

Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Sanjeet Kumar Patel

Q2. What is the name of your village or locality? *

Rajokri

Q3. Which district and state do you live in? *

Delhi

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Laptop and mobile

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

The quality of item was not good, I have to send for repair at the time

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Like I want there would be some specific person from the company who solve the problem.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Simple and helpful.

Q2. What is the name of your village or locality? *

UI is clean.

Q3. Which district and state do you live in? *

Could be smoother.

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Simple and helpful.

Service & Repair Experience

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- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Pretty nice.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

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Q15. Any suggestion to improve repair service in your area? *

UI is clean.

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Home Appliance & Mobile Repair Experience Survey

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Q1. What is your name? *

Sanjeet Kumar Patel

Q2. What is the name of your village or locality? *

Najafgarh

Q3. Which district and state do you live in? *

Palwal, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Washing Machine, Mixer grinder, Refrigerator

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
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- Authorised brand service centre
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Other:

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Main problem time aur cost ka hota hai.

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Q15. Any suggestion to improve repair service in your area? *

Technician late aata hai aur parts jaldi nahi milte.

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Home Appliance & Mobile Repair Experience Survey

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Q1. What is your name? *

Devesh Kumar

Q2. What is the name of your village or locality? *

Rajokri

Q3. Which district and state do you live in? *

Noida, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Cooler / AC

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

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- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Repair ho jata hai lekin wait bahut karna padta hai.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

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Home Appliance & Mobile Repair Experience Survey

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Q1. What is your name? *

Devesh Kumar

Q2. What is the name of your village or locality? *

Jhajjar

Q3. Which district and state do you live in? *

Palwal, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Mixer grinder, LED TV, Cooler / AC

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

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Technician late aata hai aur parts jaldi nahi milte.

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Q15. Any suggestion to improve repair service in your area? *

Thoda theek hai, lekin improve ho sakta hai.

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Home Appliance & Mobile Repair Experience Survey

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Q1. What is your name? *

Sunita Devi

Q2. What is the name of your village or locality? *

Jhajjar

Q3. Which district and state do you live in? *

Ghaziabad, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Mixer grinder

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

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Main problem time aur cost ka hota hai.

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Q1. What is your name? *

Sunita Devi

Q2. What is the name of your village or locality? *

Chhawla

Q3. Which district and state do you live in? *

Palwal, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

- Yes
- No

Q5a. If YES, which items needed repair? *

Refrigerator, Cooler / AC, Washing Machine

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
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- Family/friend who repairs
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- Other:

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- Proper ID card
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Q15. Any suggestion to improve repair service in your area? *

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Home Appliance & Mobile Repair Experience Survey

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Q1. What is your name? *

Sanjeet Kumar Patel

Q2. What is the name of your village or locality? *

Bahadurgarh

Q3. Which district and state do you live in? *

Jhajjar, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Refrigerator

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

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Same day

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Q9. What problems do you face during repair?

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- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Main problem time aur cost ka hota hai.Kabhi service centre door padta hai, kabhi charge zyada lete hain.Kabhi service centre door padta hai, kabhi charge zyada lete hain.Main problem time aur cost ka hota hai.Repair ho jata hai lekin wait bahut karna padta hai.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
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Q12. Which method is easiest for you to book a repair service? *

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Interest in New Repair Platform

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- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
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- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Main problem time aur cost ka hota hai.

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Q1. What is your name? *

Ankit Yadav

Q2. What is the name of your village or locality? *

Dhansa

Q3. Which district and state do you live in? *

Bulandshahr, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Cooler motor

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

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- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Kabhi kisi ne duplicate part laga diya, baad me pata chala.

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- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

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- Yes
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- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician ko basic behaviour training bhi mile, ache se baat kare.

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Q1. What is your name? *

Arjun Singh

Q2. What is the name of your village or locality? *

Ballabgarh

Q3. Which district and state do you live in? *

Varanasi, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Water pump, Single-door fridge, Washing Machine

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

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- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Washing machine ko city le jana pada, transport ka kharcha alag se lag gaya.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

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Q12. Which method is easiest for you to book a repair service? *

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- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Rate list clear hon, pehle hi bata den kitna paisa lagega.

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Q1. What is your name? *

Mukesh Kumar

Q2. What is the name of your village or locality? *

Kharkhoda

Q3. Which district and state do you live in? *

Sonipat, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Desktop computer, Ceiling fan, Room heater

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

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- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive

Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Technician ne ek baar extra paise maange, bill bhi proper nahi diya.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Service charge thoda kam ho, especially gaon ke logon ke liye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Mamta Kumari

Q2. What is the name of your village or locality? *

Kair

Q3. Which district and state do you live in? *

Rohtak, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Mixer grinder

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive

Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Motor bar-bar kharab ho rahi thi, koi pakka solution nahi mila abhi tak.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Service centre ka location aur timing WhatsApp par clear ho.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Poonam Kumari

Q2. What is the name of your village or locality? *

Kharkhoda

Q3. Which district and state do you live in? *

Faridabad, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Geyser

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

1–2 days

3–5 days

More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Ek baar fridge ka saman sab kharab ho gaya kyunki time pe koi aaya hi nahi.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Online se simple booking ho jaye, phir fixed time pe banda aa jaye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Kavita Devi

Q2. What is the name of your village or locality? *

Kapasheda

Q3. Which district and state do you live in? *

Moradabad, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Water pump

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive

Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile do baar repair karaya, phir bhi network ka issue vaise ka vaise hi raha.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Gaon ke youth ko repair ka course kara ke yahin kaam diya jaye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Sanjana Kumari

Q2. What is the name of your village or locality? *

Pataudi

Q3. Which district and state do you live in? *

Panipat, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Washing Machine

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive

Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile ka display change hua, par quality bahut low thi, jaldi scratch aa gaya.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician ko basic behaviour training bhi mile, ache se baat kare.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Shalu Kumari

Q2. What is the name of your village or locality? *

Kadarpur

Q3. Which district and state do you live in? *

North East Delhi, Delhi

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Geyser

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Repair hone ke baad bhi guarantee ya warranty proper nahi batayi gayi. Phone service centre ne 20 din rakh liya, simple problem thi fir bhi late kar diya. Geyser winter ke time pe kharab ho gaya, repair ke liye 1 hafte wait karna pada.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Service charge thoda kam ho, especially gaon ke logon ke liye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Devesh Kumar

Q2. What is the name of your village or locality? *

Narela

Q3. Which district and state do you live in? *

Darbhanga, Bihar

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Juicer mixer, Washing Machine, Submersible pump

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Online se simple booking ho jaye, phir fixed time pe banda aa jaye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Kiran Devi

Q2. What is the name of your village or locality? *

Dadri

Q3. Which district and state do you live in? *

Mathura, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

- Yes
- No

Q5a. If YES, which items needed repair? *

Inverter, Induction cooktop, Room heater

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Repair hone ke baad bhi guarantee ya warranty proper nahi batayi gayi.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Emergency cases ke liye fast service option ho, thoda extra charge bhi chalega.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Krishna Kumar

Q2. What is the name of your village or locality? *

Narela

Q3. Which district and state do you live in? *

North West Delhi, Delhi

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Air Cooler

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Technician time pe nahi aata, 2-3 baar call karna padta hai.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician time pe aaye, bar-bar phone na karna pade.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Ravi Sharma

Q2. What is the name of your village or locality? *

Manesar

Q3. Which district and state do you live in? *

Mathura, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

CRT TV, Inverter battery

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Gaon se city le jaane me pura din nikal jata hai, kaam bhi chhoot jata hai.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Door-door ke gaon ke liye ek mobile van type service ho jaye to accha hai.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Devesh Kumar

Q2. What is the name of your village or locality? *

Ujwa

Q3. Which district and state do you live in? *

Rohtak, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

- Yes
- No

Q5a. If YES, which items needed repair? *

Desktop computer

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Geyser winter ke time pe kharab ho gaya, repair ke liye 1 hafte wait karna pada.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Gaon ke paas ek proper service centre ho jahan trained technician baitha ho.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Ruchi Kumari

Q2. What is the name of your village or locality? *

Dadri

Q3. Which district and state do you live in? *

Rohtak, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Submersible pump, Geyser

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

1–2 days

3–5 days

More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Ek baar galat part laga diya, phir doosre technician ko bulana pada.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Service centre ka location aur timing WhatsApp par clear ho.

