

**MINISTRY OF INDUSTRIAL DEVELOPMENT, SMEs AND COOPERATIVES
(COOPERATIVES DIVISION)**

Form Number: CD 17 & 18

Customer Feedback Form

***The Cooperatives Division is MS ISO 9001:2015 Certified.
This survey is being conducted to assess the Quality of the Services provided by the
Cooperatives Division***

Your feedback on our services at the Head Office and the Co-operative Business Centres is very important as this will help us to improve our work and satisfy your requirements in a better manner.

A. DETAILS OF CUSTOMER

1. Name of Co-operative Society: _____

2. Name of Person giving feedback: _____

3. Designation of Person giving feedback: _____

4. Contact Details

Tel. No.: _____

Address: _____

B. FEEDBACK ON THE CO-OPERATIVES DIVISION (HEAD OFFICE)

5. Please give your appreciation (Tick as appropriate) on the following services provided by the Head Office of the Cooperatives Division:

	<i>Very Good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Poor</i>
(a) Public Relations & Counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Formation & Registration of Co-operative Societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Promotion & Development of Co-operative Sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Operation of Incentive Schemes, Projects, Activities and Programmes for the development of co-operatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Dissemination of information on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

support, services, schemes and projects

Very Good

Good

Satisfactory

Poor

(f)	Audit of Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g)	Disputes & Arbitration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h)	Inscription of Fixed Charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i)	Release of Charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j)	Liquidation of Co-operative Societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k)	Consolidation of Co-operative Societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l)	Response to Enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m)	Response to Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n)	Accessibility to Officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(o)	Time taken to provide services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(p)	Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(q)	Reliability of Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(r)	Infrastructural Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(s)	Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. FEEDBACK ON COOPERATIVE BUSINESS CENTRES (CBCs)

6. Please give your appreciation (Tick as appropriate) on the following services provided by the Cooperative Business Centres of the Cooperatives Division:

	<i>Very Good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Poor</i>
(a) Formation of Cooperative societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Counselling on activities of cooperative societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Handling of complaints and problems of cooperators and cooperative societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Supervising, inspecting and monitoring of cooperative societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Providing on-the-job training to cooperators, staff members and Board of Directors of cooperative societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Guiding secretaries in book keeping and assisting in the preparation of accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Coordinating events / activities of cooperatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Undertaking inquiry, arbitration and liquidation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Processing of inscription and release of charges, amalgamation, merger, joint-venture and amendment of rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Provision of services related to audit of cooperative societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Guidance on matters related to audit of cooperative societies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Provision of information on incentives, facilities and schemes of the Cooperatives Division of the Ministry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Very Good

Good

Satisfactory

Poor

(m) Assistance to make application for the incentives, facilities, schemes of the Ministry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Assistance for project write up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(o) Monitoring of projects/ schemes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(p) Facilitating capacity building of Cooperatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(q) Conducting sensitization Programme / promotion of cooperatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Additional comments / suggestions, if any, on the services provided at the Head Office / CBCs you would like to make: -

Date:

Thank you for your participation.