

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?

Are spares available in the User Lab: Yes/No User Manual : 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

Office Seal

Email ID:

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 - SER

Items 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-SER

Signature of the Customer Service Associate
Date:

To know the status of Servicing, please contact
Customer Service at phone No 5945

ACKNOWLEDGMENT

- | | |
|--|----------|
| 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 CLC 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>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
How Strongly do you agree or disagree with the following statements?	1	2	3	4	5
Our engineers were knowledgeable and courteous					
Our Engineer's response to your enquiries were purposeful and timely					
The services provided met your expectation					

<u>Our Service</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How satisfied are you with...	1	2	3	4	5
Time taken to complete the job					
Equipment handling processes and condition of returned equipment					
Warranty Service, if applicable					
Quality of Service					

<u>Satisfaction</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How satisfied are you with...	1	2	3	4	5
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