



# CSIR- STRUCTURAL ENGINEERING RESEARCH CENTRE

(Council of Scientific & Industrial Research)  
P.B.No.8287, CSIR Campus, Taramani, Chennai 600 113

Customer Satisfaction Evaluation Unit

## CUSTOMER SATISFACTION FEEDBACK FORM

CSIR Laboratory Name: **CSIR-Structural Engineering Research Centre**  
 Title of the project: **132kV D/C Tower Type "TD1 + 12m" Extn.,**  
 Project ID No.: **TSP 1195 41**  
 Project initiation date: (dd/mm/yy): **Project completion date: April 2017**  
 Name of Project Leader: **Cost of the Project: Rs 9,56,068/- (equivalent to USD)**

*Please use 5-point scale to indicate your satisfaction level below. The 5-point scale ranges from 1 being the least satisfied to 5 being most satisfied.*

### I. Responsiveness, Facilities and Infrastructure

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1) Support services (main-gate, reception, telephone operator, hospitality, etc) | 1 | 2 | 3 | 4 | 5 |
| 2) Business development group  | 1 | 2 | 3 | 4 | 5 |
| 3) Development and finalization of proposal (including agreement)                | 1 | 2 | 3 | 4 | 5 |
| 4) Operation/Maintenance of facilities and infrastructure                        | 1 | 2 | 3 | 4 | 5 |

### II. Interaction with project team during implementation

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1) Commitment towards project                           | 1 | 2 | 3 | 4 | 5 |
| 2) R&D Competence                                       | 1 | 2 | 3 | 4 | 5 |
| 3) Project implementation Strategy                      | 1 | 2 | 3 | 4 | 5 |
| 4) Flexibility in adopting changes during project       | 1 | 2 | 3 | 4 | 5 |
| 5) Adequacy of the effort                               | 1 | 2 | 3 | 4 | 5 |
| 6) Value System (Confidentiality, Ethical issues, etc.) | 1 | 2 | 3 | 4 | 5 |
| 7) Accessibility of the team leaders/members            | 1 | 2 | 3 | 4 | 5 |

### III. Deliverables

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1) Comprehensiveness                              | 1 | 2 | 3 | 4 | 5 |
| 2) Time frame observance                          | 1 | 2 | 3 | 4 | 5 |
| 3) Quality of work                                | 1 | 2 | 3 | 4 | 5 |
| 4) Presentation of final report                   | 1 | 2 | 3 | 4 | 5 |
| 5) Relevance of output to meet the customer needs | 1 | 2 | 3 | 4 | 5 |
| 6) Content of Innovation                          | 1 | 2 | 3 | 4 | 5 |

### IV. General remarks (Please tick-mark the appropriate response options for the following questions)

1. Would you like to repeat business with the laboratory?  Yes  No  
Please provide reason
2. Would you recommend this laboratory to others for R&D services?  Yes  No  
Please provide reason.
3. Level of Overall Satisfaction :

Poor  Fair  Good  Very Good  Excellent

Please feel free to provide additional information on your experience with the laboratory and the areas where it could improve (use a separate sheet)

Name of customer: M/s Ceylex Engineering Pvt., Ltd., Colombo, Sri Lanka.

Date:

**CEYLEX Engineering (Pvt.) Ltd**  
 Level 17, Parkland,  
 No. 33, Park Street,  
 Colombo 02.