

Centre for Good Governance	 CENTRE FOR GOOD GOVERNANCE Knowledge • Technology • People	CMN – 004 V4.0
User Department Feedback Form		W.E.F. 07/01/2022

User Department Feedback Form

Please provide requested information for analysis, better and consistent performance purposes.

User Department Name:	Civil Supplies Corporation
Project Name	Online Procurement Management System
Project Manager\Co-Ordinator Name	
Address for communication:	Civil Supplies Bhavan, Erramanzil, Somajiguda
Phone:	7995050
Email	homlety.tscsl@gmail.com

Rating : Please provide your ratings on the scale of 1* to 5*

Note: If any item has the rating of less than 4, please detail the reasons for such rating
(This will be used as guidance for improvement).

1. Poor
2. Unsatisfactory
3. Satisfactory
4. Good
5. Excellent

NA: Not applicable

#	Attribute	Rating (1-5,NA)	Remarks
1.	Service Delivery/ Project Delivery:		
	a) The Project/Service was delivered as per the schedule	5	
	b) The delivered service\project was as per the requirements/specifications	5	
	c) The skills of the project team were as per expectations	5	
	d) The overall quality and performance of the final project/service delivered		
2.	Team members Service:		
	a) Approachability	5	
	b) Responsiveness	5	
	c) Communication skills	5	
	d) Flexibility	5	
	e) The promptness of problem resolution	5	
3.	User experience/feel about application	Excellent/Good/Average/Bad	
4.	Overall rating		
5.	As service provider, CGG offers "Value for Money".	Yes/No	
6.	Would you use CGG's Services again?	Yes/No	

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Feedback given by	Name	Sri V. Anil Kumar, IAS (Retd) ,	
	Designation	VC & Managing Director	
Signature		Date	