



# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM

CUSTOMER NAME	M/s ITC GRAND MARATHA HOTEL.
ADDRESS	Sahar Airport, Andheri (E.), Mumbai - 400 099

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓			
3	Availability of infrastructure and facilities for your requirements.	✓			
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓			
7	Maintenance of Delivery Schedule	✓			
8	Our response to your complaint	✓			
9	Effectiveness of resolved complaints.	✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

QUALITY AT COMPETITIVE RATE, KEEP IT UP.  
NEED TO RECRUIT MORE SKILLED & EXPERIENCED SUPERVISORS.

Name of contact person: ADITYA KUMAR  
Department: ENGINEERING Designation: ASSI. CHIEF ENGINEER  
Tel No.:  
Fax:  
Mobile No: 9870981183  
E mail: aditya.kumar@itc hotels.in  
Signature: [Signature] Date: 19/02/14  
Seal of Company: [Seal]

Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By





# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM

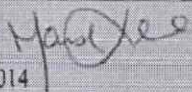

CUSTOMER NAME	M/s Ramesh Khanna Estates & Investments Private Limited
ADDRESS	3 Ruia Park, Juhu Beach Mumbai 400 049.

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓			
3	Availability of infrastructure and facilities for your requirements.	✓			
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓			
7	Maintenance of Delivery Schedule	✓			
8	Our response to your complaint	✓			
9	Effectiveness of resolved complaints.	✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

NA

Name of contact person: Manish Khanna	
Department:	Designation: Director
Tel No.: +91 22 66934000	Signature:  Date: 19.02.2014 Seal of Company: 
Fax:	
Mobile No: 8108064000	
E mail: jyoti@rknk.com	

Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By





# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM



CUSTOMER NAME	M/s NOVOTEL HOTEL LTD.
ADDRESS	Balraj Sahani Marg, Juhu Beach Mumbai Mumbai 400 049.

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓			
3	Availability of infrastructure and facilities for your requirements.	✓			
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓			
7	Maintenance of Delivery Schedule	✓			
8	Our response to your complaint	✓			
9	Effectiveness of resolved complaints.	✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

Increase Vendor choices for  
competitive purposes.

Name of contact person:	MANISH KHANNA	
Department:	OWNER	Designation: EXECUTIVE DIRECTOR
Tel No.:	91-22-66934444	Signature:  Date: 16/2/2014 Seal of Company: 
Fax:		
Mobile No:	8108064000	
E mail:	manish@stmk.com	

Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By





# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM

CUSTOMER NAME	M/s MD.SALIM KHAN CIVIL CONSTRUCTOR
ADDRESS	Oshiwara Industrial premises Co.op Society Ltd, Plot No.D-13,Gaia No.C-150,1 <sup>st</sup> Floor,C-Wing, Goregaon ( W. ) ,Mumbai – 400 104.

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓			
3	Availability of infrastructure and facilities for your requirements.	✓			
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓			
7	Maintenance of Delivery Schedule	✓			
8	Our response to your complaint	✓			
9	Effectiveness of resolved complaints.	✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

— Good Job! —

Name of contact person: Mr. Samir Shaikh.	
Department: Owner	Designation: Managing Director
Tel No.: 28711581	Signature: <i>Samir</i>
Fax: 022 2871 1581	Date: 06-02-2014
Mobile No: 9167384445	Seal of Company:
E mail: sa.salam19@yahoo.com	



Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By





# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM

CUSTOMER NAME	M/s EASTERN INTERNATIONAL HOTEL LTD
ADDRESS	M/s Holy Day Inn, Balraj Sahani Marg, Juhu Beach Mumbai Mumbai 400 049.

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓✓			
3	Availability of infrastructure and facilities for your requirements.	✓			
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓			
7	Maintenance of Delivery Schedule	✓			
8	Our response to your complaint	✓			
9	Effectiveness of resolved complaints.	✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

Time management with third party contractors - Co-ordination of areas to get the job done

Name of contact person: MANISH KHANNA	
Department: OWNER.	Designation: EXECUTIVE DIRECTOR
Tel No.: 91-22-66934000	Signature: Manish Khan
Fax: 91-22-66934455	Date: 18/2/2014
Mobile No: 8108064000	Seal of Company:
E mail: manish@rkmk.com	



Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By





# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM

CUSTOMER NAME	M/s Rammi Khanna & Company Private Limited
ADDRESS	3 Rula Park, Juhu Beach Mumbai 400 049.

