



QSP/QF/L4/018	FEEDBACK FORM	Issue on	14-11-2023	Revision	2.3
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**CUSTOMER FEEDBACK FORM**

Form No.	
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Date: \_\_\_\_\_

*(To be filled by QA Manager)*

**Section A – To be filled by Customer/Visitor**

We value your feedback and strive to continuously improve our services. Please take a few minutes to complete this survey to help us better serve you.

Your Name: \_\_\_\_\_ Designation: \_\_\_\_\_ Department: \_\_\_\_\_

Cell Number: \_\_\_\_\_

**1- How do you rate evidence submission / packaging related guidelines provided by PFSA through website and trainings?**

Excellent, Good, Average, Poor (If "Average / Poor" please comment briefly)

**2- Please rate your experience with following forms / instructions. Use the relevant row for form(s).**

Sr. No.	Form /instructions	Excellent	Good	Average	Poor	Please provide reason if 'AVERAGE / POOR'. Any suggestion for change can be mentioned here
1-	Polygraph instructions form					
2-	Forensic toxicology analysis request form					
3-	Pathology analysis request form					
4-	Computer forensics analysis request form					
5-	Audio visual analysis evidence submission form					
6	Audio visual analysis reference submission form					
7	DNA sample submission form for dead body identification					
8	PFSA Case submission form					
9	Reference sample submission form					



**PUNJAB FORENSIC SCIENCE AGENCY (PFSA)**

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3- Are your test requests being properly processed by PFSA Evidence Receiving Unit?

Yes No (If "No" please comment briefly)

4- How would you rate your evidence submission experience at PFSA?

Excellent, Good, Average, Poor (If "Average / Poor" please comment briefly)

5- PFSA would like to save your time regarding case status queries. Do you know it is not required to visit PFSA in person for case status query? Investigation officers (I.O) can submit their case status queries via email at [legaladvisorpfsa@gmail.com](mailto:legaladvisorpfsa@gmail.com).

Do you use this system for status queries? if yes please rate your experience. Yes No.

Excellent, Good, Average, Poor (If "Average / Poor" please comment briefly)

6- How likely are you to use the above provided email address for case status inquiry?

Definitely will use, Somewhat likely to use, Not very likely to use, Will not use

Reason for not using email for case status inquiry:

7- How do you rate police facilitation center at PFSA Lahore?

Excellent, Good, Average, Poor (If "Average / Poor" please comment briefly)

8- Please provide your feedback about evidence sample submission at PFSA satellite stations relevant to your area ONLY.

Sr, No.	Satellite Station	Excellent	Good	Average	Poor	Please provide reason if 'AVERAGE / POOR'
1-	Faisalabad					
2-	Multan					
3-	Sahiwal					
4-	Gujranwala					
5-	Bahawalpur					
6	Rawalpindi					
7	Sargodha					



## PUNJAB FORENSIC SCIENCE AGENCY (PFSA)

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### 9- How do you rate PFSA Forensic Services about the departments on submitted evidence for analysis?

Sr, No.	Department	Excellent	Good	Average	Poor	Please provide reason if 'AVERAGE / POOR'
1-	Audio Video Analysis					
2-	Crime Scene Unit					
3-	Computer Forensics					
4-	DNA & Serology					
5-	Firearms and Toolmarks					
6-	Latent Fingerprints					
7-	Narcotics					
8-	Pathology					
9-	Questioned Documents					
10-	Trace Chemistry					
11-	Toxicology					
12-	Evidence receiving Unit					
13-	Polygraph					

Sign and date: \_\_\_\_\_

**Note:** Incomplete forms shall not be entertained. A separate sheet may also be used to include details if required