

Issue Date: 01.12.2013

CENTRAL ELECTRONICS CENTRE, IIT MADRAS**JOB REGISTRATION FORM - SERVICING****(To be filled by the User)**

Name of the Dept/Centre: Name of the Laboratory :

Name of the Equipment: Name of the Manufacturer:

Model No. : Serial No:

Source of Funding for the purchase: Institute/Project Country of Origin: Indian/Foreign Approx. Cost:

Is Equipment under Warranty? : Yes/No Have the following been supplied?

User Manual : Yes/No

Are spares available in the User Lab : Yes/No Service Manual with/without diagram : Yes/No

Power Cable : Yes/No

Name of the Contact Person: Phone No:

(in the User Laboratory) Email ID:

Symptoms observed by the User:.....

Has any attempt been made to service? : Yes/No

If yes, mention the particulars :

Name & Signature of the Head of the Laboratory / Project Coordinator Email ID:

Office Seal: Date:

ACKNOWLEDGEMENT**(To be filled by CEC)**Date of receiving the Equipment :

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 (in CEC)Identification Code:

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Job Registration No. :

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 IIT -SERItems Received: Complete Equipment/
Plug-in-module/ PCB/Accessories

Details of accessories supplied, if any :

Testing Requirements: Yes / No Physical damage, if any:

Calibration Requirements: Yes / No

Signature of the Customer Service Associate
Date:Signature of HOC
Date:**CLIENT COPY**

Equipment Description:

Job Registration No:

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 IIT-SERSignature of the Customer Service Associate
Date:To know the status of Servicing, please contact
Customer Service at phone No 5945

ACKNOWLEDGEMENT

1. The Equipment has been serviced Yes/No
2. We have received the Equipment in good working condition Yes/No
3. We have received the information form CEC regarding the precautionary Measures to be followed while using the Equipment Yes/No
4. We have received all the manuals/accessories given by us Yes/No
5. We have received the unserviced Equipment with the reason for non-service Yes/No

CUSTOMER FEEDBACK**Please put a TICK MARK in the appropriate Column**

<u>Our People</u> How Strongly do you agree or disagree with the following statements?	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Our engineers were Knowledgeable and courteous					
Our Engineers response to your enquiries were purposeful and timely					
The services provided met your expectation					

<u>Our service</u> How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Time taken to complete the job					
Equipment handling processes and condition of returned equipment					
Warranty Service, if applicable					
Quality of Service					

<u>Satisfaction</u> How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Our facilities					
Your overall Experience					

Opportunities for improvement and/ or Comments (Including appreciation/ complaints, if any):

Date:

Signature of the Customer

*Warranty for the serviced Equipment with same fault is 3 month