

Details of the complaints lodged by the consumers w.e.f. April '09 to March 2010 and action taken by NCL for its redressal.

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

Sl. No.	Consumer's Name	Ref. No. & Date	Offending Colliery	Date of Loading	No. of Boxes/Qty involved	Nature of Complaint	Remarks
1	HIL (RPD)	GM(Coal)/048 dtd.28.3.09	Jhingurdah	Jan., Feb & March upto 21/3/09	-	Poor Quality	It may kindly observed that the complaints lodged by the consumers mostly relates to - (1) Oversized stone/coal, (2) Poor Quality of coal.
2	Panipat through CIL,ND	575/17.3.09 thru 20 / 2.4.09	Krishnashila	30,31.1.09 2,6,7,24.2.09	-	Big sized stone/coal boulders	(1) Oversized stone/coal: The complaints lodged by the consumers are mostly related to coal loaded from (a) Block B (Spur Siding), (b) Krishnashila, © Dudhichua (WW). (a) Block B Project: 2 Nos. of Feeder Breakers are already installed and the transport contract for transport of coal through Feeder Breaker route is also awarded. At present only crushed good quality coal is being transported to Spur Siding.
3	Kota/RRVUNL	99 / 18.4.09	Bina,K.shila & Block B	Jan., Feb & March	-	Lumpy & Dusty coal	
4	CE(Fuel), UPRVUNL Lucknow	394/CE(F)/CMU(G)/C-2(5) dtd.7.5.09	Krishnashila	5.5.09	-	Heavy & big size hard uncrushed coal.	(b) Krishnashila Project: To overcome the problem of oversized coal / stone, a selective mining of coal band and stone band is introduced at Krishnashila Project. For crushing of oversized coal / shales, Dozer is also deployed at the coal stocks. Around 150 Labourers are also deployed at Krishna-shila Wharfwall siding for breaking of any oversized stone / shale pieces.
5	EE(Fuel), RRVUNL Suratgarh	D-193 / 11.5.09	Block B & Krishnashila	27, 28.4.09 25,29.4&1.5.09	-	Poor Quality	
6	EE(Fuel), RRVUNL Suratgarh	D-38 / 15.4.09	Krishnashila	7,8,9,11,13 & 14.4.09	-	Poor Quality	For loading of 100% crushed coal through CHP, a decision is also being taken to shift two nos. of existing Feeder Breakers from Amlohri Project to Krishnashila Project. Contract for shifting of FBs is also being awarded and it is expected that within 2/3 months time. FBS shall start functioning at Krishna-shila Project.
7	Sr Supdt.(MGR) RhSTPP/NTPC	070/O&M/RhSTPP/2009 dt.17.6.09	Dudhichua(WW)	Last some days	-	Very big sized coal	
8	EE(Fuel), RRVUNL Suratgarh	D-30 / 17.6.09	Block B	12 & 13.6.09	-	Poor Quality	(c) Dudhichua (WW): To overcome the problem of oversized coal / stone, two nos. Dozers are deployed at Dudhichua WW Siding for effective crushing of coal. Some times due to accumulation of the stock at WW siding because of the non placement of rakes by Railways, the coal is not being crushed effectively by Dozer and some of the oversized pieces may find way into the wagons.
9	CE(A), Obra TPS UPRVUNL	9729(i) / 11.5.09 9760(i) / 26.6.09	DCH(WW), Block B Bina (WW)	April & May 09	-	Uncrushed coal & Big boulders	
10	EE(Fuel),Suratgarh SE(FM),Suratgarh	D-401 / 21.7.09 & D-398 / 21.7.09	Block B	16.7.09 to 20.7.09	8 Rakes	Oversize & Heavy Boulders.	To overcome the problem, NCL has already initiated for installation of one more circuit of CHP including crusher, silo etc. at Dudhichua Project and it is expected that the new additional CHP shall functioning within 5 / 6 months time.
11	DGM(RM-Logistics) HIL, Renukoot	RM12/09-10 / 31.7.09	Jhingurdah	29.7.09	57.00	Big boulders of coal & stone	
12	Obra TPS	9779 / 20.7.09	Dhudhichua (WW)	18.7.09	1 Rake	Oversize/Stone	(2) Poor Quality of Coal: This complaints are mostly related to coal supplied from Jhingurdah, Bina, Kakri, Khadia, Block B & Krishnashila Projects.
13	Panipat TPS thru CIL, New Delhi	1602/3.7.09, 1841/29.6.09 thru 596/15.7.09	Block B (Spur Siding)	26 & 28.6.09	2 Rakes	OS/Stone/PQ	
14	HIL (RPD)	209 / 20.8.09	Bina	Last few days	-	Poor Quality	On receipt of the complaints, the matter was taken
15	Anpara TPS	995 / 17.8.09	Kakri	Last 3/4 days	-	Poor Quality	
16	Anpara TPS	994 / 17.8.09	Khadia	Last 3/4 days	-	Poor Quality	
17	Panipat TPS	2296-97 / 13.7.09	Block B	July '08	-	Oversize	
18	Obra TPS	9797 / 31.8.09	Jhingurdah	31.8.09	1 Rake	Poor Quality	
19	HIL (RPD)	GM(Coal)/209 dt.20.8.09	Bina	Last few days	-	Poor Quality	
20	Paricha	847 / 22.8.09	Block B	7,9,10,10 & 15.8.09	5 Rakes	Oversize	
21	Panipat TPS	344 / 20.8.09	Bina	12.8.09	1 Rake	Poor Quality	
22	IPGCL thru CIL, New Delhi	255 / 20.8.09 thru 927 / 1/2.9.09	Bina	17.8.09	1 Rake	Poor Quality	
23	HIL (RPD)	GM(Coal)/220 dt.23.9.09	Jhingurdah	Since Aug.09 to till date	-	Poor Quality	
24	HIL (RPD)	GM(Coal)/221 dt.23.9.09	Jhingurdah	22.9.09	-	Poor Quality	
25	RhSTPP/NTPC	070/O&M/Rihand/2009 dt.29.9.09	Dudhichua (WW)	Last 2-3 days	-	Oversized coal	
26	Suratgarh/RRVUNL	D-610 dt.29.9.09	K.shila/Block B/Bina	24-26.9.09	-	Poor Quality	

