OF PAYMENT

1. What is the EMI you are paying: Rs.

2. What is the duration of Repayment?

3. What is mode of repayment?
   - Post Dated Cheques
   - Cash

4. Have you got your loan re-schedules (increased/decreased EMI and thus Increased/Decreased repayment period)?
   - Yes
   - No

5. If yes, state the method of re-scheduling
   - Increased EMI and Decreased repayment period
   - Decreased EMI and Increased repayment period

6. Did you pre pay your part of loan ?
   - Yes
   - No

7. If yes, what was the reason for pre-payment?
   - Reduction in Interest burden
   - To avail other loan for a different purpose
   - Transfer of loan to other Housing Finance Institution
   - Others, specify

8. What were the sources of funds used for pre-payment?
   - Savings
   - Provident fund withdrawals
   - P.F. loans
   - Employer loan
   - Loan from relatives/friends
   - Increased profits
   - Refinance from other Housing Finance Institution
   - Sale of property
   - Others, specify
9. Did the lending Bank charge any pre closure or pre payment charges/penalty?
   Yes □ No □

10. If yes, what is the rate of penalty?_____________________

V. LEVEL OF SATISFACTION IN UTILIZING HOUSING LOANS

State your level of satisfaction in utilizing the housing loans
   HS - Highly Satisfied  S - Satisfied  N - Neutral
   DS - Dissatisfied    HDS - Highly Dissatisfied

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Statements</th>
<th>HS</th>
<th>S</th>
<th>N</th>
<th>DS</th>
<th>HDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Period taken to sanction the loan</td>
<td></td>
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<td>2.</td>
<td>Amount of Loan sanctioned</td>
<td></td>
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<td>3.</td>
<td>Processing and administration fee charged</td>
<td></td>
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<td>4.</td>
<td>Rate of interest</td>
<td></td>
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<td>5.</td>
<td>Style of disbursement of loan</td>
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<td>6.</td>
<td>Counseling &amp; guidance given by the officials</td>
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<td>7.</td>
<td>Documents formalities</td>
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<td>8.</td>
<td>Re-scheduling and pre-payment norms</td>
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<td>9.</td>
<td>Repayment period</td>
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<td>10.</td>
<td>Mode of repayment</td>
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<td>11.</td>
<td>Communication (Repayment reminder, offers, etc)</td>
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<td>12.</td>
<td>Method of accepting complaints</td>
<td></td>
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<td>13.</td>
<td>Method of Redressed of complaints</td>
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<td>14.</td>
<td>Method of acceptance of surety</td>
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<td>15.</td>
<td>Method of acceptance of security</td>
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</tbody>
</table>

VI. SATISFACTION ON SERVICES

1. Rate your experience in services offered by the housing Finance Institutions
   HS - Highly Satisfied  S - Satisfied  N - Neutral
   DS - Dissatisfied    HDS - Highly Dissatisfied

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Services</th>
<th>HS</th>
<th>S</th>
<th>N</th>
<th>DS</th>
<th>HDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Initiatives</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td>Courtesy</td>
<td></td>
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<td>3.</td>
<td>Promptness in attending enquiries</td>
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<td>4.</td>
<td>Flexibility offered</td>
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<td>5.</td>
<td>Follow-up</td>
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<td>6.</td>
<td>Consistency in services</td>
<td></td>
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<td>7.</td>
<td>Overall satisfaction with services</td>
<td></td>
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</tbody>
</table>
2. Given a choice, would you approach the same Financial Institute once again for other loan and would you recommend to you friends and relatives?

   Yes  □    No  □

3. If not, why?__________________________

4. Whether any add-on privilege is offered by the bank for having availed housing loan?

   Yes  □    No  □

5. If yes, tick the privilege availed by you?

   Personal Accident Cover  □    Housing Insurance  □
   Priority in Personal/Education loan  □    Others specify_____________________

VII. PROBLEMS

Rank the problems faced by you in availing the housing loans

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Problems</th>
<th>Rank in numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>More formalities</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Delay in approval and sanction of loan amount</td>
<td></td>
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<tr>
<td>3.</td>
<td>Amount was disbursed in too many instalments</td>
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<tr>
<td>4.</td>
<td>High rate of interest &amp; processing fees</td>
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<tr>
<td>5.</td>
<td>Short period of Re-payment</td>
<td></td>
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<tr>
<td>6.</td>
<td>Indifferent attitudes of the officials</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Obtaining personal guarantors/collateral security etc</td>
<td></td>
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<tr>
<td>8.</td>
<td>Doubt regarding the hidden costs</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Burden of pre-payment penalty</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Other Problems</td>
<td></td>
</tr>
</tbody>
</table>

VIII. POST DISBURSEMENT STAGE

1. Have your ever defaulted in repayment of Instalment?

   Yes  □    No  □

2. If Yes, how many times?

   Once  □    Twice  □    Thrice  □
   More than thrice  □
3. Have you ever paid penal interest for default?
   Yes ☐ No ☐
4. If Yes, how often?
   Once ☐ Twice ☐ Thrice ☐
   More than thrice ☐
5. Opinion about penal interest levied:
   Highly satisfied ☐ Satisfied ☐ No opinion ☐
   Not satisfied ☐ Highly dissatisfied ☐
6. Do you avail any tax benefit because of getting loan?
   Yes ☐ No ☐
7. If Yes: Are you satisfied with the tax concessions
   Highly satisfied ☐ Satisfied ☐ No opinion ☐
   Not satisfied ☐ Highly dissatisfied ☐

IX. SUGGESTIONS

Please offer your suggestions to improve the existing performance of housing Finance Institutions.

________________________________________________________________________

________________________________________________________________________

THANK YOU