

**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 Coaching Depot**

Railways: \_\_\_\_\_

No. of Coaches For Feed Back: \_\_\_\_\_

Period: \_\_\_\_\_

Date: \_\_\_\_\_

Sr. No.	Parameters	POOR	AVERAGE	GOOD	V. GOOD	EXCELLENT	Score* (No of coaches x score)	Remark
1.	Brake gear assembly fitment							
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.							

**TOTAL =**

(\*Score: Poor = 1, Average=2, GOOD=3, V. GOOD=4, EXCELLENT=5)

**Signature :**

**Name :**

**Designation :**