Questionnaire

1. Is there any booking system in your company?

* Yes.

1. If customer can cancel booking?

* Yes.

1. Does customer get money back after canceling booking?

* Yes.

1. Do your company return the whole payment?

* Yes.

1. What percentage of payment your company cut off?

* 10 percent.

1. How your company return money to customer – by directly return whole payment or by monthly return partial payment?

* Return monthly partial payment.

1. Do front officers have any authority over booking system?

* No.

1. Is there any discount system for customer?

* Yes.

1. Do front officers have the authority over discount system?

* No.

1. Does account’s department has the authority over discount system?

* No.

1. Do directors have the authority over discount system?

* Yes.

1. What is the number of maximum percentage director can offer?

* 15 percent.

1. Do directors get benefitted?

* Yes.

1. How much delay do your company allow for customer installment?

* Maximum 3 or 4 months.

1. How do your company alert customer about payment?

* By sending sms and email.

1. If customer is over delayed for installment, what your company do in that case?

* Company cancel that booking.

1. Which department handle plot registration?

* Execution department.

1. Is there any option for changing ownership of a plot?

* Yes.

1. Do your company take any charge for this?

* Yes.

1. What percentage of payment do your company charge?

* 5 percent.

Safat Siddiqui

Imtiaz Shakil Siddique