

Ref. No.

Dated.....05/03/2021

MAJOR OVERHAULING FEEDBACK

Date: 05-03-2021

To,

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

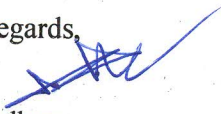
Dear Sir,

Sub: Feedback during major overhauling of TDPS generator **22600KVA, Type-2K40459-01, 1500RPM, 11000V, 1483A**

This is to inform that we have done major overhauling for TDPS Generator, 24058 KVA, 1500RPM & Dry Ice Cleaning & Special Electrical tests of Alternator **2K40459-01, 22.6MW, 11kV, 1500RPM, 4 Pole A/c Triveni Engineering & Industries Ltd 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,


S. Chaudhary
Sr. Manager (Electrical & Energy Management)
Cogen Power Plant
Triveni Engineering & Industries Ltd
Deoband, Saharanpur (U.P.)

Name of the Customer		Triveni Engineering & Industries Ltd
Project		22.6MW SUGAR PLANT
Rating of Generator		22600KVA
Make of the Generator		TDPS
Scope		Complete major overhauling, Dry Ice Cleaning & Special Electrical tests
Resent overhauling month/year		2004
Sl.No.	Discipline	Rating (Please use 0 to 5 scale)
1	Aesthetics of the workmanship	4
2	Performance of the work during overhauling	4
3	Documentation- Elec/Mech test reports and Overhauling reports	5
4	Quality of the tools	5
5	Punctuality	4
D	COMMUNICATION	
1	Pre sales	4
2	During work	4
3	During commissioning	4
E	SERVICE	
1	Mobilization commitment	5
2	Special tools handling & Heavy weight materials lifting process	5
3	Safety guards/Shoes/Helmets/Gloves	5
4	Emergency support in 24 hours	4
F	During service	
1	Commissioning support	4
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	4
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:		

SATISFACTION and REVIEW

Name : S.Chaudhary
Designation: Sr. Manager (Electrical & Energy management)
Signature : 
Date : 05/03/2021