



**Form for Customer Satisfaction Index  
(B. Vendor Feedback form)**

Form No.  
BEML/VIG/QM/F12

SN	Factor	Weigh- tage (W)	Rating (R) <i>[Please indicate tick mark (✓)]</i>					Score (W x R)
			5 Excellent	4 Very Good	3 Good	2 Ave- rage	1 Poor	
1	Fairness & Transparency in Procedure adopted for Vendor Registration <i>(Ex : Procedures are simple, online, time bound response etc., )</i>	5						
2	Transparency in NIT for bid invitations.	4						
3	Adequacy/clarity of content of NIT/ Specifications / requirements of tender issued by BEML	8						
4	BEML support for online participation in e-bidding	4						
5	Simplification of procedure adopted for Awarding of contracts	4						
6	Satisfaction index on timely Payments	8						
7	EMD /SD refunds in time	7						
8	Timely information on material rejection by BEML	5						
9	Efforts of Vigilance Dept for making system transparent & responsive and Systemic Improvement	15						
10	Response from vigilance against timely resolution of complaints	15						
11	Over all Transparency / Fairness/responsiveness level in BEML in dealing with Vendors	25						

Remarks, if any:

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Vendor Code & Official Seal

Date: