

User Department Feedback Form


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

User Department Name:	Telangana State Road Transport Corporation
Project Name	Centralized Online Bus Pass Issue and Renewal (COBPIR)/Pass Automation & Accountal System
Project Manager\Co-Ordinator Name	Mr. J.Bharath , PM,CGG 1) Chief Engineer (IT) 2) Senior Manager IT-II,TGSRTC.
Address for communication:	Chief Engineer (IT) Bus bhavan, RTC 'X' Roads, Musheerabad, Zamistanpur, Hyderabad Telangana 500020.
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<p>Rating : Please provide your ratings on the scale of 1* to 5*</p> <p>Note: 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).</p> <ol style="list-style-type: none"> 1. Poor 2. Unsatisfactory 3. Satisfactory 4. Good 5. Excellent <p>NA: Not applicable</p>	

#	Attribute	Rating (1-5, NA)	Remarks
1.	Service Delivery/ Project Delivery:		
	a) The Project/Service was delivered as per the schedule	5	
	b) The delivered service\project was as per the requirements/specifications	5	
	c) The overall quality and performance of the final project/service delivered	5	
2.	Team members Service:		
	a) Approachability	5	
	b) Responsiveness	5	
	c) Communication skills	5	

#	Attribute	Rating (1-5, NA)	Remarks
	d) Flexibility	5	
	e) The promptness of problem resolution	5	
3.	User experience/feel about application	Excellent/Good/Average/Bad	
4.	Overall rating	Excellent	
5.	As service provider, CGG offers "Value for Money".	✓ Yes/No	
6.	Would you use CGG's Services again?	✓ Yes/No	

Improvements Suggested	
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Feedback given by	Name	B. Venka Reddy		
	Designation	Sr. manager - II - TNSRTC		
Signature		Date	13/06/24	