


Centre for Good Governance	 CENTRE FOR GOOD GOVERNANCE Knowledge • Technology • People	CMN – 004 V4.2
User Department Feedback Form		W.R.P. 07/01/2022

User Department Feedback Form

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

User Department Name:	Greater Hyderabad Municipal Corporation
Project Name	Revenue Modules(Property Tax, VLT, SSC)
Project Manager\Co-Ordinator Name	Suseela J
Address for communication:	Survey No. 91, Near Outer Ring Road, Chowrasta, Gachibowli, Telangana 500032
Phone:	040-2354-1907
Email	

Rating : Please provide your ratings on the scale of 1st to 5th
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 overall quality and performance of the final project/service delivered	5	
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	
5.	As service provider, CGG offers "Value for Money".	Yes/No	
6.	Would you use CGG's Services again?	Yes/No	