RAJASTHAN FINANCIAL CORPORATION
UDYOG BHAWAN, TILAK MARG, JAIPUR
(FR SECTION)

Ref.No.RFC/23FR/HO/Policy-81/ 998 Dated : 17.11. 2011
23

CIRCULAR
(FR- 674)

Reg : Feed back from customers

The Corporation is constantly looking for avenues through which it may multiply its quality business. It has been observed that a regular system of feed back from the customers may facilitate the Corporation in fine tuning its policies / products / services so as to make the same competitive and customer oriented in order to serve its customers better and multiply its business.

The issue of introduction of a system for getting regular feed back from the customers was deliberated at length in the PC&CC meeting held on 20.10.2011 in which it has been decided that Branch Managers will get feed back from its loanee concerns at the time of closure of accounts or in the event of switching over to other Financial Institutions.

Accordingly, all the Branch Managers are advised to get the feed back in the enclosed **"Customer Feed Back Form"** and ensure to send the same **on monthly basis**, with their comments and recommendations, to the **DGM(CAS-1)** who will put up detailed analysis before the PC&CC for discussions and taking decisions for fine tuning its policies so as to make the same competitive and customer oriented.

The Branch Managers will also ensure to communicate back with the customers on the actions taken on the feed back given by them.

All concerned are advised to make a note of above and ensure compliance.

Y.Mathur
(YADUVENDRA MATHUR) 23/11
CHAIRMAN & MANAGING DIRECTOR
for

Copy to:

1. All BOs / SOs
2. DGM(A&I), (WZ), Ajmer / Jodhpu .
3. Standard circulation at HO.

BO : _______________

RAJASTHAN FINANCIAL CORPORATION

CUSTOMER FEED BACK FORM

1	**Name & Address of the unit**	:	
2	**Name of the promoter(s)**	:	i) ii) iii) iv)
3	**Name & address of the key promoter(s)**	:	
4	**Contact No(s)**	:	Phone (With STD Code) :
		:	Mobile :
		:	Email :
5	**Account No(s)**	**:**	**Amount (Rs. In lakh)** **Date**
	Details of loan	:	
	Sanction	:	
	Disbursed	:	
	Date of closure of the accounts	:	
(A)	**Rating of the working of the Corporation?**	:	Excellent ( ) Good ( ) Average ( ) Not satisfactory ( ) (Indicate reasons if you rate "Average or Not satisfactory")
(B)	**Rating the working / behaviour of the officials of the Corporation?**	:	Excellent ( ) Good ( ) Average ( ) Not satisfactory ( ) (Indicate specific instance if you rate "Average or Not satisfactory")
(C)	**Upto what extent you are satisfied with the services extended by the Corporation**	:	Fully ( ) Partly ( ) Not satisfied ( ) (Indicate reasons if not fully satisfied)

(D)	**Are you switching over your loan account with other Financial Institution / bank?**	:	Yes / No (If yes, please give reasons for switching over)
(E)	**Your suggestions to improve the working / image of the Corporation and its officials**	:	System Procedure Behaviourial aspect of the official(s)
(F)	**Any other suggestions for improvement so as to serve you better**	:	

Date :

Place :

Signature of the Entrepreneur
(Name & correspondence address)

<u>Comments of the BM :</u>

Signature of the Branch Manager

<u>DGM(CAS)</u>