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Google Forms

Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Savita Devi

Q2. What is the name of your village or locality? *

Fatehabad

Q3. Which district and state do you live in? *

Ghaziabad, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Refrigerator, Inverter battery, Fully automatic washing machine

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Ek baar galat part laga diya, phir doosre technician ko bulana pada.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Service centre ka location aur timing WhatsApp par clear ho.

This form was created inside of IIIT Delhi.

Google Forms

Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Devesh Kumar

Q2. What is the name of your village or locality? *

Kanjhawala

Q3. Which district and state do you live in? *

Agra, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Mobile phone

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

1–2 days

3–5 days

More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Technician time pe nahi aata, 2–3 baar call karna padta hai. Service centre ne bola 3 din me hoga, lekin almost 10 din laga diye.

.....**Digital Access & Booking Preference****Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Local logon ko proper training di jaye, taki woh bhi repair kar saken.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Sanjeet Kumar Patel

Q2. What is the name of your village or locality? *

Najafgarh

Q3. Which district and state do you live in? *

Palwal, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Mixer grinder, Submersible pump, Smart TV

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Repair hone ke baad bhi guarantee ya warranty proper nahi batayi gayi.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Gaon ke youth ko repair ka course kara ke yahin kaam diya jaye.

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Google Forms

Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Ankit Yadav

Q2. What is the name of your village or locality? *

Tigri Khurd

Q3. Which district and state do you live in? *

Gaya, Bihar

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Ceiling fan

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Repair hone ke baad bhi guarantee ya warranty proper nahi batayi gayi.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Local logon ko proper training di jaye, taki woh bhi repair kar saken.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Sunita Devi

Q2. What is the name of your village or locality? *

Kanjhawala

Q3. Which district and state do you live in? *

Alwar, Rajasthan

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

- Yes
- No

Q5a. If YES, which items needed repair? *

Submersible pump, Single-door fridge

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Geyser winter ke time pe kharab ho gaya, repair ke liye 1 hafte wait karna pada.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Service charge thoda kam ho, especially gaon ke logon ke liye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Savita Devi

Q2. What is the name of your village or locality? *

Palwal

Q3. Which district and state do you live in? *

Mathura, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Table fan, Split AC

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

1–2 days

3–5 days

More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.Kabhi kisi ne duplicate part laga diya, baad me pata chala.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Payment UPI se bhi ho jaye, cash pe hi depend na rahe.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Ramesh Kumar

Q2. What is the name of your village or locality? *

Ujwa

Q3. Which district and state do you live in? *

Jhajjar, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Set-top box, Inverter, Geyser

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile do baar repair karaya, phir bhi network ka issue vaise ka vaise hi raha. Technician time pe nahi aata, 2-3 baar call karna padta hai.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Online se simple booking ho jaye, phir fixed time pe banda aa jaye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Kavita Devi

Q2. What is the name of your village or locality? *

Sultanpur

Q3. Which district and state do you live in? *

Varanasi, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Smartphone

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Ek baar galat part laga diya, phir doosre technician ko bulana pada.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Company wale gaon tak home service de to bahut help ho jayegi.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Rekha Devi

Q2. What is the name of your village or locality? *

Ujwa

Q3. Which district and state do you live in? *

Mahendragarh, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Gas stove, Split AC

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile do baar repair karaya, phir bhi network ka issue vaise vaise hi raha.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Company ne regular camp laga ke nearby gaon me checking karni chahiye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Kavita Devi

Q2. What is the name of your village or locality? *

Samalkha

Q3. Which district and state do you live in? *

Muzaffarpur, Bihar

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Smart TV, Laptop

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile ka display change hua, par quality bahut low thi, jaldi scratch aa gaya.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Spare parts easy aur saste milen, har baat pe city nahi jana pade.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Devesh Kumar

