



महाप्रबंधक (विपणन और विक्रय) का कार्यालय

PO: जागृति विहार, संबलपुर -768020, उड़ीसा

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क्रमांक/No: एमसीएल/एसबीपी/जीएम(एमएंडएस)/2018/

577

दि.20.09.2018

नोटिस

Sub: Submission of half-yearly Customer Feedback Form

We at MCL express deep satisfaction and gratitude to all our esteemed customers for their continued support and trust and wish to reiterate our commitment to meet the needs of our customers to their best satisfaction. For this purpose, we solicit valuable inputs/feedback from all our esteemed customers in the enclosed format. It is requested to submit the feedback to this office on half-yearly basis to facilitate us to serve even better. We shall be grateful if the feedback related to the coal supply during Apr'18-Sep'18 period is submitted by 30th Sep'18.

[Handwritten Signature]
20/9/2018

विभागाध्यक्ष(विपणन और विक्रय)

प्रतिलिपि सूचनार्थ:-

- निदेशक(तकनीकी/संचालन), एमसीएल

प्रतिलिपि:-

- महाप्रबंधक (प्रणाली), एमसीएल - वेबसाइट पर अपलोड के लिए
- महाप्रबंधक (गुणवत्ता नियंत्रण), एमसीएल
- मुख्य प्रबंधक (एम.एंड.एस / ओ.पी) / वरिष्ठ प्रबंधक (एम.एंड.एस / वाणिज्य) , एमसीएल / उप प्रबंधक (एम.एंड.एस / सड़क बिक्री) , एमसीएल
- मुख्य प्रबंधक (एम.एंड.एस), प्रभारी, एमसीएल कोलकाता



11.4 CUSTOMER FEEDBACK RECORD
 (For external customers only)

FEEDBACK FOR THE PERIOD:		
Date:	CustomerAddress.....	
Based on your experiences with MCL, give your <u>overall perceptions</u> in a scale of 1 to 5. [1(extremely poor), 2(poor), 3(good), 4 (very good) and 5(excellent)] and send it to HOD (M&S), Mahanadi Coal Fields Limited, P.O. Jagruti Vihar , Burla Dist - Sambalpur, Orissa- 768020 . This will help us improve our performance.		
Your perceptions towards the following -	Perception scale rating (1 to 5)	If less than 3, please elaborate a little.
Did our coal supplies meet your expectations?		
Could we supply you coal on time?		
How was the overall quality of the coal supplies?		
How comfortable were you during the interactions with our persons?		
If you had contacted our Marketing & Sales Department, have all problems/queries been resolved to your complete satisfaction?		
Should you have any further comments that you would like us to know about that have not been addressed by this survey, please enter them below:		
Reported By: Name _____		Designation _____
Company _____		Signature/Date _____
(We don't mind if you choose not to disclose your identity)		Official Seal/Rubber Stamp