



Customer is the most important visitor on our premises.....  
We are dependent on him and he is not dependent on us.....

*Mahatma Gandhi*



## **MANGANESE ORE (INDIA) LIMITED**

(A Government Enterprise)

"MOIL BHAWAN", 1-A, KATOL ROAD, NAGPUR 440 013

Web site: [www.moil.nic.in](http://www.moil.nic.in)

### **CUSTOMER CARE POLICY**

**MOIL** has a positive attitude about **CUSTOMER COMPLAINTS**. We believe that our future depends on our **ABILITY** to **RETAIN** our Customer and ensure their continued satisfaction.

#### **CUSTOMERS** who **COMPLAIN**:

- Are **OUR FRIENDS**.
- Should be **THANKED** for Taking Trouble to **COMPLAIN**.
- Should have their **PROBLEMS SOLVED**.

#### Every **COMPLAINT**:

- Is **JUSTIFIED** and be dealt with **Quickly**.
- Is a **GIFT** to **MOIL**.
- Represents an **OPPORTUNITY** for us to **IMPROVE**.

**CUSTOMER COMPLAINTS** on mistakes help **US** to analyse the cause, and to **LEARN** for **CONTINUOUS IMPROVEMENT**.

**MOIL CORRECTS** the **MISTAKES** and tries to avoid them next time. We inform customers, what they have taught us and the **IMPROVEMENT BROUGHT** about by their complaint.

**MOIL** monitors **CUSTOMER SATISFACTION**. We keep ourselves informed about our customer's attitude towards organization, its people, products and services.

**MOIL** take **COMPLAINTS** from our **INTERNAL CUSTOMERS (EMPLOYEES)** seriously and believe that an organization with satisfied employee finds it easier to make **CUSTOMERS SATISFIED**.

**MOIL REWARDS** effective handling of complaints and give **RECOGNITION** to employees who help to **FIND, CORRECT** and **ANTICIPATE MISTAKES** and **KEEPS** our internal / external customers **SATISFIED**.

**CHAIRMAN-CUM-MANAGING DIRECTOR**



# MANGANESE ORE (INDIA) LIMITED

(A Government Undertaking)

“MOIL BHAWAN”, 1-A, Katol Road  
NAGPUR - 440 013

## Customer Feed Back

Name & Address  
of Customer

1. How fast we are in providing offers for products?



Very Fast



Fast



Slow



Very Slow

2. How do you rate us for pricing of our products?

2.1 Ferro Grade Manganese Ore



Good Value



Neutral



Poor



Awful

2.2 Silico Manganese Grade Ore



Good Value



Neutral



Poor



Awful

2.3 Fines



Good Value



Neutral



Poor



Awful

2.4 Manganese Dioxide & Chemical Grades



Good Value



Neutral



Poor



Awful

2.5 Electrolytic Manganese Dioxide



Good Value



Neutral



Poor



Awful

2.6 Ferro Manganese



Good Value



Neutral



Poor



Awful

3. Your opinion regarding fair price of products:

3.1	Ferro Grade Manganese Ore	<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
		<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
		<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
3.2	Silico Manganese Grade Ore	<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
		<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
		<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
3.3	Fines	<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
		<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
		<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
3.4	Manganese Dioxide & Chemical Grades	<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
		<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
		<input type="text" value="Ore Code:"/>	<input type="text" value="Rs."/>	per tonne
3.5	Electrolytic Manganese Dioxide		<input type="text" value="Rs."/>	per tonne
3.6	Ferro Manganese		<input type="text" value="Rs."/>	per tonne

4.	How do you rate quality of our products?	<table border="1"><tr><td>Good</td><td>Average</td><td>Poor</td><td>Bad</td></tr></table>	Good	Average	Poor	Bad
Good	Average	Poor	Bad			

5.	How would you place us for customer & business response?	<table border="1"><tr><td>Fast</td><td>Friendly</td><td>Slow</td><td>Curt</td></tr></table>	Fast	Friendly	Slow	Curt
Fast	Friendly	Slow	Curt			

6.	How does delivery schedule match up to your expectation?	<table border="1"><tr><td>Exceeds Expectation</td><td>Meets Expectation</td><td>Below Expectation</td></tr></table>	Exceeds Expectation	Meets Expectation	Below Expectation
Exceeds Expectation	Meets Expectation	Below Expectation			

7. What do you think of the usefulness of our products to you?

7.1	Ferro Grade Manganese Ore	<table border="1"><tr><td>Really Useful</td><td>Quite Good</td><td>Just Average</td><td>No Use</td></tr></table>	Really Useful	Quite Good	Just Average	No Use
Really Useful	Quite Good	Just Average	No Use			
7.2	Silico Manganese Grade Ore	<table border="1"><tr><td>Really Useful</td><td>Quite Good</td><td>Just Average</td><td>No Use</td></tr></table>	Really Useful	Quite Good	Just Average	No Use
Really Useful	Quite Good	Just Average	No Use			
7.3	Fines	<table border="1"><tr><td>Really Useful</td><td>Quite Good</td><td>Just Average</td><td>No Use</td></tr></table>	Really Useful	Quite Good	Just Average	No Use
Really Useful	Quite Good	Just Average	No Use			
7.4	Manganese Dioxide & Chemical Grades	<table border="1"><tr><td>Really Useful</td><td>Quite Good</td><td>Just Average</td><td>No Use</td></tr></table>	Really Useful	Quite Good	Just Average	No Use
Really Useful	Quite Good	Just Average	No Use			

7.5 Electrolytic Manganese Dioxide

Really Useful	Quite Good	Just Average	No Use
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7.6 Ferro Manganese

Really Useful	Quite Good	Just Average	No Use
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8. How do you think we are doing?

★★★★★ Excellent	★★★★★ Very Good	★★★ Good	★★ Average	★ Bad
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9. Your requirement

For the Quarter \_\_\_\_\_ - \_\_\_\_\_

9.1 Ferro Grade Manganese Ore

Tonnes

9.2 Silico Manganese Grade Ore

Tonnes

9.3 Fines

Tonnes

9.4 Manganese Dioxide & Chemical Grades

Tonnes

9.5 Electrolytic Manganese Dioxide

Tonnes

9.6 Ferro Manganese

Tonnes

10. Circle the words that apply to our Customer Care.

Great	Good	Quick	Caring
Helpful	Friendly	Knowledgeable	Miserable
Curt	Useless	Slow	Awful
Other (Please use appropriate words / ratings)			

Place: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Signature  
Designation  
Company Seal

- Please tick appropriate boxes
- You may use additional sheets if required
- You may give fair price of more than 3 code in additional sheets, if required.