

#### Customer Feedback Form Document No: CDA/PD/INS/REC-027

Issue No : 01 Issue date : 28/12/2018 Revision No: 00 Revision Date: 00/00/0000

No. 11, Duke Street, Colombo - 01, Tel:011-3288495 Web: www.cda.gov.lk

#### **Customer Feedback Form**

Please use this form to give us suggestions, compliments or complaints on our services.

id you registered under Processing Development Division of CDA for the year 2018  es	sion of CDA for the year 2018? umber
No If yes mention the registration number	sion of CDA for the year 2018? umber
re you satisfied with the registration process last year?  Yes No  'No' please mention what are the difficulties faced by you during the registration process  ease rate the registration process of CDA	umber
Yes No If yes mention the registration number	umber
Yes No No Please mention what are the difficulties faced by you during the registration process of CDA	
Yes No No Please mention what are the difficulties faced by you during the registration process lease rate the registration process of CDA	during the registration process?
Yes No No Please mention what are the difficulties faced by you during the registration process lease rate the registration process of CDA	during the registration process?
f 'No' please mention what are the difficulties faced by you during the registration process	during the registration process?
lease rate the registration process of CDA	during the registration process?
Very Poor   Poor   Moderate   Good   Very Good	
	Very Good
Did you contest Duccessing Division for any issues related to system contification?	40.4.4.0 00.04.00 00.04.00.00
Did you contact Processing Division for any issues related to system certification? x: ISO 22000 inspections, GMP inspections participated by CDA etc.	•
Yes No If 'No' please move to section 3	1
'Yes' briefly describe the services you obtain related to system certification	<b>-</b>

Verified By:

Page 1/4

Authorized BY: .....

(Director - PD)

Prepared By: Quality Manager



Customer Feedback Form
Document No: CDA/PD/INS/REC-027

Issue No : 01 Issue date : 28/12/2018 Revision No: 00 Revision Date: 00/00/0000

Are you	ı satisfi	ed serv	vices pro	ovide	ed from Processin	ng Division rela	ted to system cert	ification?
Yes		No						
If 'No'	please	mentic	n what	are t	he difficulties fac	ed by you durin	ng services provid	ed from
	_				stem certification			
Dlaggar	oto tha	a a mui a		dad.	related to greatern	aartification of	CDA	
		Servic	•	idea .	related to system			1
Very	Poor Poor		Poor		Moderate	Good	Very Good	
•				_	•		product certific	cation?
Ex: Obt	taining	any ap	provals	for p	products/package	s etc		
Yes		No		If "	No' please move	to section 4		
If 'Yes'	briefly	descr	ibe the s	servi	ces you obtain re	lated to product	certification	
are you	satisfie	d serv	ices pro	vide	d from Processin	g Division relat	ed to product cert	ification?
Yes		No						
If 'No'	please 1	mentic	n what	are t	he difficulties fac	ed by you durin	ng services provid	ed from
	_				oduct certification			
Please r	ate the	servic	es provi	ided	related to produc	t certification o	f CDA	-
Very	Poor Poor		Poor		Moderate	Good	Very Good	

Prepared By : Quality Manager	Authorized BY: (Director - PD)	Verified By:	Page 2/4
-------------------------------	--------------------------------	--------------	----------



### Customer Feedback Form Document No: CDA/PD/INS/REC-016

Issue No : 01 Issue date : 28/12/2018 Revision No: 00 Revision Date: 00/00/0000

4. Do you obtain services from Service Coord	ination Center?
--	-----------------

Yes		No	If	`'No' please move to	o section 5	
Please p	ut 'X'	for the	services	you obtain from ser	vice coordination	n center.
Quality	certif	icates-S	almonel	la/Aflatoxin/Sulfur	dioxide verificat	ion & physical quality certificates
Sample	subm	ission f	or analys	sis and obtaining tes	t reports	
Other:	Please	mentio	n here			
Yes  If 'No' I  Service	blease 1 Coordi	No mention (	n what ar Center?	re the difficulties fac	ed by you during	g the services provided from
	Poor		Poor	Moderate	Good	Very Good
		1				<u>'</u>

#### 5. Did you obtain any loan facility from CDA?

Yes	No		If 'No' please move to section 6
-----	----	--	----------------------------------

If 'Yes' what is the loan facility you obtained?

Kapruka Nipayum Diriya	Kapruka Jaya Isura	
What is the scale of loan?		

> Rs. 500,0000	
Rs. 500,0000 to 100,0000	
< Rs.100,0000	

Prepared By : Quality Manager	Authorized BY:(Director - PD)	Verified By:	Page 3/4
	(Director - PD)		I



### Customer Feedback Form Document No: CDA/PD/INS/REC-016

Issue No : 01 Issue date : 28/12/2018 Revision No: 00 Revision Date: 00/00/0000

If 'No' please facilitation?	e mention w	what are the difficulties f	aced by you duri	ng services related t	to loan
	• • • •			1. 4.CD 1.0	
Yes Yes	No No	If 'No' please move		nd of CDA?	
If 'yes' are ye	ou satisfied	with the services provid	ad related to Mil	1 Davelonment Fun	d of CDA?
Yes Yes	No No	with the services provid	led related to Iviii	n Development Fun	u oi CDA!
			aced by you duri	ng services provide	d related to Mill
If 'No' please	e mention w	viiai are ine unincumes m	ucca by you dull		
If 'No' please Development			acca by you dull	Service Production	
Development	Fund of C				
Development	Fund of C	DA 			
Development	Fund of C	DA 			
Development	Fund of C	DA 			
7.If you have	Fund of C	DA 	nention below.		
7.If you have	e any addit	DA ional feedback please r	nention below.		
7.If you have	e any addit	ional feedback please r	nention below.	of CDA	
7.If you have	e any addit	ional feedback please r	nention below.	of CDA	
7.If you have	e any addit	ional feedback please r	nention below.	of CDA Very Good	
7.If you have	e any addit	ional feedback please r	nention below.	of CDA	
7.If you have	e any addit	ional feedback please r	nention below.	of CDA Very Good	