



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



MOIL LIMITED

(Formerly 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

Ore Code:	Rs.	per tonne
Ore Code:	Rs.	per tonne
Ore Code:	Rs.	per tonne

3.2 Silico Manganese Grade Ore

Ore Code:	Rs.	per tonne
Ore Code:	Rs.	per tonne
Ore Code:	Rs.	per tonne

3.3 Fines

Ore Code:	Rs.	per tonne
Ore Code:	Rs.	per tonne
Ore Code:	Rs.	per tonne

3.4 Manganese Dioxide & Chemical Grades

Ore Code:	Rs.	per tonne
Ore Code:	Rs.	per tonne
Ore Code:	Rs.	per tonne

3.5 Electrolytic Manganese Dioxide

Rs.	per tonne
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3.6 Ferro Manganese

Rs.	per tonne
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4. How do you rate quality of our products?

Good	Average	Poor	Bad
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5. How would you place us for customer & business response?

Fast	Friendly	Slow	Curt
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6. How does delivery schedule match up to your expectation?

Exceeds Expectation	Meets Expectation	Below Expectation
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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
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7.2 Silico Manganese Grade Ore

Really Useful	Quite Good	Just Average	No Use
---------------	------------	--------------	--------

7.3 Fines

Really Useful	Quite Good	Just Average	No Use
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7.4 Manganese Dioxide & Chemical Grades

Really Useful	Quite Good	Just Average	No Use
---------------	------------	--------------	--------

Really Useful	Quite Good	Just Average	No Use
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7.5 Electrolytic
Manganese Dioxide

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.