**Dept. Questionnaire**

**1) Is the supply of electricity meeting the demand of the customers?**

* Yes
* No

**2) Is the manpower (No. of employees) sufficient to collect the bill and for customer service?**

* Yes
* No

**3) How often do you get statistics about electricity consumption?**

* Daily
* Weekly
* Monthly
* Yearly

**4) Do your employees face any problem while disconnecting a connection?**

* Yes
* No

**5) How much time does it take to respond to a customer’s complaint?**

* <1week
* 1 to 2 weeks
* 2 to 4weeks
* >1month

**6) How much time does it take to reset a meter if there is any malfunction?**

* <1week
* 1 to 2 weeks
* 2 to 4weeks
* >1month

**7) How do you publish details of power cut?**

* News Paper
* TV
* Phone/SMS
* No information

**8) Do you think there will be any reduction in charges if there is no person required to generate bills at every house?**

* Yes
* No

**9) Do you think there are any malpractices in using electricity by customers?**

* Yes
* No

**10) Do you think any changes are needed in the billing procedure and customer service?**

* Yes
* No