NCL REMEDY

Single Window System for greater stakeholder's satisfaction
Periodic feedback for better services
Inviting suggestions & ideas on various issues
Communication of important events & greetings
Communicating messages of top leaders

OBJECTIVES

Single Contact Point
Database
Timely response to services
Reports on satisfaction & perceptions

SET UP PROCESS

Exclusive Cell
Manpower
Contact Infrastructure

RETIR ED EMPLOYEES’ MONITORING OF ENTITLEMENTS DELIVERY YARDSTICKS

e-mail to:
ncl.remedy@coalindia.in

LINK FOR TEMPLATES

Form A for Service Requisition
Form B for Suggestions/Ideas
Form C for Feedback

Personnel Department