Q2. What is the name of your village or locality? *

Kapasheda

Q3. Which district and state do you live in? *

Rewari, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Washing Machine, Ceiling fan

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive

Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Fridge me gas bharwai, kuch mahine baad phir se cooling kam ho gayi.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Service centre ka location aur timing WhatsApp par clear ho.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Ashok Kumar

Q2. What is the name of your village or locality? *

Kadarpur

Q3. Which district and state do you live in? *

Patna, Bihar

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Tablet, LED TV, Desktop computer

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile ka display change hua, par quality bahut low thi, jaldi scratch aa gaya.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Spare parts easy aur saste milen, har baat pe city nahi jana pade.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Rajesh Kumar

Q2. What is the name of your village or locality? *

Narela

Q3. Which district and state do you live in? *

Etah, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Inverter battery, Water purifier

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician ko basic behaviour training bhi mile, ache se baat kare.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Ankit Yadav

Q2. What is the name of your village or locality? *

Najafgarh

Q3. Which district and state do you live in? *

Ghaziabad, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Water pump, Chimney, CRT TV

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

1–2 days

3–5 days

More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Rate list clear hon, pehle hi bata den kitna paisa lagega.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Lalita Devi

Q2. What is the name of your village or locality? *

Ballabgarh

Q3. Which district and state do you live in? *

Sonipat, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Table fan

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Service centre ne bola 3 din me hoga, lekin almost 10 din laga diye.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Company ka ek local contact person ho jisse directly baat ho sake.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Manoj Yadav

Q2. What is the name of your village or locality? *

Farukhnagar

Q3. Which district and state do you live in? *

South West Delhi, Delhi

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Set-top box, Window AC, Smart TV

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Phone service centre ne 20 din rakh liya, simple problem thi fir bhi late kar diya.Kabhi kisi ne duplicate part laga diya, baad me pata chala.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician ko basic behaviour training bhi mile, ache se baat kare.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Devesh Kumar

Q2. What is the name of your village or locality? *

Najafgarh

Q3. Which district and state do you live in? *

Jhajjar, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Mixer grinder, Air Cooler

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

1–2 days

3–5 days

More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Kabhi clear nahi batate ki kya problem hai, bas paise le ke chale jate hain.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Warranty/guarantee clearly likh ke de, sirf bolkar na chhod de.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Ramesh Kumar

Q2. What is the name of your village or locality? *

Tigri Khurd

Q3. Which district and state do you live in? *

Bhiwani, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Washing Machine

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

1–2 days

3–5 days

More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Kabhi kisi ne duplicate part laga diya, baad me pata chala.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Online se simple booking ho jaye, phir fixed time pe banda aa jaye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Shalu Kumari

Q2. What is the name of your village or locality? *

Tigri Khurd

Q3. Which district and state do you live in? *

Patna, Bihar

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Washing Machine

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive

Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile ka display change hua, par quality bahut low thi, jaldi scratch aa gaya.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Emergency cases ke liye fast service option ho, thoda extra charge bhi chalega.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Anjali Devi

Q2. What is the name of your village or locality? *

Jhajjar

Q3. Which district and state do you live in? *

Darbhanga, Bihar

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Gas stove, Ceiling fan, Window AC

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

AC ke parts milne me bahut time lag gaya, garmi me kaafi dikkat hui. Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician ko basic behaviour training bhi mile, ache se baat kare.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Rajesh Kumar

Q2. What is the name of your village or locality? *

Sohna

Q3. Which district and state do you live in? *

Mahendragarh, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

LED TV, Induction cooktop

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive

Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Phone service centre ne 20 din rakh liya, simple problem thi fir bhi late kar diya.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician time pe aaye, bar-bar phone na karna pade.

This form was created inside of IIIT Delhi.

Google Forms

Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Priya Kumari

Q2. What is the name of your village or locality? *

Chhawla

Q3. Which district and state do you live in? *

Meerut, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

- Yes
- No

Q5a. If YES, which items needed repair? *

WiFi router, Water purifier

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Motor bar-bar kharab ho rahi thi, koi pakka solution nahi mila abhi tak.Ek baar fridge ka saman sab kharab ho gaya kyunki time pe koi aaya hi nahi.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Spare parts easy aur saste milen, har baat pe city nahi jana pade.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Vikas Kumar

Q2. What is the name of your village or locality? *

Farukhnagar

Q3. Which district and state do you live in? *

North East Delhi, Delhi

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Table fan, Mixer grinder

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

AC ke parts milne me bahut time lag gaya, garmi me kaafi dikkat hui.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Gaon ke youth ko repair ka course kara ke yahin kaam diya jaye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Neha Singh

Q2. What is the name of your village or locality? *

Kair

Q3. Which district and state do you live in? *

Rewari, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Water pump

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Kabhi clear nahi batate ki kya problem hai, bas paise le ke chale jate hain.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician time pe aaye, bar-bar phone na karna pade.

This form was created inside of IIIT Delhi.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Lalita Devi

Q2. What is the name of your village or locality? *

Jhajjar

Q3. Which district and state do you live in? *

Bulandshahr, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Single-door fridge, Submersible pump, Smartphone

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile ka display change hua, par quality bahut low thi, jaldi scratch aa gaya.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician time pe aaye, bar-bar phone na karna pade.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Sanjeet Kumar Patel

Q2. What is the name of your village or locality? *

Mahipalpur

Q3. Which district and state do you live in? *

Gonda, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Room heater, Tablet

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive

Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Spare parts easy aur saste milen, har baat pe city nahi jana pade.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Vivek Kumar

Q2. What is the name of your village or locality? *

Sultanpur

Q3. Which district and state do you live in? *

Ghaziabad, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

- Yes
- No

Q5a. If YES, which items needed repair? *

Table fan

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

1–2 days

3–5 days

More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Phone service centre ne 20 din rakh liya, simple problem thi fir bhi late kar diya. Technician time pe nahi aata, 2-3 baar call karna padta hai.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Company ne regular camp laga ke nearby gaon me checking karni chahiye.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Priya Kumari

Q2. What is the name of your village or locality? *

Hasanpur

Q3. Which district and state do you live in? *

East Delhi, Delhi

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet

Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Feature phone, Induction cooktop

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

AC ke parts milne me bahut time lag gaya, garmi me kaafi dikkat hui. Technician time pe nahi aata, 2-3 baar call karna padta hai.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Emergency cases ke liye fast service option ho, thoda extra charge bhi chalega.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Lalita Devi

Q2. What is the name of your village or locality? *

Jhajjar

Q3. Which district and state do you live in? *

Darbhanga, Bihar

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Inverter battery

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician ka ID card aur rating ho, jisse trust ho sake.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Nitin Kumar

Q2. What is the name of your village or locality? *

Qutubgarh

Q3. Which district and state do you live in? *

East Delhi, Delhi

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Cooler motor, Set-top box, Juicer mixer

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Ek baar fridge ka saman sab kharab ho gaya kyunki time pe koi aaya hi nahi.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Technician ko basic behaviour training bhi mile, ache se baat kare.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Jyoti Kumari

Q2. What is the name of your village or locality? *

Khekra

Q3. Which district and state do you live in? *

South West Delhi, Delhi

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Gas stove, Juicer mixer

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Online se simple booking ho jaye, phir fixed time pe banda aa jaye.

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Google Forms

Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Poonam Kumari

Q2. What is the name of your village or locality? *

Pataudi

Q3. Which district and state do you live in? *

Muzaffarpur, Bihar

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Chimney, Induction cooktop

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

- 0–10 km
- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile ka display change hua, par quality bahut low thi, jaldi scratch aa gaya. Fridge kharab tha, teen baar technician bulana pada tab jaake sahi hua.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Door-door ke gaon ke liye ek mobile van type service ho jaye to accha hai.

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Home Appliance & Mobile Repair Experience Survey

This survey is for research purposes only. Thank you for your time.