27	Panipat thru CIL,ND	2123 / 11.9.09 thru 1162 / 25.9.09	Block B	1-11.8.09		Oversized coal	up immediately with the concerned project for rectification. Further to address the greivance of poor coal quality Fuel Supply Agreement has already been executed with all the Power Utilities & CPP Units. As per the FSA, joint sampling is being carried out at loading points with all Power Utilities and M/s. HIL (RPD) (CPP Unit) and on the basis of the joint sampling results the consumers are making payment to NCL.
28	Suratgarh/RRVUNL	D-666 dt.9.10.09	Krishnashila	5.10.09		Poor Quality	
29	RhSTPP/NTPC	070/O&M/Rihand/2009 dt.7.10.09	Dudhichua (WW)	3.10.09		Oversized coal	
30	Suratgarh/RRVUNL	714/20.10.09 & D-713 dt.20.10.09	K.shila/Block B	13-19.10.09		Poor Quality	
31	Suratgarh/RRVUNL	D-734 / 23.10.09	Krishnashila	17 & 18.10.09		Poor Quality	
32	Panipat/HPGCL	185 / 26.10.09	Block B	21 & 22.10.09		Oversized coal	
33	Kota/RRVUNL	D-398 dt.28.10.09	Krishnashila	Oct.09		Oversized coal	
34	Panipat/HPGCL	2396 dt.14.10.09	Block B	Sept.09		Oversized coal	
35	Obra TPS	9769/CGM/W-II/83B-2 dt.4.7.09 thru No.992 dated 9.11.09	DCH (w/w) Jhingurda	June '09		Oversized Coal Poor Quality	
36	SSTPS / NTPC	031/O&M/MGR dated 4.11.09	Jayant	Last 7 - 8 days		Poor Quality	
37	Obra	16/EE CMD/BTPS/Coal dated 5.11.09	Krishnashila	-		Oversized coal	A letter sent to CGM,Krishnashila vide letter no.1858 dated 13.11.09 to take all remedial measures.
38	SSTPS/NTPC	031/O&M/AGM(FM)/MGR dated 2.12.09	Jayant	Frequent receipt		Extraneous Materials (Rubber/Belt)	Concerned project has informed that they have taken every sincere efforts is being taken upto minimise and stop such things to be mixed with coal.
39	Suratgarh/RRVUNL	RVUN/STPS/SE(FM)/D-1011/15.12.09	Krishnashila	10.12.09	Rake No.82	Oversized coal & stone	A fax from CGM (S&M) vide no.2094 dated 16.12.09 sent to CGM,Bina to take all remedial measures.
40	Obra TPS/UPRVUNL	60/CMD/Coal dated 23.12.09	Jhingurdah	17.12.09	1 Rake	Poor Quality	A letter no.2176 dated 28.12.09 sent to GM, Jhingurdah. NCL cannot agree to the request.
41	Obra TPS/UPRVUNL	9864/CGM/W-II/83B-2 dated 16.01.2010	Krishnashiha	Regularly	-	Oversized coal	A letter no.2364 dtd.23.1.2010 to CGM,Krishnashila to take all remedial action.
42	Kota TPS/RRVUNL	2220 dtd 19.1.2010	Krishnashiha	15.1.10, 16.1.10 17.1.10	3 Rakes	Oversized coal	A letter no.2365 dtd.23.1.2010 to CGM,Krishnashila to take all remedial action.
43	SSTPS/NTPC	No.031/O&M/MGR dated 28.1.2010	Jayant	Regularly	-	Poor Quality	A letter no.2409 dtd.29.1.2010 to CGM,Jayant to take all remedial action.
44	Kota TPS	Fax dated 2.2.2010	Krishnashila	31.1.2010	1 Rake	Oversized coal	A letter no.2453 dtd.5.2.2010 to CGM,Krishnashila to take all remedial action.
45	RRVUNL, Jaipur	D-227 dtd 4.2.2010	Krishnashila	Dec.09 Jan.2010	13 Rake 23 Rakes	Poor Quality	A letter no.2474 dtd.6.2.2010 to CGM,Krishnashila to take all remedial action.
46	HIL (RPD)	AM(Coal)/02/10 dtd.17.02.10	Jhingurdah	-	-	Poor Quality	A letter no.2643 dtd.17/18.02.10 to GM,Jhingurdah to take all remedial action.
47	RhSTPP/NTPC	070/O&M/Rihand/2010 dtd.17.02.10	Krishnashila	From 14.02.10 onwards	-	Oversized coal	A letter no.2657 dtd.18.2.10 to CGM,Krishnashila to take all remedial action.
48	SSTPS/NTPC	031/GM/S dtd. 18.02.10	Jayant	-	-	Poor Quality	A letter no.2658 dtd.20.02.10 to CGM,Jayant to take all remedial action.
49	Kota/RRVUNL	SE(CHP)/Fuel/D2441 dtd.20.02.10	Krishnashila	17.02.10	1 Rake	Oversized stone	A letter no.2662 dtd.23.2.10 to CGM,Krishnashila to take all remedial action.

50	HIL (RPD)	AM(Coal)/02/10/2 dtd.22.2.10	Jhingurdah	21.02.10	-	Poor Quality	A letter no.2667 dtd.23.2.10 to GM,Jhingurdah to take all remedial action.
51	HIL (RPD)	AM(Coal)/03/10/10 dtd.05.03.10	Jhingurdah	-	-	Poor Quality	A letter no.2757 dtd.08.03.2010 to GM,Jhingurdah to take all remedial action.
52	RhSTPP/NTPC	070/O&M/Rihand/2010 dtd 15.03.2010	Krishnashila	-	-	Oversized coal	A letter no.2823 dtd.18.3.2010 to CGM,Krishnashila to take all remedial action.

(ii) Details of the complaints lodged by e-Auction bidders.

S.No.	Consumer's Name	A.O.No.	e-Auction date	Offending Colliery	Nature of Complaint	Remarks
1	M/s.Sharda Ma Enterprises (P) Ltd., 359 Agarwal Chambers Illrd Vir Sawarkar Block 1st Floor, Bikas Marg, Shakarpur, Delhi-92.	0146 dt:10.11.09	21.10.09	Jhingurda	Slow/non Production & poor quality of coal	Reply has been sent vide letter no.NCL/SGR/Sales/09/2110 dated 17.12.09. All the other e-Auction buyers lifted full quantity of against the allotment order issued for e-Auction conducted on 21.10.09 without any complaint. M/s. Sharda Ma Pvt. Ltd. has not placed the trucks as per the offer made by the project leading to lifting insufficient quantity of coal.
2	M/s.Nirnidhi Marketing Ltd., 105, Sukhsagar Apartment, Ashok Colony, Katni, MP.	0910 E 0216,217,218 & 219	20.11.2009	Jhingurda	Alleged complaint of non production of coal in Jhingurdah Project.	Reply has been sent to M/s.Nirnidhi Marketing Pvt. Ltd.; by vide letter no.JRD/GM/Sales/10/211 dated 16.01.10 by Dy Sales Manager, Jhingurdah Project stating therein less engagement of trucks by party concerned through JRD project has despatched approx. 34,000 tes of coal through road to other consumers.Moreover the balance coal was lifted within due date as under. DO No.216 : Lifting Date 21.01.10 DO No.217 : Lifting Date 21.01.10 DO No.218 : Lifting Date 22.01.10 DO No.219 : Lifting Date 19.01.10
3	M/S R.S. FUELS Pvt. Ltd. 32,Ezra street,7th floor, room no.-758 Kolkata.(complaint vide letter dt: 12.02.10)	0910E 251 dt: 20.01.2010	22.12.09	Jhingurda	Bad quality of coal	Take reply has been sent by ASM/JRD vide letter no. JRD/GM/Sales/10/225 dtd.15.02.10 & by Dy CSM vide letter no. NCL/SGR/Sales/10/2650 dtd.19.02.10.
4	M/s.Sharda Ma Enterprises (P) Ltd., 359 Agarwal Chambers Illrd Vir Sawarkar Block 1st Floor, Bikas Marg, Shakarpur, Delhi-92. (Complain lodged vide letter dt:01.02.10)	0910E 272 & 274 dt: 21.01.10	22.12.09	Jhingurda	Non production of coal in Jhingurda Project	Reply has been sent by Dy Sales Manager/JRD Project vide letter no. JRD:GM:Sales:Grievance:10:224. The complaint does not have any merit as the project has loaded in an average 101 trucks/day a/c e-auction buyers from 27.01.10 to 14.02.10.
5	M/s.Sharda Ma Enterprises (P) Ltd., 359 Agarwal Chambers Illrd Vir Sawarkar Block 1st Floor, Bikas Marg,	0178 Dated:07.01.2010	18.12.09	Kakri	Bad quality of coal	Reply has been sent by Dy.CSM /HQ/NCL vide letter no.NCL/SGR/Sales/10/2754 dated 08.03.2010. The complaint does not have any merit as they have lifted full allotted quantity of coal within the validity period

Shakarapur, Delhi-92.
(Complain lodged vide
letter dt:01.02.10)

(iii) **Linked CSA consumers other than Power Utilities: No Complaints received till date.**

Details of the complaints lodged by the consumers for 2010-11 and action taken by NCL for its redressal.

