

LAST UPDATED 15-1-2010

CUSTOMER ORIENTATION & FOCUS:

We have been trying our level best to address the customer related issues. We have taken the help of technology in providing timely services in providing material and document related to the transactions that are being undertaken by our customers. On the quality side strict control measures at mines are being implemented with standards certified at par with International Standard Organiastion certification. To ensure the services faster, we have franchised the issue of delivery orders nearer to our customer locations. Time and again GMDC is providing relentless services to our customers. However some difficulties faced by our customers are keenly addressed at every level possible. All are requested to contact either through mail (sales@gmdcltd.com or 079-27912760 or facsimile-079-27912195) whenever any difficulty is encountered. We have initiated a drive to contact and address their issues for the sake of our customers and we value your contribution for the development of the State. Some of the feed back of our customers are listed as under which we are able to resolve based on their feed- back which is valuable to us. So feel free to talk to us or write to us or e-mail all your grievances. We have listed some of the customer related issues which they have shared with us requesting us for improvement. We are pleased to pay attention to your areas of concern also.

SR. NO	NAME OF THE CUSTOMER	CUST_ID	PHONE-NO	CONTACT PERSON	DATE OF DISCUSSION.	FEED BACK	ACTION TAKEN
1	SHAURYA INDUSTRIES LTD	100679	2622271827	SANGABHAI DIRECTOR	20/12/2010	Quota increase in Rajpardi and Tadkeshwar requested. Tadkeshwar quality is in powder form Bill & refund is regular	Tadkeshwar Qty increased.
2	RUBBER KING TYERS INDIA PVT LTD	100896	26855609	V.M.BUCH DY.MANAGER (PUR)	20/12/2010	Quota increase inRA ,TA and in MA ,BA grade requested. Bill & refund received regular	Quantity increased as requested

						MA Grade quality is In mud form. Quota adequate. Bill & refund received regularly	Quality improved by various measures and ISO is being implemented.
3	PANOLI INTERMEDIATES BHARUCH	100864	9377425310	K.G.THAKKAR WORK MANAGER	21/12/2010	MA quality is poor and powdery form. Quota sufficient. Bill & refund regularly received	Good quality lignite exposed and loaded.
4	PRAGAT FUSHIONS	100511	2614010888	SHARMA MANAGER(pur)	21/12/2010	Tadkeshwar quality is in found poor . Quota is adequate. Bill & refund received regularly	Tadkeshwar lignite quality improved with quality systems like ISO and regular sampling and monitoring
5	PRATIK PROCESSORS P LTD	100365	2612891148	ARUP JOSHI ACCOUNTS Manager	21/12/2010	Quota increase requested in RA,TA grades. Bill & refund received regularly	Allocation increased as requested.
6	ARMO SYNTHETICS PVT LTD	100741	2614010552	BHANDARI MANAGER (pur)	21/12/2010	Quota increase in RA ,RA Grade. MA garde quality is found poor. Bill & refund received regularly	Quality systems are in place.
7	PRAGATI SYNTHETIC		2614010888	SHARMA MANAGER(PUR)	21/12/2010	in TA grade quality is in mud form. quota is adequate bill & refund regularly received.	Quality systems are in place.
8	SHREE NAVIN SILK MILL P LTD	101863	9975222700	GAUTAM JAIN DIRECTOR	23/12/2010	Requested for increase in RA grade. Satisfied with existing system	Quantity increased marginally.
9	SHREEJI CENTER & FELT	101924	2823295211	MUKESHBHAI M.D	23/12/2010	Lignite allocation is sufficient. MA grade quality is found with mud & powder. bill & refund regular	Quality systems are in place and the Corporation is in the process of implementing ISO at lignite mines.
10	RAIN LAMINATE PVT LTD	101840	9825222703	DINESHBHAI	23/12/2010	quota enough, quality found	Satisfied with the

				DIRECTOR		ok. Bill & refund received regularly.	services and systems.
11	CORAL CERAMIC PVT LTD	100938	9825234576	NARANBHAI OWNER	23/12/2010	Requested for quota increase in MA grade. bill & refund regular. quality is also fair	MA grade Increased as requested.

Thanks for kind your attention

A.Selvanayagam

DGM(Sales), GMDC Ltd.