



MAHARASHTRA METRO RAIL CORPORATION LTD.

MahaMetro/PuneMetro/IT/2024/13

Date: 21st May 2024

Office NOTE

Subject: IT support service.

Pune Metro IT dept has developed Customer Satisfaction Survey Application for reviewing the feedback & suggestions of staff/officials of Pune Metro for IT services provided by IT dept. This survey rating can be provided on the basis of quality of IT services in following areas.

1. Desktop Services
2. DSC support
3. eOffice/SPARROW Support
4. Internet/WiFi Services
5. Mail Services
6. Printer Service
7. SAP/5DBIM Support
8. Overall Services

PMRP Users are requested to share their feedback of the services provided by IT dept on ePortal using the below URL:

<https://eportal.mahametro.org/pmrp/user/login>

After login, click on "Employee Desk" → "IT Service Survey Form".

Your valuable feedback will help IT dept to improve the above-mentioned services.

Jt.GM/IT
(Kiran Sonkusale)