

# DEPARTMENT OF SCIENTIFIC & INDUSTRIAL RESEARCH

(PACE Division)

## CUSTOMER FEEDBACK FORM

Customer's Name :

Customer's Address :

Telephone No. :

### RATING METHODOLOGY:

Please tick the rating for each parameter on a scale of 1 to 10 where higher number means higher satisfaction level.

Sl.No.	PARAMETER	RATING									
		1	2	3	4	5	6	7	8	9	10
1.	Client's friendliness of the scheme										
2.	Courteousness of officers in DSIR										
3.	Accessibility of officers in the Division										
4.	Promptness in getting responses from DSIR										
5.	Timely processing of proposals										
6.	Degree of technical support provided by DSIR										

Any other suggestions/remarks:

(Signature of the customer)

Customer Satisfaction Index =  $\frac{\text{Total of ratings awarded}}{\text{Sum of maximum ratings (60)}} \times 100 = \dots\dots\dots\%$

(Divisional Head)