

MAHANADI COALFIELDS LIMITED
CUSTOMER SATISFACTION/FEEDBACK FORMAT

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)				