

Annexure - 5

Feedback survey for the FY 2018-19 on

We would love to hear your thoughts or feedback on how we can improve our services and your experience!

Q.1 Did you avail services of this section in this year?

Ans: a. Yes

b. No

c. No. of times availed

Q.2 When you contact the section office with questions or concerns, the information that you receive is best categorized as:

Ans:- a. Highly Reliable

b. Generally Reliable

c. Somewhat Reliable

d. Not upto the mark

e. Unreliable

Q.3 When you contact the section office with questions or problem-solving concerns or for availing services, the timeliness of the response delivering of service is:

Ans: a. Very Prompt

b. Mostly Prompt

c. Somewhat Prompt

d. Not Prompt

e. Highly unsatisfactory

Q.4 Behaviour and response of the Staff of the section is:

Ans: a. Very friendly

b. Polite

c. Some what friendly

d. Rude

e. Highly unacceptable

Q.5 Please provide your feedback on the quality of the service of this section:

Ans:- a. Excellent

b. Very Good

c. Good

d. Average

e. Poor

Q.6 Do you have suggestions on what we can do to provide you with a better service?

Ans: _____

