

ADITYA BIRLA



UltraTech

FEEDBACK ON OVERHAULING OF GENERATOR AT SITE

Date: 23-02-2021

To,

SN Power Solution

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

KIADB Main road, Opp BWSSB

Peenya Industrial Area

Bangalore-560058

Dear Sir,

Sub: Feedback On Overhauling Of Generator M/s. **Ultratech Balaji Cement Works Limited.**

This is to certify that we have taken services from **M/s. SN Power Solution Bangalore** for Overhauling of our 35 MW , TC-220, 11kV, 1500 rpm, 0.80pf Steam Generator (with Co2 cleaning & electrical testing).

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

Best Regards,

Seal & Sign:

Name: *Vijay Verma*

Designation: *Asst Manager*

Place: *Balaji cement Jagsyalete*



UltraTech Cement Limited

(Unit : Balaji Cement Works)

ADITYA BIRLA



UltraTech

SATISFACTION and REVIEW

Name of the Customer		M/s Ultratech Balaji Cement Works
Project		M/s. Balaji Cement Works.
Rating of Generator		35 MW
Make of the Generator		TDPS
Nature of work		Overhauling of Generators (with CO2/ dry ice cleaning & Special Electrical Tests)
Sl. No.	Discipline	Rating (Please use 0 to 5 scale)
1	Meeting the technical specification	5
2	Aesthetics of the materials and packing	5
3	Workmanship	5
4	Performance of the materials	5
	Documentation	5
DELIVERY		
1	Meeting the committed delivery date	5
2	Submission of drawings & other documents	5
COMMUNICATION		
1	Pre sales	4
2	During Execution	4
3	Post sales	5
SERVICE		
1	Before dispatch stage	5
2	After dispatch stage	5
3	During service	5
4	After commissioning	5
5	Response to the emergency call	5
6	Closing the complaints	5
0-Total Dissatisfaction		
1-Immediate Action Required		
2-Poor		
3-Average		
4-Good		
5-Excellent		
Suggestions for Improvements:		
Any other specific remarks:		

Name : *Ujjay Verma*
Designation : *Asst manager*
Signature : *[Handwritten Signature]*
Date : *30-03-21*



UltraTech Cement Limited
(Unit : Balaji Cement Works)