

Customer Satisfaction Measurement of POH 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 :

COACH REHABILITATION WORK SHOP, NISHATPURA, BHOPAL – 10

Form No.: F/CSC/005
Currently Valid from: 05.01.2022

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
11.	Brake gear assembly fitment							
12.	Air brake system assembly							
13.	Corrosion repair of Shell							
14.	Exterior paint quality							
15.	Interior Paint quality							
16.	Condition of Seat & Berth							
17.	Water tank & plumbing assembly							
18.	Main door & Shutter assembly.							
19.	Fan & Light.							
20.	Condition of Coach Flooring & PVC.							

TOTAL = _____

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

Note: - in case score less than five, please indicate area of improvement in concerned Remark column is required

Signature :

Name :

Designation :