

# FAIRFIELD

## Institute of Management Technology

### FEED BACK FORM ABOUT WORKING OF VARIOUS DEPARTMENTS OF FIMT

(To be filled and dropped in the drop box kept in office /submit online). Your views and suggestions will be kept confidential.

**(A) Purpose of visit and your view about the standard of services.**

- (i) Name of the Section \_\_\_\_\_
- (ii) Purpose of visit \_\_\_\_\_
- (iii) (a) No of visits you had to pay to get the service.  
Please tick mark  1  2  3  4  More than 4
- (b) Average time spent on each visit.  
Please tick mark  Up to 30 min  30-40 min  45-60 min  
 60-30 min  Over 90 min
- (iv) Was the required information available at the Counter?  Yes  No
- (v) Did the officer concerned explain the details of documents required to be filed with application  Yes  No

**(B) Availability of Officers & Staff in office**

- (i) Concerned Officer  Yes  No
- (ii) Counter Staff/ Dealing hand  Yes  No

**(C) How do you rate the behavior**  Very Good  Good  Average  Below Average

**(D) Environment, Hygiene and Sanitation**

- (i) Front office getup and general environment  Satisfactory  Un satisfactory
- (ii) Signage system/ Display of Notice Boards  Satisfactory  Un satisfactory
- (iii) Sitting arrangement  Satisfactory  Un satisfactory
- (iv) Availability of drinking water and glasses  Satisfactory  Un satisfactory
- (v) General cleanliness and hygiene  Satisfactory  Un satisfactory
- (vi) Proper ventilation  Satisfactory  Un satisfactory
- (vii) Availability of separate toilet facilities for Ladies and Gents  Satisfactory  Un satisfactory

**(E) Tout Menance and Corrupt Practices**

- (i) Were you intercepted by middleman/tout?  Yes  No
- (ii) Did you avail of his services? If yes, reasons therefore  Assured positive result  Avoid queue  
 Avoid frequent visits  To save time & energy  
 Lack of wateriness of processes and procedures

(iii) Did you come across any corrupt practices?

if yes please give details:  Yes  No

**(F) Satisfaction level**  Excellent  Quite satisfactory  Average below Average

**(G) Suggestions/ Remarks (Please attach additional paper if required)** \_\_\_\_\_

Name and Address: (Optional)

Tele No: (OPTIONAL)