



Dear Customer,

To assess the quality of customer service rendered by our branches and to get the feedback directly from customers, we are conducting an online survey. We are attaching the Survey format in our website, and request you to provide your frank opinion on the quality of service rendered in our Branch. You are requested to mail your opinion to our E mail apgbplanning@apgb.in

Thanking you,

CHAIRMAN

APGB HO, KADAPA



Dear Customer: Please spare few minutes to give us your feedback on our services by answering this questionnaire

My name: _____ Banking Since..... (Years). My A/c Number: _____ At Branch: _____
 My Phone Number: _____ My Mobile Number: _____ My E-mail Address: _____ Age _____ Sex: Male/Female

Please Tick appropriately

Annual Income (Rs): Below 1. Lakh _____ 1 to 3 Lakhs _____ 3 to 6 Lakhs _____ 6 to 10 Lakhs _____ above 10 Lakhs _____

Occupation: Service _____ Business _____ Professional _____ Self-employed _____ Housewife _____ Student _____ Others (Please specify) _____

Type of account: Saving _____ Current _____ Term Deposit _____, Loan accounts Others (Please specify) _____

What is the normal time taken for completing the following transactions in the bank branch? Also, please rate your satisfaction level with the amount of time taken. Please tick appropriate Box										Please rate your satisfaction levels on the following: Please Tick appropriate Box					
Time taken					Satisfaction Level										
Transactions	3-5 min	5-10 min	10-15 min	More than 15 min	Extremely satisfied	satisfied	Some what satisfied	Dissatisfied	Extremely dissatisfied		Extremely satisfied	satisfied	Some what satisfied	Dissatisfied	Extremely dissatisfied
Cash Deposits										Speed of transactions at counters					
Cash Withdrawal										Correctness/Accuracy of transactions at counters					
Updation of Pass Book										Behaviour /attitude of bank staff					
Issue of Term deposit										Presence of staff at counters					
Are you using any of the following Services? If yes, rate your satisfaction										Knowledge of bank staff about bank's products and services					
	Yes	No	Extremely satisfied	Satisfied	Some what satisfied	Dissatisfied	Extremely dissatisfied								
ATM								Punctuality in commencing business in the branch							
NEFT/RTGS								Availability and display of information at branch							
Internet/Mobile Banking								Facilities like seating arrangement, drinking water, stationary etc offered at branch, Ambience of the branch							
Do you have any suggestions/comments for us?															
Thank you for your valuable feedback															



FEED BACK ON LOANS

How did you come to know about the loan scheme you have applied/wish to apply?

Advertisement: ___ Friends/Relatives ___ Branch Staff ___ Website ___

Have you availed any loan ?

If yes, specify the loan details _____

Rate your satisfaction levels on the following: Please Tick appropriate Box					
	Extremely satisfied	Satisfied	Some what satisfied	Dissatisfied	Extremely dissatisfied
Agricultural loan					
Priority Sector loan					
MSME loan					
Retail Loans (Housing loans, Educational Loan, Personal loans etc)					

Feedback on your experience in sanction/disbursement of loan in two lines

Customer Signature

Date: