

SATISFACTION SURVEY – DAVP/CDC

FOR THE CHANNELS, NEWS PAPERS ETC.

PLEASE ANSWER THE FOLLOWING QUESTIONS:

(Kindly send your responses to bggupta1@gmail.com latest by 30.7.2010.)

- 1. Name and address of your Organization:**
- 2. Name and designation of the respondent:**
- 3. Very briefly describe the procedure of getting an advertisement job from DAVP?**
- 4. Do you have a designated set of officials to deal with DAVP, if yes their number and designations.**
- 5. How often, for one advertisement job, you have to interact with DAVP and what type of information is sought by DAVP?**
- 6. Are your dealings with DAVP based on PAPER inputs and outputs only, if “NO”, what is the extent of work carried out electronically :- 100%, 80%, 60%, 40%, 20%, 0% (Tick the appropriate)**

- 7. What type of questions you ask DAVP or would like to ask DAVP, during the process of release of advertisement and after it? Give some examples.**

- 8. Does DAVP keep you informed about the progress of the release of your payment's likely date and means? If yes is it through Phone, E-mail, and Letter?**

- 9. Now as per IT Act 2000, Government of India has recognized and has started using digital signatures in its working, how comfortable do you feel about the use of digital signatures in dealing with DAVP?**

- 10. Do you have facility of INTRANET in your organization? If NO, how soon you can install it in your organization, considering the fact that a large number of organizations both governmental and private have started using INTERNET for their entire business.**

- 11. From time to time DAVP uploads many notices and useful information for your business on its Web Site, how often you have visited the Web Site of DAVP in the last three months?**

- 12. How useful and helpful is the Web Site of DAVP to you in getting information that can help you in your dealings with DAVP?**

- 13. What other information, which is useful to you, you would like DAVP to put on its Web Site? Give examples.**

- 14. Are the questions/queries and your concerns about your dealings with DAVP are being answered by DAVP promptly and to your satisfaction? If NOT, give examples.**
- 15. Do you know how many Channels and News Papers are impaneled with DAVP? Give your estimate.**
- 16. Is the process of empanelment used by DAVP transparent? If NOT, what changes do you suggest?**
- 17. How much time do you take to raise your bills to for the services provided to DAVP, after the release of the advertisement by you?**
- 18. How much does DAVP takes to pay your bills after you have submitted your bills complete in all respect?**
- 19. If you want DAVP to make your payments faster, you will have to reduce time taken by you to raise your bills. To what an extent you can reduce this time and how?**
- 20. What are the reasons of DEVIATIONS in amount billed by from the one given in the Release Order? How this can be avoided?**
- 21. Many government and private organizations have stated making payments through banks ONLY. If you are not ready for this procedure, how soon you will be ready?**

- 22. Do you get intimation from DAVP if your payment has been released to the bank? If yes, how do you get it: - By phone, E-mail, Letter.**

- 23. Is the process of award of advertisement jobs by DAVP to the various channels and news papers transparent? If NOT, give suggestion to make it more transparent.**

- 24. You do a large number of transactions with DAVP; give a few suggestions to make all these transactions more efficient.**

- 25. Are there any of your bills accepted by DAVP, pending with DAVP for payment? If yes, provide Release Order No., Amount and Date of your submission of the bill to DAVP.**

- 26. Are there any of your bills accepted by DAVP are under dispute? If yes, provide Release Order No., Amount and Date of your submission of the bill to DAVP.**

- 27. Make more suggestions, if any, to modernize DAVP.**