

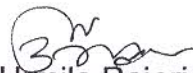
ID/M/2011/130/
26th Nov. 2012

CIRCULAR

One of the recommendations given by the ISO Consultant RITES is: "To incorporate the system of formal customer feedback to assess the customer's perception". To implement this recommendation, the RITES has suggested the introduction of "**Customer feedback form**" at all the points of customer interface.

A format for "Customer feedback form" has also been designed by RITES for RIICO, which is enclosed herewith. It is requested to all the Controlling Officers to kindly go through the same & suggest any modifications/additions/deletions, if any; to it. The same is to be returned back to the undersigned positively by 30th Nov. 2012, so that the finalized "Customer feedback form" can be introduced at the earliest, say from the 01st of December, 2012 onwards.

Encl.: a/a.


(Urmila Rajoria)
Advisor (A & M)
Also as MR

	Quality System Format	DOC No. : RIICO/MR/F/05-01
	Title: Customer Feedback Form	Issue No. 01
Reviewed & Approved By:	Sign.:	Page: 1 of 1
Issued By:	Sign.:	Page Rev. No. 00
		Effective date :

CLIENT FEED BACK ON RIICO SERVICES

A. GENERAL INFORMATION

- 1 Name of Company/ Individual:
- 2 **Customer details:**
 Address:
 Ph. No.: E-Mail:
 Project site/ location:
- 3 Period of your interaction with RIICO:
(Years/months)
- 4 How did you know (first time) about RIICO:
- 5 Are you aware of the range of services:
provided by RIICO

B. YOUR VALUABLE FEED BACK (Tick in the appropriate box for the applicable parameter):

S. No.	Feed Back Indices/ Parameter	Rating				
		Excellent	Very Good	Good	Average	Needs Improvement
1.	Quality of Infrastructure provided by RIICO					
2.	Quality of RIICO Services e.g. allotment through draw or auction, transfer of industrial Plot, N.O.C., Term Lending etc.					
3.	Timeliness of RIICO Services e.g. allotment of Plots & disbursement of Loan etc.					
4.	Maintenance of infrastructure executed by RIICO if applicable					

PTO

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S. No.	Feed Back Indices/ Parameter	Rating				
		Excellent	Very Good	Good	Average	Needs Improvement
5.	Timeliness of response on request					
6.	Competency level of officials					
7.	Supportive attitude of officials					
8.	Updated status of the information at the Website					
9.	Reasonability of rates/ charges					

Remarks/suggestions for improvement: _____

Note: Please send your feedback with in 10 days. If no reply is received within 10 days it shall be presumed that there is no comment on RIICO services.

Signature

Date