

**PRESS INFORMATION BUREAU
GOVERNMENT OF INDIA**

SPMCIL ORGANIZES WORKSHOP ON CUSTOMER SATISFACTION

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Security Printing and Minting Corporation of India Ltd. (SPMCIL) as a part of its initiatives toward Customer Orientation organized a one day workshop on Customer Satisfaction on 05.08.2013 at India Security Press (ISP) Nashik. The workshop was organized in backdrop of Customer Satisfaction Survey carried out by SPMCIL through M/s Genesis Management and Market Research Pvt. Ltd., (GMMR) Pune for its various Products during FY 2012-13. The workshop was inaugurated by Shri M.S. Rana, Chairman and Managing Director, SPMCIL. Representatives from all the nine units and corporate office participated in the Workshop.

Shri M. S. Rana CMD SPMCIL in his inaugural address stressed that innovation and efficiency are vital elements of sustainable growth in the competitive world and expected that continuous improvement in products, process, quality and employees with positive mindset will certainly drive SPMCIL to write a new success story of corporatization. He also stressed that it shall be our endeavour to ensure customer satisfaction by improved delivery system and cost effective security products with consistent quality.

Shri Rana further mentioned that the performance of the Corporation in terms of production, turnover, profitability and other financial and physical parameters has improved significantly over the last six years and SPMCIL has achieved most of the objectives of the corporatization. It has been granted Miniratna Category-I status because of its excellent performance. He stated that SPMCIL has repaid all the loans of RBI and Ministry of Finance and it is now a debt free company. It has achieved excellent rating in MoU for 3 years in succession which has been possible due to sheer dedication, hard work and efficiency of the SPMCIL employees. He further added that SPMCIL is in the phase of modernization and indigenization to make the country self-reliant in the production of state of the art security products.
