

Customer Satisfaction Survey Forms received with respect to Consultative Meetings held in the context of the 2026 PRB Report

Criteria	% Satisfied	% Not Satisfied
Service delivery of the Bureau	100%	0%
Handling of queries professionally	98.99%	1.01%
Guidance of the Bureau on precise submissions	96.47%	3.53%

Criteria	Level of satisfaction				
	Excellent	Good	Satisfactory	Average	Not available
Quality of Service offered by the Bureau	42.065%	53.400%	2.770%	1.007%	0.758%