

**COACH REHABILITATION WORK SHOP, NISHATPURA, BHOPAL – 10**

Currently Valid from: 01/01/2008

F. No.: F/CSC/005

**Customer Satisfaction Measurement of MLR Coaches from POH Feedback**

**POH Workshop:**

**Date:**

Sr. No.	Coach No. & Rly	Type ICF/ BEML	CRWS MLR date	1	2	3	4	5	6	7	8	9	10	Remark
1.														
2.														
3.														
4.														
5.														
6.														
7.														
8.														
9.														
10.														

- 1** = Bogie Assembly
- 2** = Air brake system assembly.
- 3** = Corrosion repair of Shell.
- 4** = Exterior paint quality
- 5** = Interior Paint quality

- 6** = Condition of Seat & Berth.
- 7** = Water tank & plumbing assembly
- 8** = Main door & Shutter assembly.
- 9** = Fan & Light.
- 10** = Condition of Coach Flooring & PVC.

- A** = No Attention needed During POH
- B** = Normal Attention needed during POH
- C** = Heavy Attention needed During POH

**Signature/Name** :  
**Designation** :