

ANNEXURE- VIII

Model feedback form for evaluation

Sl. No.	Description	Excellent	Very good	Good	Average	Poor	Very Poor
		(5 points)	(4 points)	(3 points)	(2 points)	(1 points)	(0 points)
1	Quality of the food served **						
2	Quantity of food served						
3	Cleanliness, hygiene and waste disposal						
4	Catering service and Punctuality						
	Total						

**** Obtained points will be multiplied by two.**

Based on the points obtained in the performance evaluation, the following deductions shall be made from the monthly bill, payable to the caterer. This deduction will be separate from the fine imposed on the caterer listed for the reason as mentioned in item 14 in general terms and conditions.

Sl.No.	Points	Percentage Deduction
1	20-25	nil
2	16 - 19	2
3	12 -15	5
4	10 -11	8
5	6 -10	12
6	5 and Below	18

The final decision on the feedback evaluation points will be carried out by the mess monitoring Committee. The caterer is expected to get overall “good” and at least “average” in each category in all months. “Very poor” in any month and “poor” twice in a row will attract additional penalty and / or termination of contract.