



NORTHERN COALFIELDS LIMITED

(A Mini Ratna Company)

Sales & Marketing Department

PO. Singrauli Colliery, Dist. Singrauli (M.P.) 486889

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Ref. No. NCL/SGR/Sales/10 1287

Dated: 6-09-2010

OFFICE ORDER

Consequent upon the resignation of Shri L.N. Gupta, Dy.Chief Sales Manager, the Grievance Redressal System Cell (GRSC) constituted vide office order No.NCL/Sales/09/1668 dated 22-10-2009 is hereby reconstituted at NCL consisting of the following officials.

- 1) Shri Sanjay Dubey, Chief Manager(Mining/Sales), NCL HQ
- 2) Sjro A.K. Prasad, Sr.Manager(Finance), NCL HQ

The GRSC shall redress grievances of coal consumers effectively in a transparent manner to provide natural justice within prescribed time frame.

The activities of GRS Cell at NCL shall be as under:-

- 1) GRS Cell will be dealing with the issues that cannot be deliberated within the provisions of Fuel Supply Agreements (FSAs). All issues in respect of penal actions and stipulation of notices under FSA will be resolved in terms of the provisions of FSA.
- 2) Representation lodged by a consumer will be registered and acknowledged by GRS Cell which shall take up the issues/grievances of the coal consumers with the concerned dealing section and address the same and reply to the consumers within a fortnight. In case the matter requires reference / response from concerned Projects, such redressal will be completed within a month's time. In case e-Mail address of the complainant is available, reply will be sent by e-Mail also.
- 3) In normal course, representations / complaints of consumer will be sent to the concerned Dealing Officer for its redressal. However, if the issue remains unresolved, the representation is to be directly referred to GRS Cell at Marketing Division of CIL.

The Committee is advised to undertake the above assignments with immediate effect.

This issues with the approval of Competent Authority.

14/9
Chief Manager(S&M)

Distribution:

- 1) Shri Sanjay Dubey, Chief Manager(Min/Sales),NCL HQ
- 2) Shri A.K. Prasad, Sr.Manager(Fin),NCL HQ

Copy for kind information to:

- 1) Director(Tech/P&P),NCL
- 2) Director(T/O),NCL
- 3) Director(Fin),NCL
- 4) TS to Chairman, CIL
- 5) TS to Director(Mktg),CIL
- 6) TS to CMD, NCL
- 7) CGM(S&M),NCL HQ