

Date:-

To,
The General Manager,
North Eastern Coalfields,
Coal India Limited,
Margherita.

CUSTOMER SATISFACTION PERFORMA.

1. Name of Customer : _____
2. Address : _____
3. Name of Colliery/Siding : _____

Your Experience (s)		Tick in any column against each row		If No, Please elaborate a little
		Ye s	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 satisfaction?			
4	Did you feel comfortable and satisfied during interactions with us?			
5	Any other observations, suggestions, etc. as you like			

Reported By: Name

Designation

(Signature)