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓✓			
3	Availability of infrastructure and facilities for your requirements.	✓			
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓			
7	Maintenance of Delivery Schedule	✓			
8	Our response to your complaint	✓			
9	Effectiveness of resolved complaints.	✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

— NA —  
Keep it up!

Name of contact person: Manish Khanna	
Department:	Designation: Managing Director
Tel No.: +91 22 6693 4000	Signature: <i>Manish Khanna</i> Date: 19.02.2014 Seal of Company
Fax:	
Mobile No: 810861000	
E mail: sunil@rkmk.com	



Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By





# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM

CUSTOMER NAME	M/s. Vibha Natural Products Ltd.
ADDRESS	D/155, Oshiwara Industrial Centre, New Link Road, Opp. Oshiwara Bus Depot, Goregaon (W), Mumbai-400 104

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓			
3	Availability of infrastructure and facilities for your requirements.	✓	Excl <sup>5</sup>		
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓			
7	Maintenance of Delivery Schedule	✓			
8	Our response to your complaint	✓			
9	Effectiveness of resolved complaints.	✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

Good Job  
Excellent!

---

Name of contact person: Mr. Bhasker Assoldekar.

Department: Owner	Designation: Managing Director
Tel No.: 022 2876 5566	Signature: 
Fax:	Date: 06/02/2014
Mobile No: +91 9820353159	Seal of Company: 
E mail: vibhanatural@hotmail.com	B. S. Assoldekar Managing Director

Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By





# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM

CUSTOMER NAME	M/s KAJIVA CONSTRUCTION COMPANY PRIVATE LIMITED.
ADDRESS	202, 2 <sup>ND</sup> Floor, 30, Radha Rani Silk Mill Company, Parsi Panchayat Road, Andheri (E.), Mumbai - 400 069.

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓			
3	Availability of infrastructure and facilities for your requirements.	✓			
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓			
7	Maintenance of Delivery Schedule	✓			
8	Our response to your complaint	✓			
9	Effectiveness of resolved complaints.	✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

Good Quality ! Good Supervision ! Good Engineering ! Good Job ! Keep It Up !

Name of contact person: Mr. Vijay Anand Kamble.

Department: Project

Designation: Project Manager

Tel No.: +91 22 26845001

Fax: +91 22 26845003

Mobile No: +91 8976593357

E mail: vijaykambale@kajiva.com

Signature: *Kamble*

Date: 16-02-2014

Seal of Company:



Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By





# FATIMA INTERIOR SOLUTION PVT. LTD.

CIVIL INTERIOR • SWIMMING POOL • WATERPROOFING • HOTEL & HOSPITALITY

## CUSTOMER FEEDBACK FORM

CUSTOMER NAME	FRENDIAN M/s FARIDEN VILLA
ADDRESS	Mittal Space Chincholi Bunder Inorbit Mall, Off Link Road, Malad - West, Mumbai - 400 099

Please give your comments and rate our organization on the criteria given below  
Give Marks- Excellent- 5, Very Good-3, Good- 2, Satisfactory- 1

Sr. No	Criteria	Excellent	Very Good	Good	Satisfactory
1	Our response to your enquiries.	✓			
2	Competency of the person responding to your queries.	✓✓			
3	Availability of infrastructure and facilities for your requirements.	✓			
4	Availability of information and communication on product delivery and dispatch schedules.	✓			
5	Our response to your queries / assistance on technical and commercial matters.	✓			
6	Performance of the product	✓✓			
7	Maintenance of Delivery Schedule	✓✓			
8	Our response to your complaint	✓✓			
9	Effectiveness of resolved complaints.	✓✓			
10	Our capability in understanding and developing product for your future needs.	✓			

Please suggest important area where our organization needs to improve.

— NA —

Name of contact person: MANISH KHANNA	
Department: OWNER	Designation: OWNER
Tel No.: 91-22-66947879	Signature: <i>Manish</i>
Fax:	Date: 19/2/2014
Mobile No: 8108064000	Seal of Company:
E mail: manishoo@gmail.com	

Format No.	FMRK03	Issue No.	01	Issue Date	1/01/2014			
Page No	01	Rev No	00	Revision Date	00	Prepared By	Checked By	Approved By