


Centre for Good Governance User Department Feedback Form	 <b>CENTRE FOR GOOD GOVERNANCE</b> Knowledge • Technology • People	CMEN – 004 V4.0 W.E.F. 07/01/2022
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### User Department Feedback Form


Please provide requested information for analysis, better and consistent performance purposes.

<b>User Department Name:</b>	Telangana Legislature
<b>Project Name</b>	Computerization of Telangana Legislature
<b>Project Manager\Co-Ordinator Name</b>	Suneela Talari / M. Nageshwara Rao
<b>Address for communication:</b>	Public Gardens, Hyderabad, Telangana, 500004
<b>Phone:</b>	040-23232072 (Off), 23210408 (Fax) 66101313, Ext. 1351 (R) 040-23565539
<b>Email</b>	Secy_legis@telangana.gov.in
<b>Rating :</b> Please provide your ratings on the scale of 1* to 5* <b>Note:</b> If any item has the rating of less than 4, please detail the reasons for such rating (This will be used as guidance for improvement). 1. Poor 2. Unsatisfactory 3. Satisfactory 4. Good 5. Excellent NA: Not applicable	

#	Attribute	Rating (1-5,NA)	Remarks
1.	<b>Service Delivery/ Project Delivery:</b>		
	a) The Project/Service was delivered as per the schedule	4.5	
	b) The delivered service/project was as per the requirements/specifications	5	
	c) The skills of the project team were as per expectations	5	
	d) The overall quality and performance of the final project/service delivered	5	
2.	<b>Team members Service:</b>		
	a) Approachability	4.5	
	b) Responsiveness	5	
	c) Communication skills	5	
	d) Flexibility	5	
	e) The promptness of problem resolution	4.5	
3.	<b>User experience/feel about application</b>	Excellent/Good/Average/Bad	
4.	<b>Overall rating</b>	4.80	

#	Attribute	Rating (1-5,NA)	Remarks
5.	As service provider, CGG offers "Value for Money".		Yes/No
6.	Would you use CGG's Services again?		Yes/No

<b>Improvements Suggested</b>	-
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<b>Feedback given by</b>	<b>Name</b>	M. Nageshwara Rao
	<b>Designation</b>	OSD, Telangana Legislature
<b>Signature</b>	 Officer on Special Duty, Telangana Legislature Secretariat, Hyderabad.	<b>Date</b> 15-11-2024