

LAST UPDATED 15-2-2010

FEED-BACK ON E-MAIL:

Dear Customers,

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 Organisation 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) whenever any difficulty is encountered. We have initiated a drive to contact and address their issues of our customers and we value your contribution for the development of the State. Some of the e-mail 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 and take it as an opportunity for improvement in the delivery of lignite and services.

SR. NO	NAME OF THE CUSTOMER	CUST_ID	E-MAIL-ID	DATE OF E-MAIL SENT.	RECEIPT OF E-MAIL DATE	FEED BACK	ACTION TAKEN
1	DHANUDHAR PROCESSORS PVT LTD	101752	bajarisms@yahoo.co.in	31-1-2011	3-2-2011	Bhavnagar,Tadkeshwar quality is in powder form . refund received late	Quality control systems are in place. Refunds are dispatched by Speed Post on every month regularly.
2	UNIVERSAL STARCH CHEM ALLIED LTD	200057	dnyaneshwarb@uniquesugars	31-1-2011	3-2-2011	Low CV high moisture lignite received	Mine faces are kept open for release of moisture.

3	UNIQUE SUGARS LTD	200056	dnyaneshwarb@u niquesugars	31-1-2011	3-2-2011	Bill received after 3 weeks	Bills are being sent thru Speed Post and e-mail also instantly.
4	M/S. R.B.PRINTS	100996	bhartiexp@yahoo. com	31-1-2011	1-2-2011	Tadkeshwar qty reduced. Invoice received late	Marginal increase in qty. Bills being sent via e-mail and also by speed post
5	sundek india limited	101574	hr@sundekintl.co m	31-3-2011	1-2-2011	Invoice for oct-2010 not received	Duplicate Despatched

Thanks for kind your attention

A.Selvanayagam

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