

ମହାନଦୀ କୋଲଫିଲ୍ଡସ୍ ଲିମିଟେଡ  
महानदी कोलफील्ड्स लिमिटेड



**Office of the General Manager(S&M)**

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**No. MCL/SBP/GM(S&M)/ISO-9001/14001/2013/154**

**Dt. 13/15.04.2013**

**NOTICE**

All consumers, who have executed FSA with MCL and are lifting coal by different modes from collieries/sidings of MCL, are hereby requested to submit their feedback for QE March'13 in the enclosed format. It will be of great help to MCL in improving its system, if required and will strengthen its relationship with consumers.

The above feedback form duly filled may be send to the office of the undersigned by 20<sup>th</sup> April'2013, preferably through our e-mail id: **cgmsm\_mcl@yahoo.co.in** and the feedback shall be kept confidential.

**General Manager(S&M)**

**Distribution :**

1. Notice Board
2. GM/TS to DT(OP)/Nodal Officer, ISO 9001/14001, MCL Hqrs., Burla
3. Dy. GM(System), MCL Hqrs., Burla  
– with a request to hoist in MCL's website.
4. Dy. GM, MCL, Kolkatta  
- to put the Notice on Notice Board for wide circulation.
5. Chief Manager(S&M-Commercial), MCL Hqrs.
6. Chief Manager(S&M-Operation), MCL Hqrs.
7. Sri Y.K. Soi, Res. Executive, Bilaspur | for wide circulation
8. ASM, Lingaraj Area |

**MAHANADI COALFIELDS LIMITED**

**9.12 : CUSTOMER FEEDBACK RECORD**

Date :

Feedback for Q.E. ....	Customer .....	Concerned Projects .....
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Please spare some of your time, and based on your experiences with MCL during the above quarter, give your overall perceptions about the following.

This will be of great help to us for monitoring and improving our performance.

Your Experiences during the Quarter		Tick in any column against each row		If 'NO', please elaborate a little
		YES	NO	
1	Did our coal supplies meet your expectations ?			
2	Were we able to supply you coal on time ?			
3	Did our coal supplies appear to provide more than what you had expected ?			
4	Did you feel comfortable and satisfied during interactions with us ?			
5	Could our coal supplies serve your purpose ?			

Please give overleaf your general observations, suggestions, etc, as you like.

Reported By : Name	Designation	Signature/Date
(We don't mind if you choose not to disclose your identity)		