

# CUSTOMER SATISFACTION SURVEY 2023-24

No.	Businesses	Businesses revenue (₹ cr)	Customer satisfaction score %
1	Aromatics	1,168	85
2	Bulk Chemicals and Intermediates	269	87
3	Colors	553	86
4	Crop Protection – Bulk Actives	731	85
5	Pharmaceuticals	126	87
6	Polymers – Performance Materials	1,473	81
Average score			85%