

ADITYA BIRLA



UltraTech

MAJOR OVERHAULING FEEDBACK

Date: 26-05-2019

To,

SN Power Solution

#3B, Site no 29A, 2nd Phase

KIADB Main road, Opp BWSSB

Peenya Industrial Area

Bangalore-560058

Dear Sir,

Sub: Feedback during major overhauling of BHEL generator 28750KVA, Type-TARI-750-18P2, 3000RPM, 11000V, 1509A

This is to inform that we have done major overhauling for BHEL Generator, 23000KW, 3000RPM& Bearing inspection of Alternator BHEL Make TARI-750-18P2, 23MW, 11kV, 3000RPM, 2Pole A/c Ultratech cement Ltd(M/s Aditya 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: — Sunesh Kumar Palwal

Designation: — Asst. Manager

Place: — Aditya cement works

SATISFACTION and REVIEW

Name of the Customer		M/s Ultratech Cement Ltd(M/s Aditya cement works)
Project		Thermal Power Plant
Rating of Generator		23000KW
Make of the Generator		Bharat Heavy Electricals Ltd
Scope		Major overhauling and dry Ice cleaning
Resent overhauling month/year		2004
Sl. No.	Discipline	Rating (Please use 0 to 5 scale)
1	Aesthetics of the workmanship	5
2	Performance of the work during overhauling	5
3	Documentation- Elec/Mech test reports and Overhauling reports	4
4	Quality of the tools	4
5	Punctuality	5
D	COMMUNICATION	
1	Pre sales	5
2	During work	4
3	During commissioning	5
E	SERVICE	
1	Mobilization commitment	5
2	Special tools handling & Heavy weight materials lifting process	4
3	Safety guards/Shoes/Helmets/Glows	5
4	Emergency support in 24 hours	5
F	During service	
1	Commissioning support	5
2	Response to the pending work	4
3	Closing the complaints	4
4	Quality of dry ice machine and dry ice cleaning	5
5	Quality of the chain pulley, Wire ropes,webslings	5
6	Quality of the cleaning process for bearings	5
7	Meeting the technical specification	4
8	Maintain the cleanness of the area	4
0-Total Dissatisfaction		
1-Immediate Action Required		
2-Poor		
3-Average		
4-Good		
5-Excellent		
Suggestions for Improvements:		
Any other specific remarks:		

Name : Suresh Palwal
 Designation: Asst. Manager
 Signature : Palwal

(M. S. Palwal)
Sr. Manager

Date : 16/10/2019.