

**Questionnaire for Grievance Redressal Camp**

Kindly provide us with the following information before you proceed to fill in the questionnaire.

Sl. no	Detail	Comments
1	Name of your Company:	
2	Buyer registration code	
3	Phone No/ Mobile No	

Tick as per the given ratings (Tick one)

**1. Poor      2.Satisfactory      3.Good      4.Very Good      5.Excellent**

<p>1. Kindly rate the User friendliness of MSTC website</p> <p style="text-align: center;"> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5         </p>
<p>2. Rate the transparency in the registration procedure of MSTC</p> <p style="text-align: center;"> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5         </p>
<p>3. Easiness of the registration process of MSTC in comparison to other e-Auction providers?</p> <p style="text-align: center;"> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5         </p>
<p>4. If any new person wants to know about the entire process, whether website does have good navigation to quality information which will help new customers.</p> <p style="text-align: center;"> <input type="checkbox"/> 1    <input type="checkbox"/> 2    <input type="checkbox"/> 3    <input type="checkbox"/> 4    <input type="checkbox"/> 5         </p>
<p>5. Is e-Auction always held on the specified dates as given by MSTC?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes   <input type="checkbox"/> Mostly   <input type="checkbox"/> No         </p>
<p>6. In case of any changes in the schedule of e-Auction, whether notification/corrigendum is being given on the website. How do you find the dissemination of such information by website?</p>

<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
<b>7.</b> Whether the terms and conditions of e-Auction are properly displayed, self-reasoned and free from ambiguity.
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
<b>8.</b> Whether the privacy of the bidder is being maintained during the e-auction?
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
<b>9.</b> Whether the auction floor in the e-commerce website is sufficient in helping you for bidding on the concerned lot. Rate your experience.
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
<b>10.</b> Do you receive emails from MSTC regularly notifying e-Auction Schedule?
<input type="checkbox"/> Regularly   <input type="checkbox"/> Not Regularly   <input type="checkbox"/> Never
<b>11.</b> Does the notification provided to you by MSTC for e-Auction help you in preparing for the forthcoming auctions?
<input type="checkbox"/> Yes   <input type="checkbox"/> Sometimes   <input type="checkbox"/> No
<b>12.</b> System efficiency in maintaining the secrecy of pre-bid EMD. Rate your experience
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
<b>13.</b> Is there any difficulty in remitting pre-bid Earnest Money Deposit (EMD)?
<input type="checkbox"/> Yes   <input type="checkbox"/> Sometimes   <input type="checkbox"/> No
If Yes, Please specify:-
<b>14.</b> Rate on the prompt action being undertaken by the official of MSTC for activation of your login upon submission of pre-bid EMD
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
<b>15.</b> Time given for payment of EMD/Material Value is adequate?
Yes <input type="checkbox"/>   No <input type="checkbox"/>

16. If No, please give your suggestions:

17. Are you satisfied with the user friendliness of e-payment gateway of MSTC?

Satisfied |  Less Satisfied |  Dissatisfied

If dissatisfied, kindly narrate the nature of the problem:

18. How would you rate the refund mechanism of MSTC?

1  2  3  4  5

19. Are you satisfied with the way, information is presented in the Sale Intimation letter/Acceptance letter for depositing payments?

Satisfied |  Less Satisfied |  Dissatisfied

If dissatisfied, kindly narrate the nature of the problem:

20. Do you find transparency in the bidding process?

Yes |  No

If No, Please specify:-

21. Timely receipt of Acceptance Letter/Delivery Order. Rate your experience.

1  2  3  4  5

22. How would you rate the dealing officer of MSTC in terms of being courteous, informative, prompt and efficient?

1  2  3  4  5

**23.** How often have you experienced issues with MSTC website?

Never |  Sometimes |  Always

If Always, kindly narrate the nature of the problem:

**24.** Are you satisfied with the speed, interface and convenience of MSTC portal in comparison with other e-Auction service providers?

More Satisfied |  Equally Satisfied |  Less Satisfied

**25.** Any grievance related to the e-auction mechanism, conduct of the official and other administration affairs, if any:

(Signature of the Customer/Bidder)