

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

Mahatma Gandhi



### **MOIL LIMITED**

(Formerly MANGANESE ORE (INDIA) LIMITED)
(A Government Enterprise)
"MOIL BHAWAN", 1-A, KATOL ROAD, NAGPUR 440 013
Web site: 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**.

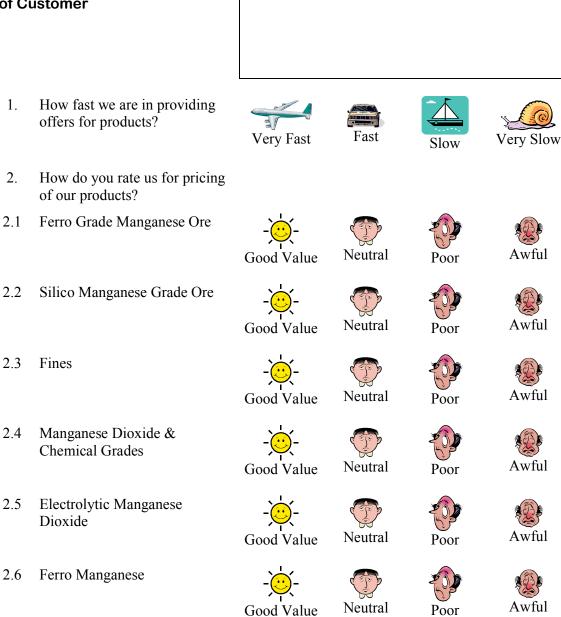
CHAIRMAN-CUM-MANAGING DIRECTOR



(Formerly MANGANESE ORE (INDIA) LIMITED)
(A Government Undertaking)
"MOIL BHAWAN", 1-A, Katol Road
NAGPUR - 440 013

# **Customer Feed Back**

Name & Address of Customer



3.	Your opinion regarding fair price of products:										
3.1	Ferro Grade Manganese Ore	Ore Code:		Rs	S.	per tonne					
5.1	Teno Grade Wanganese Ore	Ore Co	ode:	R	S.	per tonne					
		Ore Co		R		per tonne					
3.2	Silico Manganese Grade Ore	Ore Co	.do:	Rs		per tonne					
		Ore Co		Rs		per tonne					
		Ore Co		Rs.		per tonne					
		010 00	ac.	10	•	-					
2.2	Fines	Ore Code:		Rs		per tonne					
3.3		Ore Code:		Rs		per tonne					
		Ore Code:		Rs.		per tonne					
		010 00			•						
3.4	Manganese Dioxide &					per tonne					
	Chemical Grades	Ore Co		Rs		per tonne					
		Ore Code:		Rs		per tonne	-				
		Ole Co	uc.	1/25	•						
3.5	Electrolytic Manganese Dioxide			Rs	Rs.						
3.6	Ferro Manganese			Rs		per tonne					
4.	How do you rate quality of our products?		Good	Average	e Poor	Bad					
5.	How would you place us for customer & business response	onse?	Fast	Friendly	Slow	Curt					
6.	How does delivery schedule match up to your expectation	Exceeds Meets Expectation Expectation			Below Expectation						
7.	What do you think of the usefulness of our products to you?										
7.1	Ferro Grade Manganese Ore	Really Useful Quite Good Just Average No Use									
7.2	Silico Manganese										
7.2	Grade Ore	Really Use		e Good	Just Avera	ge No Use	)				
7.3 7.4	Fines Manganese Dioxide	Really Use	ful Quite	e Good	Just Avera	age No Us	e				
-	& Chemical Grades	Really Use	ige No Use								
		Really Use	ful Quit	e Good	Just Avera	ge No Use	)				

7.5	Electrolytic Manganese Dioxide									
7.6	Ferro Manganese	Really	Useful Quit	eful Quite Good		erage	No Use			
8.	1 ' 0	x ★ ★ ★ xcellent	★★★ Very Good	★★★ Good	★ ★ Average		<b>★</b> Bad			
9.	Your requirement	For the Quarter -								
9.1	Ferro Grade Manganese Ore					Ton	nes			
9.2	Silico Manganese Grade Ore					Ton	nes			
9.3	Fines					Ton	nes			
9.4	Manganese Dioxide & Chemical Grades					Ton	nes			
9.5	Electrolytic Manganese Dioxide					Ton	nes			
9.6	Ferro Manganese					Ton	nes			
10.	Circle the words that apply to our Customer Care.	Great	Good	1 (	Quick	Car	ing			
		Helpful	Friend	1 1 /	owledge- able Mis		rable			
		Curt	Useles	SS	Slow A		ful			
	Other (Please use appropriate words / ratings)									
Place							nature			
Date:	· •					Desig	nation			

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.