



Under Jurisdiction of Nagpur Court Only"  
वेस्टर्न कोलफील्ड्स लिमिटेड  
(भारत सरकार का उपक्रम)

**WESTERN COALFIELDS LTD.,**  
(A Govt. of India Undertaking)

महाप्रबन्धक (विक्रय-विपणन)  
का कार्यालय  
Office of the  
General Manager (S&M)

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पंजीकृत कार्यालय : कोल इस्टेट, सिविल लाईंस, नागपुर-४४० ००१

Regd. Office: Coal Estate, Civil Lines, Nagpur 440 001

NGP/WCL/SALES/Coordn/391

CIN : U10100MH1975GO1018626


Website : www.westerncoal.nlc.in

Date : 16.03.2015

### NOTICE TO CSA CONSUMERS

With the objective of ensuring consumer interactive system through WCL portal for allocation of coal by road to the consumers drawing supplies under the Coal Supply Agreements (CSA), WCL has introduced a new procedure as informed to the consumers vide our notice No. NGP/WCL/S&M/RS/1641 dated 03.03.2015. We are thankful to our esteemed consumers for extending their cooperation and submitting their source-wise requirement of coal for the month of March'2015 as per the revised procedure and two rounds of allocation have already been completed.

This procedure has been introduced for the first time and we are open for the valuable suggestions of our consumers for bringing in further improvement in the procedure. In the direction, we request our consumers to spare their valuable time for providing us the feedback about their experience with the procedure for allocation adopted for the month of March'2015 and also offer suggestions for further improvement, if any. The feedback in the enclosed form may please be forwarded to us by 18<sup>th</sup> instant. The feed back can also be sent to us through our road sale e-mail id [wclrdsales@gmail.com](mailto:wclrdsales@gmail.com) and also through fax No. 0712-2512977. We have also forwarded this notice along with the feed back form to your mail id provided by you for early responses. For any assistance required for filling enclosed Feedback Form you can contact : 1) Shri George Mathew, Sr. Manager (S&M)/RS (Contact No.9422189657) or Shri Rahul Bhati, Asst. Manager (S&M)/RS (Contact No. 7709672709).

  
16/3/15

( S N Prasad )  
General Manager (S&M)

**CUSTOMER FEEDBACK FORM**  
(Please submit this on your letter head)

- Name of the CSA holder:
- Eight Digit Consumer Code Provided by WCL:

Please rate the New Allocation System adopted for Mar'2015 for the factors listed below in a five point scale. Rating '1' being least satisfactory and '5' being highly satisfied.

1. Transparency in allocation process..

1	2	3	4	5
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2. Do you think the system has scope for discretion in allocation / malpractice / corruption.

1	2	3	4	5
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3. Grouping of consumers.

1	2	3	4	5
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4. Sources mapped for allocation for the Group

1	2	3	4	5
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5. Whether quantities offered was up to your expectation.

1	2	3	4	5
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6. Whether the method of allocation explained to the consumers in the notice

1	2	3	4	5
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7. Adherence to time schedule notified in the notices issued for allocation for Mar'2015

1	2	3	4	5
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Please offer your valuable suggestion if any in the below space:

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Signature of the Authorised Representative