



SOFTWARE TECHNOLOGY PARKS OF INDIA
BANGALORE

CUSTOMER FEEDBACK FORM ON STATUTORY SERVICE DELIVERY

Dear Member,

Software Technology Parks of India, society under MCIT, Government of India, has great pleasure in welcoming you to its club of esteemed members. We, in STPI-Bangalore, are trying to achieve maximum customer satisfaction by providing simplified, quality services to all our customers.

In our pursuit to sustain customer satisfaction and get better insight into customer needs, we have initiated a feedback on our statutory services. We therefore request you to give your valuable inputs on our service by filling up this form.

Form fields for personal and organizational details: NAME OF THE PERSON, DESIGNATION, NAME AND ADDRESS OF THE ORGANISATION.

1) Please comment on the availability & accessibility of required (Set Up) information

- a) VERY GOOD
b) GOOD
c) AVERAGE
d) NOT GOOD
e) BAD

If your answer is c / d / e, your reasons and suggestions please:

Blank lines for providing reasons and suggestions for question 1.

2) Please comment on the process involved & promptness in enquiry handling

- a) VERY GOOD
b) GOOD
c) AVERAGE
d) NOT GOOD
e) BAD

If your answer is c / d / e, your reasons for the same:

Blank lines for providing reasons for question 2.

3) Please comment on the clarity & sufficiency of paper work (Application form, etc.)

- a) VERY GOOD
- b) GOOD
- c) AVERAGE
- d) NOT GOOD
- e) BAD

If your answer is c / d / e, your reasons and suggestions please:

4) Please comment on the procedure involved in obtaining STP Approval

- a) VERY GOOD
- b) GOOD
- c) AVERAGE
- d) NOT GOOD
- e) BAD

If your answer is c / d / e, your comments and suggestions :

5) Please comment on the overall support offered by STPI personnel for the registration process

- a) VERY GOOD
- b) GOOD
- c) AVERAGE
- d) NOT GOOD
- e) BAD

If your answer is c / d / e, your comments and suggestions:

6) Any other general comments / suggestions / expectations

Date:

Signature

Please send the duly filled form to:

R. Nagaraja
Software Technology Parks of India,
76 & 77, 6th Floor, 'Cyber Park'
KEONICS, Electronics City
Hosur Road
Bangalore-560 100

For STPI-B Use Only

Feedback Reviewed By Name: _____
Group _____

Designation/

Action Taken

