	Inspection Unit Processing Development Division Coconut Development Authority	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
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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.

Your details

1.Name of the company :
2.Product Type/types: 3.Email:
4.Address : 5.Tel :

Please put 'X' where necessary. Attach extra sheets if required

1. Did you registered under Processing Development Division of CDA for the year 2018?

Yes		No		If yes mention the registration number
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Are you satisfied with the registration process last year?

Yes		No	
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If 'No' please mention what are the difficulties faced by you during the registration process?

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Please rate the registration process of CDA

Very Poor	Poor	Moderate	Good	Very Good
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2. Did you contact Processing Division for any issues related to system certification?

Ex: ISO 22000 inspections, GMP inspections participated by CDA etc.

Yes		No	If 'No' please move to section 3
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If 'Yes' briefly describe the services you obtain related to system certification

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Are you satisfied services provided from Processing Division related to system certification?

Yes		No	
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If 'No' please mention what are the difficulties faced by you during services provided from Processing Division related to system certification?

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Please rate the services provided related to system certification of CDA

Very Poor	Poor	Moderate	Good	Very Good
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3. Did you contact Processing Division for any issues related to product certification?

Ex: Obtaining any approvals for products/packages etc

Yes		No		If 'No' please move to section 4
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If 'Yes' briefly describe the services you obtain related to product certification

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are you satisfied services provided from Processing Division related to product certification?

Yes		No	
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If 'No' please mention what are the difficulties faced by you during services provided from Processing Division related to product certification?


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Please rate the services provided related to product certification of CDA

Very Poor	Poor	Moderate	Good	Very Good
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4. Do you obtain services from Service Coordination Center?

Yes		No		If 'No' please move to section 5
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Please put 'X' for the services you obtain from service coordination center.

Quality certificates-Salmonella/Aflatoxin/Sulfur dioxide verification & physical quality certificates	
Sample submission for analysis and obtaining test reports	
Other: Please mention here	
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Are you satisfied with the services provided from Service Coordination?

Yes		No	
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If 'No' please mention what are the difficulties faced by you during the services provided from Service Coordination Center?

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Please rate the services provided by the Service Coordination Center of CDA

Very Poor	Poor	Moderate	Good	Very Good
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5. Did you obtain any loan facility from CDA?


Yes		No		If 'No' please move to section 6
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If 'Yes' what is the loan facility you obtained?

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

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

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Are you satisfied with the services provided related to loan facilitation?

Yes		No	
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If 'No' please mention what are the difficulties faced by you during services related to loan facilitation?

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6. Did you obtain any funding from the Mill Development Fund of CDA?

Yes		No		If 'No' please move to section 7
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If 'yes' are you satisfied with the services provided related to Mill Development Fund of CDA?

Yes		No	
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If 'No' please mention what are the difficulties faced by you during services provided related to Mill Development Fund of CDA

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7.If you have any additional feedback please mention below.

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Please rate overall services provided by Processing Development of CDA

Very Poor	Poor	Moderate	Good	Very Good
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Signature

.....
Date

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