

Brief on Feedback cum Suggestion Form

CBEC vide Service Quality Manual (SQM) introduced Feedback cum Suggestion Form available at Single Window Facility/ Facilitation Centers established at each Commissionerate's offices for collecting information on parameters that lead to high customer satisfaction. Parameters like reliability (timeliness, accuracy, & availability), responsiveness & empathy (caring attitude) and assurance (local language, knowledge and courtesy of employees).

The services attributes shall be measured through Customer perception feedback on the commitments mentioned in Citizens' Charter with the intention of continuous improvement in service delivery.

Citizens are requested to submit the Feedback cum Suggestion Form in the concerned Commissionerate. Sample Feedback cum Suggestion Form is made available at website.