



Mahanadi
Coalfields
Limited
(A Subsidiary of Coal India Limited)
A Mini Ratna Company

Office of the General Manager(S&M)
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No. MCL/SBP/S&M/Vig. Awareness week/2012/

Dt.26.10.2012

N O T I C E

On the eve of Vigilance Awareness Week, MCL is organising a meeting to interact with customers at Officer's Club (Glass House), MCL HQ, Jagriti Vihar on 31.10.2012 at 11.00 AM on the following agenda.

1. *The complaint handling policy of the Deptt.*
2. *Various avenues for redressal of complaints/grievances.*
3. *Initiatives taken for improvement in system/procedure, etc.*
4. *e-Receipt & e-Payment*
5. *e-Auction.*

All esteemed e-auction buyers of MCL are co-ordially requested to attend the same.

General Manager (S&M)

OC – Dy.MGR(S&M)
MC – Sr.PA