

Solution 1 – Affinity Diagram

Timely Service

Service has become extremely poor

You guys always make mistakes in the billing, and that too send it late!

I hate calls to check address when it is provided in the application form and that too after waiting for so long!

I could go and hand over the cheque at your retail outlet; instead of using the pick-up service

If you cannot install a new connection in 30 hours, no one will come to you!

Why can't you install a new connection by at least the following evening if we request it today morning?

Very slow installation!

Do you lay underground cables after we request for new connection?

Caring

If you have online payment facility, why don't you accept application forms online?

Quality of Service

Installation process is inconsistent!

How come you can't install a connection in 30 hours?

Quality of service is down

Pricing

Your installation rates are so high but the attached service is so low?