

CENTRAL COALFIELDS LIMITED
DARBHANGA HOUSE, RANCHI

Customer Satisfaction Performa

NAME OF THE UNIT:

Based on the interactions with consumers in various sectors, CCL has developed the following Performa. Please spare some of your time, and based on your experience in dealing with CCL, give your overall perceptions about the following:

This will be great help to us for monitoring and improving our services to the consumers.

Sl No.	Your experience during the Year	Tick in any column against each row		If NO, Please elaborate a little
1	Did our coal supplies meet your expectation ?	YES	NO	
2	Were we able to supply you coal on time ?			
3	Did our supplies appears to provide more satisfaction than what you had expected ?			
4	Did you feel comfortable and satisfied during interactions with us ?			
5	Could our coal supplies serve your purpose ?			
6	Any other observations, or suggestions, etc if you like to mention.			

Signature :

Name :

Designation :