



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/GM/S&M/RAIL_OPRN/2012/726

Dt.19.06.2012

NOTICE

All the valid linked 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 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 30th June'2012, preferably through our e-mail id: **cgmsm_mcl@yahoo.co.in** and the feedback shall be kept confidential.

General Manager(S&M)

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)				