

Customer feedback record

FEEB BACK FOR PERIOD	CUSTOMER NAME AND ADDRESS
FROM- TO-	NAME ADDRESS-

Please spare some of your time , and based on your experience with MCL during the above period , give your overall perceptions about the following :

This will be of great help to us for monitoring and improving our performance.

	Your experiences	Yes	No	If No ,please elaborate
1	Did our coal supplies meet your expectations?			
2	Were we able to supply 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 interaction with us ?			
5	Could our coal supplies serve your purpose ?			

Please give any other general observation , suggestions, etc ,if you like.

Reported by:

Name:

Designation:

Unit