



**Subject: CUSTOMER FEEDBACK – DSC**

Dear Customer,

We are very happy to have you as one of our esteemed customers and would like to exceed your expectation on the quality of our products and services. In this connection it would be very much appreciated if you could spare some moments to provide feedback on our products, deliveries and service. This will help us in improving our products and processes and thereby improving our service to all our customers like you.

Thanking you and with kind regards,

Date:

(Head-(n)Code)

Please rate our performance against your expectation:

#	Attributes	Excellent					Good					Fair					Poor				
		100	95	90	85	80	75	70	65	60	55	50	45	40	35	30	25	20	15	10	5
1.	Registration Process																				
2.	Downloading of Certificate																				
3.	Response Time – Application Processing																				
4.	Usage of Certificate																				
5.	User-friendliness of the web site																				
6.	Answer to complaints and helpdesk support																				

Suggestions :

Name:

Organization:

Date:

CID:

Signature & Stamp of Organization: