

AT CANARA BANK WE LOVE TO LISTEN

Dear Customer,

To assess the quality of customer service rendered by our branches and to get the feedback directly from customers, we are conducting an online survey. We are attaching the Survey format in our website, and request you to provide your frank opinion on the quality of service rendered in our Branch. You are requested to mail your opinion to our E-mail - hocss1@canarabank.com

Thanking you,

Assistant General Manager
Customer Service Section
Strategic Planning & Development Wing
Head Office, Bengaluru - 560 002

(Updated on 24.05.2022)



CUSTOMER SERVICE SECTION
STRATEGIC PLANNING AND DEVELOPMENT WING
112, J C ROADHEAD OFFICE
BENGALURU - 560 002

PH NO: 080 - 22484607
hocss1@canarabank.com

केनरा बैंक Canara Bank

Dear Customer: Please spare few minutes to give us your feedback on our services by answering this questionnaire

My name: _____ Banking Since _____ (Years). My A/c Number: _____
 My Phone Number: _____ My Mobile Number: _____ My E-mail Address: _____

At Branch: _____
 Age _____ Sex: Male/Female

Please Tick appropriately
 Annual Income (Rs): Below 1 Lakh _____ 1 to 3 Lakhs _____ 3 to 6 Lakhs _____ 6 to 10 Lakhs _____ above 10 Lakhs _____
 Occupation: Service _____ Business _____ Professional _____ Self-employed _____ Housewife _____ Student _____ Others (Please specify) _____
 Type of account: Saving _____ Current _____ Term Deposit _____, Loan accounts Others (Please specify) _____

What is the normal time taken for completing the following transactions in the bank branch? Also, please rate your satisfaction level with the amount of time taken.					Please rate your satisfaction levels on the following: Please Tick appropriate Box												
Transactions	Time taken				Satisfaction Level					Speed of transactions at counters	Correctness/Accuracy of transactions at counters	Behaviour /attitude of bank staff	Presence of staff at counters	Knowledge of bank staff about bank's products and services	Punctuality in commencing business in the branch	Availability and display of information at branch	Facilities like seating arrangement, drinking water, stationary etc offered at branch, Ambience of the branch
	3-5 min	5-10 min	10-15 min	More than 15 min	Extremely satisfied	satisfied	Some what satisfied	Dissatisfied	Extremely dissatisfied								
Cash Deposits																	
Cash Withdrawal																	
Updation of Pass Book																	
Issue of Term deposit																	
Are you using any of the following Services? If yes, rate your satisfaction																	
	Yes	No	Extremely satisfied	Satisfied	Some what satisfied	Dissatisfied	Extremely dissatisfied										
ATM																	
NEFT/RTGS																	
Internet/Mobile Banking																	
Do you have any suggestions/comments for us?																	
Thank you for your valuable feedback																	





FEED BACK ON LOANS

How did you come to know about the loan scheme you have applied/wish to apply?

Advertisement: Friends/Relatives _____ Branch Staff _____ Website _____
 Have you availed any loan? _____
 If yes, specify the loan details _____

Rate your satisfaction levels on the following: Please Tick appropriate Box

	Extremely satisfied	Satisfied	Some what satisfied	Dissatisfied	Extremely dissatisfied
Agricultural loan					
General Advances					
Priority Sector loan					
MSME loan					
Retail Loans (Housing loans, Educational Loan, Personal loans etc)					

Feedback on your experience in sanction/disbursement of loan in two lines

