

Questionnaire

1. Is there any booking system in your company?
 - Yes.
2. If customer can cancel booking?
 - Yes.
3. Does customer get money back after canceling booking?
 - Yes.
4. Do your company return the whole payment?
 - Yes.
5. What percentage of payment your company cut off?
 - 10 percent.
6. How your company return money to customer – by directly return whole payment or by monthly return partial payment?
 - Return monthly partial payment.
7. Do front officers have any authority over booking system?
 - No.
8. Is there any discount system for customer?
 - Yes.
9. Do front officers have the authority over discount system?
 - No.
10. Does account's department has the authority over discount system?
 - No.
11. Do directors have the authority over discount system?
 - Yes.
12. What is the number of maximum percentage director can offer?
 - 15 percent.
13. Do directors get benefitted?
 - Yes.
14. How much delay do your company allow for customer installment?
 - Maximum 3 or 4 months.

15. How do your company alert customer about payment?
- By sending sms and email.
16. If customer is over delayed for installment, what your company do in that case?
- Company cancel that booking.
17. Which department handle plot registration?
- Execution department.
18. Is there any option for changing ownership of a plot?
- Yes.
19. Do your company take any charge for this?
- Yes.
20. What percentage of payment do your company charge?
- 5 percent.

Safat Siddiqui

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