

ADITYA BIRLA



**MAJOR OVERHAULING FEEDBACK**

Date: 24-09-2021

To,

**SN Power Solution**  
#3B, Site no 29A, 2<sup>nd</sup> Phase  
KIADB Main road, Opp BWSSB  
Peenya Industrial Area  
Bangalore-560058

Dear Sir,

Subject: Feedback during major overhauling of ALSTOM generator **24058KVA**, Type-DG1000N3150E, 1500RPM, 11500V, 1208A

This is to inform that we have done major overhauling for ALSTOM Generator, 24058 KVA, 1500RPM & Bearing inspection of Alternator **DG1000N3150E, 20MW, 11kV, 1500RPM, 4Pole** A/c **UltraTech cement Ltd (M/s Gujarat cement works)** from M/s SN Power Solution.

We appreciate your responsiveness, business professionalism and customer support and have no hesitation in referring your company to prospective buyers.

Best Regards,

Seal & Sign:

Name: Manuraj Shukla

Designation: Sr. General Manager


Place: Kovaya



**SATISFACTION and REVIEW**

<b>Name of the Customer</b>		M/s Ultratech Cement Ltd(M/s Gujarat cement works)
<b>Project</b>		100MW Thermal Power Plant
<b>Rating of Generator</b>		24058KVA
<b>Make of the Generator</b>		ALSTOM ELECTRICAL MACHINES LIMITED
<b>Scope</b>		MAJOR OVERHAULING, BALANCING AND DRY ICE CLEANING
<b>Resent overhauling month/year</b>		2003
<b>Sl. No.</b>	<b>Discipline</b>	<b>Rating (Please use 0 to 5 scale)</b>
1	Aesthetics of the workmanship	
2	Performance of the work during overhauling	05
	Documentation- Elec/Mech test reports and Overhauling reports	05
4	Quality of the tools	04
5	Punctuality	05
<b>D</b>	<b>COMMUNICATION</b>	
1	Pre sales	05
2	During work	05
3	During commissioning	05
<b>E</b>	<b>SERVICE</b>	
1	Mobilization commitment	04
2	Special tools handling & Heavy weight materials lifting process	05
3	Safety guards/Shoes/Helmets/Glows	04
4	Emergency support in 24 hours	05
<b>F</b>	<b>During service</b>	
1	Commissioning support	05
2	Response to the pending work	05
	Closing the complaints	05
	Quality of dry ice machine and dry ice cleaning	05
5	Quality of the chain pulley, Wire ropes, webslings	05
6	Quality of the cleaning process for bearings	05
7	Meeting the technical specification	05
8	Maintain the cleanness of the area	04
<b>0-Total Dissatisfaction</b>		
<b>1-Immediate Action Required</b>		
<b>2-Poor</b>		
<b>3-Average</b>		
<b>4-Good</b>		
<b>5-Excellent</b>		
<b>Suggestions for Improvements:</b>		

Name : Manuraj Shukla  
 Designation: Sr. GM  
 Signature : *Manuraj Shukla*



Date :