Q1. What is your name? *

Rajesh Kumar

Q2. What is the name of your village or locality? *

Shahpur

Q3. Which district and state do you live in? *

Rohtak, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

Mobile phone, Tablet, Laptop

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

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- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
- 1–2 days
- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

AC ke parts milne me bahut time lag gaya, garmi me kaafi dikkat hui.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
- Social Site
- In-person only

Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Company ka ek local contact person ho jisse directly baat ho sake.

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Home Appliance & Mobile Repair Experience Survey

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Q1. What is your name? *

Nitin Kumar

Q2. What is the name of your village or locality? *

Najafgarh

Q3. Which district and state do you live in? *

Rewari, Haryana

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

- Yes
- No

Q5a. If YES, which items needed repair? *

Set-top box, Desktop computer

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

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- 10–20 km
- 20–40 km
- More than 40 km
- Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

- Same day
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- 3–5 days
- More than 5 days

Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Repair ke baad 1–2 din theek chala, phir se same problem aa gayi.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
- Mobile App
- Local shop / CSC centre
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Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Company ka ek local contact person ho jisse directly baat ho sake.

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Home Appliance & Mobile Repair Experience Survey

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Q1. What is your name? *

Deepak Kumar

Q2. What is the name of your village or locality? *

Pataudi

Q3. Which district and state do you live in? *

Noida, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

- Yes
- No

Q5a. If YES, which items needed repair? *

Window AC

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

- Local technician (nearby village)
- Shop in the nearest town
- Authorised brand service centre
- Family/friend who repairs
- Depends on the problem
- Other:

Q7. How far is the nearest authorised service centre from your home? *

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- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Mobile ka display change hua, par quality bahut low thi, jaldi scratch aa gaya. Kabhi kisi ne duplicate part laga diya, baad me pata chala.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

- Phone call
- WhatsApp message
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- Social Site
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Interest in New Repair Platform

Q13. If a trained technician from a nearby village comes within 5–7 km of your home, will you * use the service?

- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Door-door ke gaon ke liye ek mobile van type service ho jaye to accha hai.

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Home Appliance & Mobile Repair Experience Survey

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Q1. What is your name? *

Vivek Kumar

Q2. What is the name of your village or locality? *

Sultanpur

Q3. Which district and state do you live in? *

Lucknow, Uttar Pradesh

Appliances & Devices in Your Home

Q4. Which of these devices do you have at home? *

- LED TV
- Refrigerator
- Washing Machine
- Air Cooler / AC
- Mixer / Grinder / Kitchen appliances
- Water Pump / Motor
- Smartphone / Mobile phone
- Laptop / Tablet
- Other:

Q5. In the last 12 months, did any appliance or mobile phone in your home need repair? *

Yes

No

Q5a. If YES, which items needed repair? *

CRT TV, Semi-automatic washing machine

Service & Repair Experience

Q6. When you need a repair, whom do you usually prefer to contact? *

Local technician (nearby village)

Shop in the nearest town

Authorised brand service centre

Family/friend who repairs

Depends on the problem

Other:

Q7. How far is the nearest authorised service centre from your home? *

0–10 km

10–20 km

20–40 km

More than 40 km

Not sure

Q8. How long does it usually take to get the device repaired or for the technician to visit? *

Same day

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Q9. What problems do you face during repair?

- Service centre is too far
- Travel/transport cost is high
- Technicians come late
- No trained technician in village
- Parts not available
- Don't know whom to trust
- Too expensive
- Other:

Q10. Describe any big problem you faced while getting an item repaired. *

Cooler fan fix hua lekin awaaz bahut zyada ho gayi, sone me problem hoti hai.

Digital Access & Booking Preference**Q11. Do you have a smartphone at home? ***

- Yes
- No
- More than one phone

Q12. Which method is easiest for you to book a repair service? *

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- Yes
- Maybe
- No

Q14. What things will help you trust the technician? *

- Proper ID card
- Brand-approved technician
- Clear pricing before repair
- Ratings and reviews
- Local person from nearby village
- Other:

Q15. Any suggestion to improve repair service in your area? *

Gaon ke paas ek proper service centre ho jahan trained technician baitha ho.

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