

M(S&M)/M/1113
31/7/12

Minutes of 11th Regional Coal Consumer Council (RCCC) Meeting held at Vichar Manch, CCL, Darbhanga House, Ranchi on 21.04.2012

The 11th RCCC Meeting was held under the chairmanship of Sri Gopal Singh, CMD, CCL at Vichar Manch, Ranchi on 21.04.2012.

At the outset Sri R. Gupta, GM(S&M) welcomed CMD, CCL, DT(O), CCL, D(P), CCL and all the Hon'ble nominated members present in the meeting. All the dignitaries were presented the flower bouquets and were invited for lighting the lamp. He also welcomed all the valued consumers / participants present. During interaction with consumers, the following issues emerged :-

- The representative from NTPC, Unchahar and Dadri complained about supply of big size boulders and requested for improvement in quality. GM(S&M) assured that action will be taken by CCL to supply good quality of sized coal to NTPC.
- Sri Anand Mishra, a E-Auction Trader from Bermo complained about non-lifting of coal from the New Sale Point of Tarmi Outsourcing and requested that no offer should be made for E-Auction from Tarmi Outsourcing till the problem is sorted out which was agreed .
- Sri Rahul Kumar from Kuju Area complained about delay in refund against unlifted quantity of E-Auction. GM(S&M) informed the house that the process of refund has been expedited and assured to make refund to the said consumer at the earliest.
- Sri Anurag Mishra complained that though he had deposited the coal value through a third account having the same CIF, EMD has been forfeited by CCL. GM(S&M) clarified that CCL is accepting the coal value only through two bank accounts against which every consumer has given his acceptance through E-Mandate. Hence, coal value remitted to CCL through any account other than two accounts is not accepted and the amount is refunded to the consumer. EMD in this case has to be deducted on account of non-booking as per the clauses of E-Auction Policy.
- Sri Manoj Kumar Tiwary of M/s Rosa Power Supply Company Ltd. complained about less supply of coal and requested to enhance the supply in accordance with the MOU signed with CCL. He also requested for reducing the Underloading and Overloading. GM(S&M) assured to put all possible efforts to improve the supply by increasing dispatches to power houses from CCL.
- Sri Sunil Kr. Singh and Sri Kalyan Kumar, both E-Auction consumers complained about interference of the local people in lifting of coal under E-Auction from the Sale Points of Gobindpur, Pundi & Karma. GM(S&M) assured that the matter would be taken up with the respective areas to resolve the issue.

Sri Inderdeep Singh Nanda, Hon'ble RCCC Member welcomed the new CMD on behalf of RCCC members and expressed his confidence that now the complaints of the consumers will be resolved expeditiously.

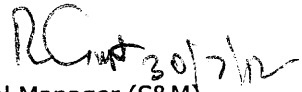
Miss Anusuiya Sharma, Hon'ble RCCC Member insisted that E-Auction consumers should put up their complaints in writing before RCCC Members with a copy to CMD, CCL and GM(S&M), CCL for immediate necessary redressal. She further proposed that officials from Railways should also be requested to attend the meeting. They were attending the meeting in the past. She also expressed her dis-satisfaction over less participation by consumers. She also suggested for establishment of a Grievance Cell at CCL for redressal of grievances of the consumers. She expressed her satisfaction over the improvement being made in the working of Sales & Marketing Department of CCL. She also mentioned that the present CMD of CCL is very energetic and very much serious about the consumer's satisfaction.

Sri J. P. Gupta, Hon'ble RCCC Member expressed his concern as to why the grievances of Sri Abhay Singh is not redressed. GM(S&M) informed that EMD cannot be refunded in this case as the coal was not lifted due to party fault.

Sri Jitender Singh Kushwaha, Hon'ble RCCC Member welcomed the new CMD, CCL and assured the house that all complaints in respect of quality, quantity and refund shall be solved under the tenure of the new CMD and CCL will set new record in every aspect.

GM(S&M) invited CMD, CCL for addressing the house. CMD, CCL welcomed all the Hon'ble RCCC Members present in the meeting. He also thanked the consumers for making himself aware about the problems being faced by them. He said that RCCC Meeting is the biggest forum to solve the grievances of the consumers. He mentioned that CCL has to operate in difficult and order situations and that we should work together as a team to overcome the problems. He directed the Officers of S&M Department to work within the laid down policies and guidelines. He also informed the house that a 'SAMADHAN KENDRA' shall be set up soon for smooth and quick redressal of the grievances. The 'SAMADHAN KENDRA' would redress the grievances in an effective manner.

The meeting ended with vote of thanks by Sri A. P. Trivedi, Chief Manager (S&M).


General Manager (S&M)
CCL, HQ, Ranchi

Copy to:-

1. CMD, CCL, Ranchi
2. Director (Tech./Op.), CCL / Director(Fin.), CCL
3. All Public Interest Nominees of RCCC Meet, CCL
4. GM (Admin.), CCL
5. GM(System)- with a request to upload it on CCL's website.
6. Chief Manager (Operations/Traffic)/ (FSA/ R)/ (CSC)/(RS), CCL
7. Dy. General Manager (Mining), CCL, Kolkata