

**Minutes of 10<sup>th</sup> Regional Coal Consumer Council (RCCC) Meeting held at the Hotel Capitol Hill, Ranchi on 12.09.2011**

The 10<sup>th</sup> RCCC meeting was held under the chairmanship of Sri R.K. Saha, CMD, CCL at Hotel Capitol Hill, Ranchi on 12/09/2011.

At the outset Sri R. Gupta, GM(S&M) welcomed CMD, CCL, D(F), CCL & all the nominated members present in the meeting. All the dignitaries were presented the flower bouquets and were invited for lighting the lamp. Sri R. Gupta also welcomed all the consumers/ participants present. Sri D. N. Ganvir, Sr. Officer (Sales) presented the performance of CCL. The RCCC members observed that Area Sales Managers were not present in the meeting. It was decided that Area Sales Managers would also be called in RCCC meeting in future. During interaction with consumers, following issues emerged during the meeting:-

1. Sri D. Saha from NTPC Corporate (Fuel Management) informed the house that NTPC power plants are not getting sufficient coal from CCL at their Dadri, Unchahar, Badarpur & Tanda plants. He also complained about the quality of coal/ oversize coal received from few sidings of CCL. Sri A. K. Singh from NTPC-Tanda also raised the same issue. CMD, CCL informed that all areas CGMs/GMs have been directed for dispatching good quality & sized coal. GM (E&M) was directed by CMD to ensure proper functioning of all feeder breaker/crushers.
2. Sri A. K. Singhal from NTPC, Dadri requested CMD, CCL to make arrangement for sending the coal bills in time. CMD directed GM(S&M) to expedite submission of coal bills through Desk Office, Kolkata.
3. Sri Pramod Choudhary from UP Brick Kiln Association requested to supply good quality coal say W-IV grade to brick kilns. Sri A. N. Jha informed that non coking coal is suitable for brick manufacturing.
4. Sri P. K. Agarwal requested that excise bills should be given truck-wise. Sri Kashi Nath Mahto complained that sufficient coal is not made available for lifting in road sale in Kujju Area. CMD intervened and directed GM Kujju Area over phone to ensure 100% lifting in road sale.
5. Sri Ram Narsaria and few other E-auction consumers raised the complaint about late refund against unlifted quantity. CMD, CCL informed the house that refund has been expedited substantially in the recent past and CCL is continuously making efforts for further improvement.
6. Sri C. R. Sinha from NTPC, Farraka complained about the poor quality of coal received at Farraka and requested to not to supply rakes from Giridh mines.
7. Sri Praveen Kumar complained about the problem of oversize in Dakra (M) siding. GM(E&M) informed the house that one additional feeder breaker is going to be installed at Dakra siding for further improvement in crushing.
8. Sri Raj Kumar Mittal, one of the roadsale consumer put his point and informed that out of the validity of 45 (forty five) days, they get 20 days validity in reality as sometimes area is disturbed. It was informed that transit time for physical movement of saleorders will be

reduced so that consumers get more time for lifting. After implementation of SAP / WAN this problem will be permanently solved.

9. Sri Ajay Kr. Sinha, Manager, KCT looking after coal supply to BPSCI. & Punjab thanked CCL for supply of coal and requested CMD, CCL for improving quality of coal from Kathara Washery. CMD assured the consumer that this issue will be taken with G.M. Kathara.
10. Sri Bhupesh Kr. Gupta, one of the E-Auction consumers requested CMD that offer given in E-auction should be practically analyzed and loadability should be checked before giving the offer. CMD advised GM(S&M) to note this point and take corrective action

CMD assured the consumers to resolve the various issues raised by them. GM(S&M) requested the public interest nominees to the house.

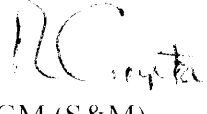
Sri J.P. Gupta welcomed all the participants and said such meetings are very beneficial for the consumers and assured them that their problems will surely be resolved by CCL.

Smt. Anusuiya Sharma requested CMD, CCL to resolve the problems of the consumers at the earliest. She also stressed regarding presence of Area Sales Managers during the meeting.

Dir. (F), CCL addressed the house and told that CCL is improving day-by-day and assured the house that more improvements shall be seen in future.

CMD, CCL thanked all the consumers for active participation in the meeting and said that consumers can also talk directly with him and all the RCCC members so that their problems get resolved without delay.

In the end, GM(S&M) thanked everyone for a successful meeting and requested CMD to present mementoes to the members and invited everyone for the dinner.

  
GM (S&M) 17/12/14  
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