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

Sl. No.	Consumer's Name	Ref. No. & Date	Offending Colliery	Date of Loading	No. of Boxes/Qty involved	Nature of Complaint	Remarks
1	SSTPS/NTPC	031/O&M/AGM(FM)/MGR dtd.10.04.10	Jayant	Last 4-5 days	-	Poor Quality	A letter no.110 dtd.17.04.10 to CGM, Jayant to take all remedial action.
2	RhSTPP/NTPC	070/O&M/Rihand/2010	Krishnashila	From 21.4.10	-	Oversized coal	A letter no.223 dated 30.4.10 to GM,Krishnashila to take all remedial action.
3	Farakka/NTPC	NTPC/FS/DGM(TT-CC)/ 34/011 DTD.12.05.2010	Krishnashila/ Dudhichua	-	-	Oversized coal	A letter no.291 dtd.14.5.10 to CGM/GM, Dudhichua & Krishnashila to take all remedial action.
4	HIL (RPD)	Sr GM (Coal)/336 dtd.14.5.10.	Jhingurdah	13.5.10	-	Poor Quality	A letter no.295 dtd.14.5.10 to GM, Jhingurdah to take all remedial action.
5	Panipat TPS	Memo No.1083 dtd.17.5.10	Krishnashila	12.5.10 13.5.10	2 Rakes	Oversized coal	A letter no.320 dtd.18.5.10 to GM,Krishnashila to take all remedial action.
6	Obra TPS/UPRVUNL	No.22510/CGM/Camp. dtd.22.5.10	Krishnashila	DOR 21.5.10	1 Rake	Oversized coal	A letter no.354 dtd 22.5.10 to GM,Krishnashila to take all remedial action.
7	Panipat TPS	No.1557-61/MF-Coal dtd.24.5.10	Krishnashila	Apr. 2010	-	Oversized coal	A letter no.396 dtd.29.5.10 to GM,Krishnashila to take all remedial action.
8	Panipat TPS	No.1083 dtd.17.5.10	Krishnashila	10.5.10, 12.5.10, 12.5.10, 13.5.10	-	Poor Quality	A letter no.681 dtd.8.7.10 to GM,Krishnashila to take all remedial action.
9	VSTPP/NTPC	No.060/O&M/MGR/2010 dtd.8.7.10	Nigahi	7.7.10	1 Rake	Oversized coal	A letter no.726 dtd.12.7.10 to CGM, Nigahi to take all remedial action.
10	CE/RGTPP HPGCL Khedar, Hisar	No.CH-52/Fuel.03/Div. dtd.23.07.2010	Oversized coal (Stone Boulders)	1 Rake	15.07.10	Krishnashila	Letter No.921 dt.24.07.10 sent to GM,Krishnashila to take remedial measures.
11	EE(Fuel),Panipat Suratgarh	No.RVUN/STPS/SE(FM)/ D-606 dtd.28.07.10	Poor Quality	1 Rake	24.07.10	Spur Sdg (Block B)	Letter No.941 dt.29.07.10 sent to GM,Block to take remedial measures.
12	Asstt.Mgr (Coal) M/s.HIL (RPD)	No. NIL dated 31.07.2010	Poor Quality	-	-	Jhingurdah	Letter sent to GM,Jhingurdah to ensure loading of sized coal vide letter no.963 dtd.02.08.2010.
13	EE(Fuel),Panipat thru CIL, New Delhi	No.1500 & 1501 both dt.19.07.2010	Oversized coal/ stone	14 Rakes 09 Rakes	May 2010 June 2010	Block B/K.Shila/ Bina K.Shila/Block B	Letter sent to CGM/GM, Bina/Block B/K.Shila to ensure loading of only size coal vide letter no. 1020 dated 06.08.2010.
14	CE(A), Obra	No.9964/CGM/W-2/83B-2 dtd. 02.08.2010	Poor Quality	-	-	Block B	Letter sent to GM,Block B to ensure loading of good quality of coal vide letter no.973 dtd.02.08.10
15	EE(Fuel),Suratgarh RRVUNL	No.RVUN/STPS/SE(FM)/ D 698 dtd.20.08.10	Poor Quality (Wet & Muddy coal)	1 Rake	15.08.10	Block B (Spur Sdg)	Letter sent to GM,Block B to ensure loading of sized coal vide letter no.1152 dtd.21.08.2010.
16	DGM(O),Rajghat IPGCL	No.DGM(O)/RP/OPN-10/ 613 dtd 21.08.10	Poor Quality (Wet & Slurry coal)	-	-	Bina	Letter sent to CGM,Bina vide letter no.1166 dtd. 24.8.10 to look into the matter and ensure loading.
17	EE(Fuel),Panipat through RSM,CIL,	Memo No.1640/10.8.10 thru' CIL/S&M/DLI/	Oversized coal	16 Rakes	29.6.10, 1,7,8,9,8,11,	Bina / Krishnashila /	Letter sent to concerned CGM,GMs vide letter no.1236 dated 03.09.2010 to take all necessary

