

MECON LIMITED, RANCHI

Customer Satisfaction Measurement (CSM) Form (MECON: AQM: F-02)

(To be obtained from Customer's Project-in-charge /Package Co-ordinator)

- i) Projects having fee between 25 Lakhs and Rs 1.0 Crore : At approx. 100% stage of project progress (scheduled)
- ii) Projects having fee more than Rs 1.0 Crore: At approx. 50% and at approx. 100 % stage of project progress (scheduled)

>	Project Description :			
>	Package reference/general :			
>	Work Item No. : Fee			
>	Scheduled Project Progress stage at which CSM feedback obtained : 50% 100%			
1.	Scope of Services provided (tick mark more than one, as applicable)			
	Reports/FR/DPR Deposit Works			
	Design, Engg. Consultancy Third party inspection			
	PMC Management Consultancy			
	EPC Other Services, Pl. specify			
2.	Extent of fulfillment of Project Objective (Indicate $\%$ as per progress)			
	as on date			
	Planned (%)			
	Actual (%)			
	te: above points of this CSM form are to be filled by MECON' Project Coordinator and below points to be filled by the Customer's Project-in-charge /Package Co-ordinator.			
3.	Project schedule fulfillment rating :			
	1 2 3 4 5			

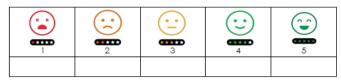
(Please tick mark your rating between 1-5, where 5 is Excellent & 1 is Poor)

4. Extent of satisfaction from service rendered:

x x	2	3	4	5

(Please tick mark your rating between 1-5, where 5 is Excellent & 1 is Poor)

5. Quality of personnel deployed:



(Please tick mark your rating between 1-5, where 5 is Excellent & 1 is Poor)

6.	Suggestions to improve system deficiency/quality of service rendered :				
7.	Any other pertinent issue related to Customer satisfaction :				
DIS	<u>SCLAIMER</u>				
the	e above feedback is based on the progress of project and is being furnished with a sincere objective of realizing the goal of Q.M.S and its improvement. This shales to be treated as legally and contractually binding on either party.				
	Signature (With Stamp) Name: Designation: Organisation:				
To	:				
<p< td=""><td>roject Coordinator's Name></td></p<>	roject Coordinator's Name>				
ME	pecify Project Name] ECON LIMITED, Office Address, as applicable >				

Note: MECON's Project Coordinator (PC) shall upload scanned copy upon receipt from Customer in Meconinfo/ DMS and same shall be emailed to Management Representative (MR), concerned SIC, SIC Marketing, CGM/ED & Director and original CSM form shall be retained with the PC.