



UCO BANK

Head Office : Kolkata- 700 001

CUSTOMER SERVICE RATING

APPEAL TO THE CUSTOMERS

Dear Customer,

You are the most important person visiting our Bank. Your satisfaction is our concern. Our very existence is dependent on the patronage we receive from you and we owe you Service, which is your rightful claim.

Our branch is the primary unit where service is rendered to you. Therefore, it is incumbent on our branches to be ever concerned about the standard of services offered by them.

Keeping the above in mind we seek your co-operation by way of furnishing us your independent opinion regarding quality of services you receive from our branches through your free and frank responses noted in the questionnaire given below.

Your views/suggestions for improving our services would be of immense help to the Bank and we assure you that the same will be kept confidential and will not be shared with the concerned branch. Please send your response directly to the Asstt. General Manager (Publicity & PR), Head Office 2, India Exchange Place, 3rd floor, Kolkata - 700 001. e-mail address- hopgr.calcutta@ucobank.co.in, Fax No. 033-2230 2559.

Thanking you and with sincere regards,

(V. Sridar)

Chairman & Managing Director

QUESTIONNAIRE ON CUSTOMER SERVICE RATING

NAME OF THE BRANCH.....

Please tick (✓) following services / facilities based on your personal experience in dealing with the branch office :

PART - A - QUALITATIVE ASPECTS

Sl. No.	Services	Ratings			
		V. Good	Good	Average	Poor
1.	Cleanliness, Layout, Access to the entrance, Visibility of Signboards				
2.	Space available for sitting / waiting / writing				
3.	Easy availability of loose pay-in-slips, withdrawal slips, DDs / TTs forms & challans etc.				
4.	Availability of services of staff members :				
	a) For any enquiry				
	b) Listening to your problems				
	c) Guidelines for various deposit schemes, their advantages				
	d) For procuring publicity related materials				
5.	General behaviour of the members of staff				
6.	Availability of services at Computerised Counters eg. Knowing the balance, Debit /Credit of instruments etc., and delivery of printed Pass Books / Statements				

7.	Expert services available in handling of import / export business	V. Good	Good	Average	Poor
8.	Compliance of standing instructions	V. Good	Good	Average	Poor
9.	Your experience about Locker Service rendered by the branch	V. Good	Good	Average	Poor
10.	Availability of Complaint Register on demand	Easily available on Demand		Not available	
11.	Any complaint lodged by you is still to be redressed. If so please put the date of complaint lodged with the branch	None		Not attended (put date of lodgement of complaint)	

PART - B - QUANTITATIVE ASPECTS

Sl. No.	Staff initiative to minimise waiting hours of the customers at the Counter				
1.	Payment of Cash, Cheques, Demand Drafts	within 15 mts.	15-30 mts.	More than 30 mts.	
2.	Receipt of Cash in the accounts / purchase of DDs and in other accounts	within 15 mts.	15-30 mts.	More than 30 mts.	
3.	Delivery of Demand Drafts / Pay Orders / Bank Orders	within 20 mts.	20-30 mts.	More than 30 mts.	
4.	Delivery of Fixed Deposit Receipts	within 20 mts.	20-30 mts.	More than 30 mts.	
5.	Updating of Savings / RD Pass Books (Where entries are not more)	Within 15 mts.	15-30 mts.	More than 30 mts.	More than 1 day
6.	Issue of Cheque Books in Current / SB a/cs	Within 15 mts.	15-30 mts.	More than 30 mts.	More than 1 day
7.	Issue of Statement of Accounts (Manual)	Within 7 days	7-15 days	More than 15 days	
8.	Issue of Statements of Accounts / Pass Books (on Computers)	Instantly	More than 30 mts.	More than 1 hour	
9.	Credit of proceeds of domestic transfers	Within 20 mts.	20-30 mts.	More than 30 mts.	
10.	Affording credit upto Rs. 15,000/- in respect of outstation cheques	Immediate	On Request	Not Done	
11.	Time taken in realisation of proceeds of outstation cheques / bills	Within 14 days	15-21 days	More than 21 days	
12.	Time taken in sanctioning of loans against Bank's deposits	Within 30 mts.	30-60 mts.	More than 60 mts.	

Your suggestions, if any, for improving Customer Service at the Branch :

NAME :

SIGNATURE :

Account Number :

Date :

Branch :