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

	New Delhi	542-43 dtd.19.8.2010			11,18,20,21, 22,23,25,26 & 27.07.10	Block B (Spur)	action to ensure loading of good quality of coal.
18	GM (T), Rajghat Power House, IPGCL, New Delhi	No.GM/RPG/f-14/121 DATED 28.08.2010	Poor Quality (Muddy & Wet)	3 Rakes	19.08.2010 to 21.08.2010	Bina	Letter sent to CGM, Bina vide letter no.1325 dated 18.09.2010 to examine the alleged complaint and send a suitable reply to the consumer.
19	M/s. Agarwal & Associates, Anpara a/c Obra TPS	No.NIL dated 02.10.2010	Oversized coal	1 Rake	01.10.2010	Krishnashila	Letter sent to GM, Krishnashila vide letter no.1432 dated 04.10.2010 to examine the alleged complaint and send a suitable reply to the consumer. Matter is redressed at the siding itself.
20	Jaypee Sidhi Cement Plant	No.NIL dated 13.10.2010	Poor Quality	1 Rake	12.10.10	Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.1566 dated 13.10.2010 to look into the matter and to ensure good quality of coal.
21	Uttar Pradesh Coal & Consumer Traders Association, Choka Ghat, Varanasi, UP	No.U/P/C/C/T/A/52 dated 05.10.2010	Poor Quality	-	-	Kakri	Letter sent to GM, Kakri vide letter no.1572 dated 19.10.2010 to look into the matter and please advise the officer concerned to despatch good quality of coal quantitywise and qualitywise.
22	M/s. KC Sharma & Co.Gandhidham. A/c Panipat TPS	No. Nil dated 22.10.10	Oversized coal	-	Aug. / Sept. & Oct. (27.10.10)	Krishnashila	Letter sent to GM, Krishnashila vide letter no.1666 dated 26.10.2010 to look into the matter and please advise the officer concerned to despatch good quality of coal quantitywise and qualitywise.
23	SE(Fuel), HPGCL, Panipat thru' CM (QC), CIL, Kolkata	Memo No.2010 dtd.11.10.10 thru' CIL/C-4B/Complaint (BCCL/NCL)/786 dated 26.10.10.	Oversized coal	-	Last 3-4 months	Krishnashila	Letter sent to GM, Krishnashila vide letter no.1697 dated 01.11.2010 to please advise the officer concerned to look into the matter and examine the factual position.
24	Asstt.GM (MS&WCM), HIL (RPD)	No.RPD/CQ/JRD/10-11/378 DATED 3.11.2010	Poor Quality	-		Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.1724 dated 6.11.10 to please advise the concerned officer for loading of good quality of coal.
25	EE(Fuel),Panipat thru' CM(S&M),CIL,New Delhi	Memo No.2002 dtd.6.10.10 thru No.CIL/S&M/DLI/773-74 dtd. 22/25.10.2010	Oversized coal	18 Rakes	Sept.2010	Bina/Block B/Krishnashila	Letter sent to concerned CGM/GMs vide letter no.1715 dated 2.11.10 to please advise the concerned officer to examine the position.
26	EE, Paricha TPS, Paricha	No.941/CHD-II/PTPP/C-1 dated 10.11.2010	Oversized coal	1 Rake	03.11.2010	Krishnashila	Letter sent to GM, Krishnashila vide letter no.1799 dated 12.11.2010 to take all necessary corrective measures to ensure loading of sized/crushed coal.
27	SE/Fuel, PTPS,HPGCL thru' US to the GOI,ND	Memo No.2010 dt.11.10.10 thru No.23011/4/2010-CPD dtd.19.10.10.	Big sized stone/coal boulders	-	-	Krishnashila	Letter sent to GM, Krishnashila vide letter no.1895 dated 25.11.2010 to take all necessary corrective measures to ensure loading of sized/crushed coal.
28	SE(CHP-FM), Suratgarh	No.RVUN/STPS/SE(FM)/D-1009 dt.20.11.10	Oversized coal	-	Last 15 days	Block B (Spur)	Letter sent to GM, Block vide letter no.1872 dated 23.11.2010 to take all remedial action for despatch of sized coal.
29	EE/Fuel, PTPS-2, HPGCL	Memo No.2328 dtd. 26.11.10	Big sized stone/coal boulders	-	15.11.10 to 25.11.10	Bina & Block B	Letter sent to CGM, Bina & GM, Block B vide letter no.1902 dated 27.11.2010 to take necessary corrective measures to ensure loading of sized/crushed coal.
30	SE (CHP), Kota TPS, RRVUNL	No.SE/CHP/Fuel/D/606 dated 30.11.10	Big size and dusty coal	-	Since Oct. 2010	Spur (Block B)	Letter sent to GM, Block B vide letter no.1924 dated 01.12.2010 to ensure loading of sized quantity.
31	EE(Fuel), Panipat TPS & Dir.(OM),CEA,New Delhi	Memo No. NIL dated 02.12.10 & No.CEA/PIg/OM/1/35/2010/5557-62 dt.3.12.2010.	Big sized stone/coal boulders	-	23.11.10 23.11.10 24.11.10 24.11.10 26.11.10	Krishnashila Spur Siding Krishnashila Spur Siding Spur Siding	Letter sent to GM, Krishnashila & Block B vide letter no.1946 dated 04.12.2010 to ensure loading of sized quantity and again vide letter no.1955 dtd.7.12.2010.
32	EE(Fuel), Panipat TPS thru" Dir. (OM),CEA, New Delhi	Memo No. 2395 dated 08.12.10 thru" Letter No.CEA/PIg/OM/1/35/2010/5658-63 dtd.09.12.2010	Big sized stone / coal boulders.	-	01.12.10 to 06.12.2010	Spur (Block B) / Krishnashila	Letter sent to GM, Block B & Krishnashila vide letter no.2168 dated 28.12.2010 to please advise the officer concerned to send the reason of such alleged complaints.
33	Head (Coal Quality & Linkage Coal),HIL (RPD)	No.RPD/CQ/1/421 dated 23/25.12.10	Poor Quality	-	Sept.(from 29th). Oct. & Nov.2010	Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.2176 dated 29.12.10 to advise the officer concerned to examine the factual position and send a suitable reply.
34	EE(Fuel), Panipat TPS	Memo No. 2544 dated 31.12.10	Big sized stone / coal boulders.	11 Rakes	DOL from 27.11.10 to 18.12.1	Spur (Block B)	Letter sent to GM, Block B vide letter no.2205 dated 03.01.11, requested to please advise the officer concerned to examine the matter and send a suitable reply.

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

35	DGM (MGR), NTPC	No.060/O&M/MGR/2010 dated 04.01.2011	Big sized coal	2 Rakes	DOL 3 & 4.01.11	Nigahi	Letter sent to CGM, Nigahi vide letter no.2234 dated 05.01.11, requested to please; advise the officer concerned to examine the factual position.
36	EE(Fuel), Panipat TPS thru" GM (S&M),CIL New Delhi	Memo No. 2410 dated 09.12.10 thru" Letter No.CIL/S&M/DLI/927-28 dt.20.12.2010	Big sized stone / coal boulders.	15 Rakes	DL from 01.11.10 to 26.11.20	Spur (Block B) / Krishnashila	Letter sent to GM, Block B & Krishnashila vide letter no.2249 dated 06.11.2011 to examine the factual position and send a suitable reply to the consumer.
37	Dy Manager (Coal), M/s. HIL (RPD)	No.RPD/CQ/1/432 dtd. 10.01.2011	Poor Quality	-	-	Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.2293A dated 12.01.11, requested to please advise the officer concerned to examine the factual position and send a suitable reply to the
38	Dy Manager (Coal), M/s. HIL (RPD)	No.RPD/CQ/1/434 dtd. 12.01.2011	Poor Quality	-	-	Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.2293B dated 12.01.11, requested to please advise the officer concerned to examine the factual position and send a suitable reply to the
39	EE, Anpara TPS	No.25/CHD-II/BTPS/Coal dated 17.01.2011	Oversized coal	-	-	Krishnashila	Letter sent to GM, Krishnashila vide letter no.2332 dated 18.01.11, requested to please advise the officer concerned to examine the factual position and send a suitable reply to the consumer.
40	EE (Fuel), Panipat	Memo No.100 dated 18.01.2011	Oversized coal	9 rakes	DOL : 31.12.10 to 12.01.11	Block B	Letter sent to GM, Block B vide letter no.2424 dated 20.01.11, requested to please advise the officer concerned to examine the factual position and send a suitable reply to the consumer.
(upto Jan.1	Executive Engineer (Fuel), HPGCL, Panipat	Memo No.143 dated 25.01.2011	Oversized coal	7 Rakes	12.01.11 to 18.01.2011	Spur Siding (Block B)	Letter sent to GM, Block B vide letter no.2462 dated 28.01.11, requested to please advise the officer concerned to examine the factual position and send a suitable reply to the consumer.
42	Executive Engineer (Fuel), HPGCL, Panipat thr' GM (S&M), New Delhi	Memo No.30 dated 07.01.2011 thru' No.CIL/S7M/DLI/068-69 dated 20/21.01.11	Oversized coal	13 Rakes	DOL: 27.11.10 to 25.12.10	Spur Siding (Block B)	Letter sent to GM, Block B vide letter no.2522 dated 07.02.11, requested to please advise the officer concerned to examine the factual position and send a suitable reply to the consumer.
43	CE (A), Obra TPS	Letter No.10019/CGM/W-2/83B-2 dated 08.02.11	Oversized coal	-	Feb.2011	Block B & Krishnashila	Letter sent to GM, Block B & Krishnashila vide letter no.2573 dated 12.02.11 requested to please advise the officer concerned to look into the matter.
44	SE (CHP) Kota TPS	Letter No.SE/CHP/FUEL/D-1978 dated 5.2.11	Oversized coal	1 Rake	01.02.11	Block B (Spur)	Letter sent to GM, Block B vide letter no.2577 dated 11.02.11 requested to please advise the officer concerned to look into the matter.
45	CE/PTPS-2, HPGCL, Panipat	Memo No.249 dated 14.02.2011	Oversized coal	1 Rake	Between 09.02.11 to 13.02.11	Spur Siding (Block B)	Letter sent to GM, Block B vide letter no.2576 dated 15.02.11, requested to please advise the officer concerned to examine the factual position and send a suitable reply to the consumer.
46	DGM (MGR) VSTPP/NTPC	Letter No.060/O&M/MGR/2011 dated 12 & 14.2.11	Oversized coal	2 Rakes	of Receipt dated 11th & 12th Feb	Nigahi	Letter sent to CGM, Nigahi vide letter no.2597 dated 15.02.11 requested to please advise the officer concerned to look into the matter.
7 (upto Feb.1	DGM (MGR) VSTPP/NTPC	Letter No.060/O&M/MGR/2011 dated 18.02.11	Oversized coal	-	17.02.11	Nigahi	Letter sent to CGM, Nigahi vide letter no.2641 dated 21.02.11 requested to please advise the officer concerned to look into the matter.
48	Sr Supdt.(MGR), RhSTPP/NTPC	No.070/MGR/2011 dtd.3.2.11	Oversized coal	-	-	Amlohri	Letter sent to CGM, Amlohri vide letter no.2737 dated 08.03.11 requested to please advise the officer concerned to look into the matter.
49	EE(Fuel),Panipat thru' GM(S&M),CIL,New Delhi	Memo No.190/3.2.11 - 2070-71 dt.14.2.11	Oversized coal	17 Rakes	31.12.10 to 26.1.11	Spur (Block B)	Letter sent to GM, Block B vide letter no.2771 dated 11.03.11 requested to please advise the officer concerned to ensure proper size coal load to all consumers.
50	Sr Supdt.(MGR), RhSTPP/NTPC	No.070/O&M/RhSTPP/ 2011 dtd.15 & 16.3.11	Oversized coal	-	-	Jayant & Block B	Letter sent to concerned CGM/GMs vide letter no.2871 dtd.17.3.11 requested to pl. advise the officer concerned to examine the matter and to ensure proper sized coal loading to all
51	EE (Fuel), Suratgarh	No.1616 dtd.21.03.11	Oversized coal	2 rakes	14 & 16.3.11	Spur (Block B)	Letter sent to GM, Block B vide letter no.2939 dtd.23.3.11 requested to pl. advise the officer concerned for proper supervision of rake to ensure loading of sized coal.
52	Sr Supdt.(MGR), RhSTPP/NTPC	No.070/O&M/RhSTPP/ 2011 dtd.10.3.11	Oversized coal	-	From 2.3.11	Jayant	Letter sent to CGM, Jayant vide letter no.2941 dated 24.3.11 requested to pl. advise the officer concerned to examine the matter and to ensure proper sized coal.
53	EE (Fuel), Panipat & CE/PTPS-2		Oversized coal	10 rakes	From 12.3.11 to 18.3.11	Spur (Block B)	Letter sent to GM, Block B vide letter no.2942 dated 24.3.11 requested to pl. advise the officer concerned to examine the matter and send a suitable reply to the consumer.

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

54	Sr Supdt.(MGR), RhSTPP/NTPC	No.070/O&M/RhSTPP/ 2011 dtd.24.03.	Oversized coal	1 rake	23.3.11	Jayant	Letter sent to CGM, Jayant vide letter no.2967 dated 25.3.11 requested to pl. advise the officer concerned to examine the matter and to examine proper sized coal to all consumer.
55 (upto March 2011)	Dir.(O&M,CEA for Panipat TPS	1168-73 dt.3.3.11	Oversized coal	1 rake	07.02.11	Spur (Block B)	Letter sent to GM, Block B vide letter no.3052 dated 31.3.2011 for necessary action.

2011-12

**NORTHERN COALFIELDS LIMITED : SINGRAULI
COMPLAINTS RECEIVED FROM POWER HOUSES FOR THE PERIOD FROM APRIL '2011 TO JANUARY'2012**

S.No.	Complaints received from	Ref. Letter No. & Date	Nature of Complaint	Tonnes/Qty involve	Date of Loading / Receipt	Offending Colliery	Action Taken
1	GM (Rh) I/C, Rihand/NTPC	No.070/MGR/2011 dated 06.04.2011	Oversized coal	-	-	Amlohri	Letter sent to GM, Amlohri vide letter no.88 dated 9.4.2011 to please look into the matter for immediate remedy please.
2	Head (Coal Quality & Linkage Coal), HIL (RPD)	No.RPD/CQ/1/510 dated 08.04.2011	Poor Quality	-	-	Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.96 dated 11.04.11 to examine the matter and to ensure proper sized coal loading to all consumers.
3	Head (Coal Quality & Linkage Coal), HIL (RPD)	No.RPD/CQ/1/514 dated 19.04.2011	Poor Quality	From Apr.11 beginning	-	Jhingurdah	Letter sent to GM,Jhingurdah vide letter no.217 dated 21.04.11 to look into the matter and send a suitable reply to the consumer.
4	SE (CHP), Kota/RRVUNL	No.KTPS/SE(CHP)/Fuel/D-99 dated 18.04.11	Oversized coal	-	Apr-11	Block B (Spur)	Letter sent to GM, Block B vide letter no.218 dated 21.04.11 to ensure proper sized coal loading to all consumers.
5	M/s. Agarwal & Associates for Obra TPS	No. NIL dated 23.04.11	Oversized coal	-	23.04.11	Krishnashila	Letter sent to GM,Krishnashila vide letter no.257 dtd.25.4.11. The matter has been enquired from Despatch I/C, K.shila who has confirmed of receipt of complaint and as assured for immediate remedial action. Such as breaking of lumpy size coal if so loaded in the wagons.
6 (upto Apr.11)	Dir.,CEA thru CIL,New Delhi for Panipat TPS	1) No.2259-60 dt.29.3.11 & 2) No.2269-69 dt.30/31.3.11	Big sized stone and coal boulders.	9 Rakes	5.3.11 to 19.3.11	Block B (Spur)	Letter sent to GM, Block B vide letter no.258 dated 25.04.11 & letter no.328 dated 30.4/2.5.11 to advise the officer concerned to look into the matter and ensure loading of good quality sized coal.
7	Dir.,CEA thru CIL,New Delhi for Panipat TPS	1) No.2345-45 dtd.19/20.4.11 & 2) No.2349-50 dt.19/20.4.01	Big sized stone and coal boulders.	3 Rakes & 4 Rakes	19 to 26.3.11 19 to 24.3.11	Block B (Spur) Dudhichua	Letter sent to GM, Block B & Dudhichua vide letter no.325 dated 30.4/2.5.11 to look into the matter and ensure loading of good quality sized coal.
8	EE, Anpara TPS	No.250/CHD-II/BTPS/Coal dtd 9.5.11	Oversized coal/stone	-	5.5.11 to 8.5.11	Khadia	Letter sent to CGM,Khadia vide letter no.427 dated 21.4/12.5.11 to examine the matter and to ensure proper sized coal loading to all consumers.
9	SE(CHP), Kota	No.335 dtd.21.5.11	Big sized coal	2 rakes	19.5.11 to 20.5.11	Block B	Letter sent to GM, Block B vide letter no.506 dtd 23.5.11 to examine proper sized coal loading to all consumers.
10	EE(Fuel),Panipat	No.921 dtd.25.5.11	Big sized stone and coal boulders.	7 rakes	19.5.11 to 23.5.11	Block B / Jayant	Letter sent to concerned CGM/GMs vide letter no.533 dated 26.05.11 to examine the matter and to ensure propersized coal loading to all consumers.
11 (upto May 2011)	SE(Fuel),Panipat & Dir.CEA,New Delhi	No.919 dtd 25.5.11, 931 dtd.26.5.11 (No.3020-24 dtd.31.5.11)	Big sized stone and coal boulders.	-	3-4 months	Block B/Jayant / K.Shila	Letter sent to concerned CGM/GMs vide letter no.547 dtd.26.5.11 (No.663 dtd 14.6.11) to ensure loading of crushed coal to all consumers and also requested to CGM, Jayant for sending one officer to consumer end.
12	DGM (MGR), VSTPP	Dated 28.5.11 & 30.5.11	Oversized coal (stone boulders)	7 rakes	28 & 29.5.11	Nigahi	Letter sent to GM, Nigahi vide letter no.558 dated 31.5.11 to please advise the officer concerned to take all necessary measures to supply only sized coal to all consumers.

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

13	SE (CHP), Kota	No.D 307 dtd 18.5.11	Oversized coal	1 rake		10.5.11	Block B	Letter sent to GM, Block B vide letter no.581 dated 3.6.11 to please advise the officer concerned to examine the matter and to ensure proper sized coal loading to all consumers.
14	DGM (MGR), VSTPP	Dated 31.5.2011	Oversized coal (stone boulders)	5 rakes 7 rakes		30.5.11 5.6.11	Nigahi	Letter sent to GM, Nigahi vide letter no.591 dated 4/6.6.11 & 620 dated 8.6.11 to please advise the officer concerned to take all necessary measures to supply only sized coal to all consumers.
15	Dir. CEA, New Delhi	No.CEA/Pig/OM/1/35/2011/2354-60 dated 3.5.11 (Memo No. 748 dtd 2.5.11 of EE(Fuel),Panipat).	Big sized stone and coal boulders.	5 rakes & 4 rakes		15 - 20.4.11 & 14 - 24.4.11	Jayant & Block B	Letter sent to concerned GMs vide letter no.646 dated 11.6.11 to please advise the officer concerned to ensure loading of crushed coal and a suitable reply may please be sent to the consumer.
16	M/s. Agarwal & Associates for Obra TPS	Dated 13 & 14.6.2011	Oversized coal / stone	2 rakes		13.06.2011	Krishnashila	Letter sent to GM, Krishnashila vide no.665 dated 14.6.11, Officer-incharge may be directed to take necessary action and a consumerwise register is supposed to be maintained at the siding for maintaining views/comments of consumers.
17	SE (Fuel), Panipat	No.973 dtd.01.06.11 & No.627 dated 06.06.11	Oversized sized coal boulders.	- rakes 5		3 - 4 months 1 to 5.6.11	Dudhichua, Block B & K.shila	Letter sent to concerned GMs vide letter no.723 dated 16.06.11 to look into the matter so that such complaints are avoided.
18	EE (Fuel), Panipat thru CIL, ND	No.787 / 4.5.11 thru CIL,ND (2495-95 / 23.5.11 & 2584-85 / 23.5.11)	Big sized coal / stone	5 rakes 6 rakes		07 - 10.4.11 06 - 26.4.11	Block B & Dudhichua	Letter sent to concerned GMs vide letter no.760 dated 17.6.11 to look into the matter so that such complaints are avoided.
19	EE (Fuel), Panipat	No.1046 dated 16.6.11	Very big sized stone / coal	8 rakes		04.06.11 to 10.06.11	Spur & Dudhichua	Letter sent to concerned GMs vide letter no.757 dated 17.06.11 to examine the matter and to ensure proper sized coal loading to all consumers.
20	EE (Fuel), Panipat	Memo No.1013 dated 8.6.11	Big sized coal boulders	4 Rakes 1 Rake		23.5 to 2.6.11 3.6.11	Spur (Block B) Dudhichua	Letter sent to CGM/GM, Jayant/Block B to examine the matter and to ensure proper sized coal loading to all consumers vide letter no.809 dated 22.6.11
21	Dy Mgr. (Coal), HIL (RPD)	No.RPD/CQ/1/538 dated 20.6.11	Poor Quality	-		Since 8.6.11	Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.808 dated 22.6.11 to examine the matter and a reply may please be sent to the consumer.
22	EE (Fuel), Panipat	Memo No.1109 dated 28.6.11	Big sized stone and coal boulders.			14.06.11 to 26.06.11	Block B / Dudhichua / K.shila	Letter sent to concerned CGM/GMs vide letter no.856 dated 29.06.11 to ensure loading of crushed coal only.
23	EE (Fuel), Panipat	Memo No.1125/30.06.11	Poor Quality	1 rake		23.06.11	Dudhichua (Jayant)	Letter sent to CGM, Jayant vide letter no.878 dated 1.7.11 to examine the factual position and take all necessary measure to eliminate such complaint.
24 (upto 02.07.11)	EE (Fuel), Panipat thru CIL, ND	Memo 979/03.06.11 No.2659-60 dt.15/17.6.11	Big sized coal boulders	18 Rakes 5 Rakes		05 - 26.5.11 10 - 20.5.11	DCH (Jayant)	Letter sent to concerned CGM/GM vide letter no.879 dated 1.7.2011 to examine the matter and to ensure proper sized coal loading to all consumers.
25	EE (Fuel), Panipat	Memo No.1156 dated 6.7.2011	Big sized coal boulders	2 rakes		23.6.11 24.6.11	DCH (Jayant) Krishnashila	Letter sent to concerned CGM/GM vide letter no. 946 dated 7.7.11 requested to please advise the officer concerned to examine the factual position.
26	SE (CHP), Kota	Letter No.D-956 dated 7.7.11	Big sized coal	-		-	Spur Siding	Letter sent to GM, Block B by CGM (S&M) vide letter no.961 dated 8.7.11 to expedite and issue necessary directives to the concerned officers.
27	Sr Mgr (MGR), RhSTPP	Letter No.070/O&M/Rihand/2011 dated 11.07.11	Very big sized and wet & muddy coal.	1 rake		10.07.11	Block B	Letter sent to GM, Block B vide letter no.975 dated 11.07.11 requested to please advise the officer concerned to examine the factual position.
28	Sr Mgr (MGR), RhSTPP	Letter No.070/O&M/Rihand/2011 dated 21.07.11	Big sized coal	1 rake		19.07.11	Amlohri	Letter sent to GM, Amlohri vide letter no.1075 dated 22.07.11 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading to all consumers.
29 (upto July '11)	SE (CHP), Kota	No. D-790 dated 27.07.11	Big sized lumpy coal	3 rakes		22.7.11, 24.7.11 & 25.7.11	Block B (Spur)	Letter sent to GM, Block B vide letter no.1112 dated 28.07.11 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading to all consumers.

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

30	EE (Fuel), Panipat thru CIL, ND	Memo No.1159 dated 6.7.11 thru No.CIL/S&M/DLI/2952-53 dated 21/22.7.11	Big sized coal boulders	12 rakes	29.5,31.5,2,4,5,7,9,10,11,16 & 18.6.11	Block B (Spur)	Letter sent to concerned CGM/GMs vide letter no.1133 dated 2.8.11 requested to please advise the officer concerned to examine the factual position and take all necessary measures to eliminate such complaints.
				9 rakes	3,7,9,10,11, 11,14,16 & 16.6.11	Dudhichua	
				1 rake	19.6.11	K.shila	
31	SE(CHP-FM) & EE (Fuel), Kota TPS	No.D-348 dtd.11.8.11 & D-346 dtd.10.8.11	Oversized coal/stone	6 rakes	4.8.11-1183, 5.8.11-1185, 5.8.11-1187, 6.8.11-1188, 6.8.11-1190 & 8.8.11-1193	Spur (Block B)	Letter sent to GM, Block B vide letter no.1207 dtd.11.8.11 & 12.14 dtd.13.8.11 requested to please advise the officer concerned for proper supervision of rake to ensure loading of sized coal only to all consumers.
32	CE (A), Obra TPS	No.10011/CGM/W-2/83B-2 dtd.10.8.11	Heavy oversized coal	3 rakes	7.8.11, 8.8.11 & 9.8.11	Krishnashila	Letter sent to GM, Krishnashila vide letter no.1234 dated 17.8.11 requested to please advise the officer concerned to enhance the supervision of rake loading.
33	Sr Supdt.(MGR), RhSTPP/NTPC	No.070/MGR/2011 dated 27.08.11	Big sized coal	3 rakes	21.7.11, 29.7.11 & 08.08.11	Amlohri	Letter sent to GM, Amlohri vide letter no.1330 dated 27.08.11 requested to please advise the concerned officer to take all necessary measures to ensure loading of sized coal only.
34 (upto Aug. '11)	EE(Fuel),Panipat thru GM(S&M),CIL,ND	Memo No.1303 dated 09.08.2011 thru' No.4038-39 dtd 18.8.11	Big sized coal boulders	4 Rakes	14.07.11, 16.07.11, 13.07.11 & 21.07.11	Spur	Letter sent to concerned GM vide letter no.1353 dated 1/2.9.11 to please advise officer concerned to look into the matter and send a suitable reply to the consumer with a copy to us.
35	HIL (RPD)	No.RPD/CQ/1/573 dated 01.09.2011	Poor Quality	-	Last 15 days	Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.1366 dated 5.9.11 requested to please advise the officer concerned to look into the matter and to ensure good quality coal loading to all consumers.
36	DGM (MGR), RhSTPP	No.070/MGR/2011 dated 08.09.2011	Big sized coal	-	Last few days	Amlohri	Letter sent to GM, Amlohri vide letter no.1433 dated 10.09.11 requested to please advise the officer concerned to look into the matter and to ensure loading of sized coal only.
37	DGM (MGR), RhSTPP	No.070/O&M/Rihand/ 2011 dated 13.09.11	Very big sized, wet & muddy coal	1 Rake	13.09.11	Jayant (DCH WW)	Letter sent to CGM, Jayant vide letter no.1472 dated 16.09.11 requested to kindly advice officer concerned to closely monitor loading of IR rakes so that proper sized and dry coal could be despatched.
38 (upto Sept.'11)	GM (Co-ordn), HIL (RPD)	No.RPD/CQ/1/583 dated 14.09.11	Poor Quality	-	Last 12 days of Sept. '11.	Jhingurdah	Letter sent to GM, Jhinrudah vide letter no.1493 dated 19.09.11 requested to please advise the officer concerned to look into the matter and to ensure loading of good quality of coal to all consumers.
39	EE, Anpara TPS	No.539/CHD-II/BTPS/Coal dated 07.10.11	Oversized coal	-	Past few days	Bina (KKR WW)	Letter sent to CGM, Bina vide letter no.1666 dated 13.10.11 requested to please advise the officer concerned to look into the matter for its remedial action.
40	Sr Supdt.(MGR), RhSTPP/NTPC	No.070/O&M/Rihand/ 2011 dated 19.09.11	Very big sized coal	-	Last 2-3 days	Jayant (DCH WW)	Letter sent to CGM, Jayant vide letter no.1688 dated 18.10.11 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading to all consumers.
41	SE (CHP), Kota	No.SE(CHP)/Fuel/D/1774 dated 15.10.11	Lumpy & big sized coal	-	-	Block B (Spur Siding)	Letter sent to GM, Block B vide letter no.1689 dated 18.10.11 requested to please advise the officer ;concerned for proper supervision of rake to ensure loading of sized coal only to all consumers.
42	Sr Supdt.(MGR), RhSTPP/NTPC	No.070/MGR/2011 dated 15.10.11	Big sized coal	-	DOR 15.10.11	Amlohri	Letter sent to GM, Amlohri vide letter no.1795 dated 27.10.11 requested to supply of sized coal in order to avoid difficulties in unloading of rakes at power house end.
43 (upto Oct.2011)	SE, Obra TPS	No.1081/SE-II/BTPS dated 29.10.2011.	Very big size boulders	1 rake	28.10.11	Jayant (DCH WW)	Letter sent to CGM, Jayant vide letter no.1825 dated 31.10.11 requested to please advise the officer concerned to take all necessary measures to despatch only sized coal to avoid such complints.

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

44	SE, Obra TPS	No.3110/SE-II/BTPS/Camp. Dated 31.10.11	Very big boulders	-	-	1. Jayant (DCH ww) / 2. Block B (Spur Sdg) / 3. Krishnashila (Bina ww)	Letter sent to concerned CGM/GMs vide letter no.1833 dated 1.11.11 by CM(S&M) & no.1857 dated 3.11.11 by CGM (S&M) requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading to all consumers.
45	DGM (MGR), VSTPP	No.060/O&M/MGR/2011 dated 11.11.11	Stone boulders and big sized coal.	3 rakes	DOR: 7, 8 & 10.11.11	Nigahi	Letter sent to GM, Nigahi vide letter no.1921 dated 15.11.11 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal.
46	EE/ Anpara TPS	No.606/CHD-II/BTPS/Coal dated 15.11.2011	Oversized coal/Iron Plates/Stone	-	Last few days	Kakri	Letter sent to GM, Kakri vide letter no.1954 dated 17.11.11 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal.
47	EE/ Anpara TPS	No.601/CHD-II/BTPS/Coal dated 14.11.2011	Oversized coal/Stone	-	Last few days	Khadia	Letter sent to CGM, Khadia vide letter no.1955 dated 17.11.2011 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading to all consumers.
48	CE(R&M), Obra TPS	No.10083/CGM/W-II/83B-2 dated 15.11.11	Very big size coal boulders	1 rake	9.11.11 / 13.11.11	Kakri	Letter sent to GM, Block B vide letter no.1971 dated 21.11.11 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading.
49	EE/ Anpara TPS	No.619/CHD-II/BTPS/Coal dated 23.11.2011	Oversized coal/Stone	-	-	Kakri	Letter sent to GM, Kakri vide letter no.2027 dated 26.11.11 to take all efforts need to be made to maximise despatches to ATPS through MGR.
50 (upto Nov.2011)	EE/ Anpara TPS	No.617/CHD-II/BTPS/Coal dated 22.11.2011	Big sized coal	-	Past few days	Bina (KKR WW)	Letter sent to GM, Bina vide letter no.2036 dated 26.11.11, a very close monitoring between UPRVUNL & Bina officer in charge of despatch so that all the impediments in increasing despatches are sorted out on day to day basis.
51	Dy GM (MGR) / RhSTPP	No.070/MGR/2011 dated 9.12.11	Big sized coal	-	-	Amlohri	Letter sent to CGM, Amlohri vide letter no.2143 dated 10.12.11 to advise the officer concerned to examine the matter and to ensure proper sized coal loading to all consumers.
52	Head (CQ&LC), HIL (RPD)	No.RPD/CQ/1/642 dated 12.12.11	Poor Quality	-	8 to 10.12.11	Jhingurdah	Letter sent to GM, Jhingurdah vide letter no.2157 dated 13.12.11 requested to please advise the officer concerned to examine the matter and to ensure proper quality coal loading.
53	DGM (MGR), VSTPP	No.060/O&M/MGR/2011 dated 17.12.11	Very big sized boulders.	-	-	Nigahi	Letter no.2208 dated 19.12.11 & no.2250 dated 23.12.11 sent to CGM, Nigahi requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading.
54	DGM (MGR), VSTPP	No.060/O&M/MGR/2011 dated 22.12.11 & 26.12.11	Very big sized boulders.	-	21.12.11 & 26.12.11	Nigahi	Letter no.2262 dated 28.12.11 & No.2277 dated 28.12.11 to CGM, Nigahi requested to please advise the officer concerned to examine the matter and to ensure proper sized coal.
55	AGM (FM), RhSTPP	No.070/O&M/AGM(FM) /11 dated 23.12.11	Big sized coal	-	Last couple of month	Amlohri	Letter no.2281 dated 29.12.11 sent to CGM, Amlohri requested to please advise the officer concerned to examine the matter and to ensure proper sized coal.
56 (upto Dec.11)	DGM (MGR), VSTPP	No.060/O&M/MGR/2011 dated 30.12.11	Big sized coal	2 rakes	29.12.11 & 30.12.11	Nigahi	Letter sent to CGM, Nigahi vide letter no.2355 dated 31.12.11 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading.
57	SE (CHP), Kota	RVUN/KTPS/SE(CHP)/ Fuel/D- 2263 dt.5.1.12	Muddy & Sticky coal	3 Rakes	29.12.11 & 30.12.11 29.12.11	Block B Bina	Letter sent to CGM/GM, Bina/Block B vide letter no.2405 dated 6.1.12 requested to please advise the officer concerned to examine the matter and to ensure proper coal loading to all consumers.

(i) Details of the complaints lodged by Power Sector Consumers / CPP Consumers.

58 (upto Jan.12)	EE(Fuel),RRVUNL, Chhabra	RVUNL/CTPP/CE(F)/ 2525 dt.6.1.12	Stone & Lumpy coal	1 Rake	3.1.12 (Diverted rake)	Block B	Letter sent to HM, Block B vide letter no.2406/7.1.12 & 2546/21.1.12 requested to please advise the officer concerned to examine the matter and to ensure proper sized coal loading to all consumers.
	M/S Jaiprakash Associates Limited. Chunar, PO: Chunar Cement Factory,Distt.-Mirzapur(UP)	CCF/NCL/KOL/10/0610 Dated: 10.06.2010	JHINGURDA	09/10.06.2010		Very poor quality of coal	Reply has been sent by Dy.Sales Manager vide letter no. NCL/SGR/Sales/QC/10/484 dated: 11.06.2010 (After enquiry it was found baseless as their authorised representative expressed his satisfaction

(i) Details of the complaints lodged by e-Auction bidders. (for the financial year 2010-11)

S.No.	Consumer's Name	A.O.No.	e-Auction date	Offending Colliery	Nature of Complaint	Remarks
1	M/s.Sharda Ma Enterprises (P) Ltd., 359 Agarwal Chambers Illrd Vir Sawarkar Block 1st Floor, Bikas Marg, Shakarapur, Delhi-92. (complain lodged vide letter dt: 08.05.2010)	0910E0352 Dt: 06.04.2010 0910E0353 Dt: 06.04.2010 0910E0356 Dt: 06.04.2010	20.03.2010 20.03.2010 20.03.2010	Jhingurda	Slow/non Production & poor quality of coal	Reply has been sent by AGM(M),JRD Project vide letter no.JRD:AGM(m):2010:359 dated 18/19.05.2010. The complaint does not have any merit as they have lifted full allotted quantity of coal within the validity.
2	Uttar Pradesh Coal & Consumer Traders Association, Choka Ghat, Varanasi, UP	Letter No.No.U/P/C/C/T/A/52 dated 05.10.2010	-	KHD	Poor Quality	Letter sent to GM, Kakri vide letter no.1572 dated 19.10.2010 to look into the matter and requested to advise the officer concerned to despatch good quality of coal quantitywise and quantitywise.
3	Agarwal Coal Corporation Pvt. Ltd Indore	D.O No.097 Dt: 23.09.10	23.08.2010	Jhingurda	Less/non Production & poor quality of coal	Reply has been sent by AGM(M),JRD Project vide letter no.JRD:AGM(m):2010:1054 dated 04/06.11.2010 The complaint does not have any merit as they have not deployed trucks as per rota, moreover they have lifted full allotted quantity of coal within the validity period.
4	Agarwal Coal Corporation Pvt. Ltd Indore	D.O No.141 Dt: 29.11.10	29.11.2010	Jhingurda	Insufficient & poor quality of coal	Chief Manager(Sales) had written a letter to the (No.NCL/SGR/Sales/10/2340 dated: 17.01.2011) concerned Project and reply is awaited. Moreover they have lifted full allotted quantity of coal within the validity period.

(ii) Details of the complaints lodged by e-Auction bidders for the financial year 2011-12 (upto February 2012)

S.No.	Consumer's Name	A.O.No.	e-Auction date	Offending Colliery	Nature of Complaint	Remarks
1	M/s.Sharda Ma Enterprises (P) Ltd., 359 Agarwal Chambers Illrd Vir Sawarkar Block 1st Floor, Bikas Marg, Shakarapur, Delhi-92.	D.O. No. 219 dt. 02.04.11	18.02.11	Kakri	Delay in refund & poor quality of coal	Refund has been processed, delay was because of non submission of RTGS mandate form by consumer.