



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

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

*PO: Jagriti Vihar, Sambalpur-768020, Orissa.*

*PBX No.- 0663-2542461-69, FAX No.: 0663-2542307,*

*Telephone No.: 0663 – 2542870 (O) / 2542359 (O)*

*E-Mail ID : gm-snm.mcl@nic.in & cgmsm\_mcl@yahoo.co.in*

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**No. MCL/SBP/GM(S&M)/RAIL\_OPRN/FSA/2012/2657**

**Dt.18.09.2012**

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**NOTICE**

All consumers, who have executed FSA with MCL and are opting for Rail mode, are hereby advised to submit their applications indicating their mode wise requirement as per their MSQ in the company's letter head duly signed by the authorized representatives indicating the name & designation under company's seal by 15<sup>th</sup> of the preceding month to the office of the undersigned. This will enable this office to consider allocation as per the request made by the consumer for consents can by MCL's Kolkatta office be sent to Railways before commencement of the month. This will further help in timely release of the programme for indenting to the concerned Zonal Railways.

This is for the information and compliance of all concerned.

**General Manager(S&M)**

**Distribution :**

1. Notice Board
2. Dy. GM(System), MCL Hqrs., Burla  
– with a request to hoist in MCL's website.
3. Dy. GM, MCL, Kolkatta | for needful & displaying
4. Sri Y.K. Soi, Res. Executive, Bilaspur | on Notice Board for
5. ASM, Lingaraj Area | wide circulation.



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No. MCL/SBP/GM(S&M)/RAIL\_OPRN/ISO-9001/14001/2012/2656

Dt.18.09.2012

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**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 September'12 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 30<sup>th</sup> September'2012, 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. DT(OP), MCL
3. GM/TS to DT(OP)/Nodal Officer, ISO 9001/14001, MCL Hqrs., Burla
4. Dy. GM(System), MCL Hqrs., Burla  
– with a request to hoist in MCL's website.
5. Dy. GM, MCL, Kolkatta  
- to put the Notice on Notice Board for wide circulation.
6. Chief Manager(S&M-Commercial), MCL Hqrs.
7. Chief Manager(S&M-Operation), MCL Hqrs.
8. Sri Y.K. Soi, Res. Executive, Bilaspur | for wide circulation
9. ASM, Lingaraj Area |

**MAHANADI COALFIELDS LIMITED**

**9.12 : CUSTOMER FEEDBACK RECORD**

Date :

Feedback .....	for Q.E.	Customer .....	Conerned .....	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)				