



**CENTRAL COALFIELDS LIMITED**  
**DARBHANGA HOUSE: RANCHI**  
(A subsidiary of Coal India Limited)



Ref: CCL/HQ/QM/2019/2358-2371

Dated: 17.09.2019

To  
The General Manager (Vigilance)  
CCL, Ranchi

Sub: SOP of Quality Management Department (Revised)

Dear Sir,

Copy of the Standard Operating Procedure for achieving the goal of quality control duly signed by Director (Tech/Oprn), CCL is enclosed.

Thanking you,

Yours faithfully,

Emcl: As above

  
General Manager (QM)

Copy to:

The General Manager, Magadh-Amrapali/Piparwar/NK/B&K/Kathara/  
Giridih/Dhori/Rajrappa/Kuju/ Barka-Sayal/Argada/Rajhara/  
Hazaribagh Area

## SOP

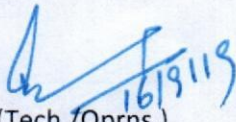
Duties and responsibility of officials to produce and dispatch quality coal and confirm within declared grade and not exceeding norms of grade slippage.

Sl. No.	Activities	Responsibility
1.	Coal Bench top should be properly cleaned before drilling and blasting	General shift Inch./ Mine Inch.
2.	After blasting in coal, shale/Stone etc. shall be removed by selective cleaning	Mine In charge
3.	The coal free from stone/shale etc. shall be loaded into the dumpers/trippers and the shale/extraneous materials segregated from coal shall be regularly removed away to avoid mixing with coal.	General shift Inch./ Shift Inch.
4.	The coal to be loaded into wagons shall be checked so that no stone/extraneous material is loaded into wagons	Siding In charge
5.	Before loading, empty rakes shall be checked to ensure that there is no stones/shale etc in the Wagons. If found it shall be removed before loading.	Siding Manager/ Area sales Manager
6.	The contractors tipping truck engaged for dispatching coal from face to siding to be checked randomly and if found with any stone etc. , it shall not be allowed to take load.	Area sales Manager/Area Quality Management Officer
7.	The Dispatch of sized/Quality Coal to be ensured.	Project Officer/ Area sales Manager
8.	Active participation and ensuring proper system of sampling and preparation of sampling.	Siding Manager shall ensure by himself or from his assistant.
9.	To ensure enabling condition of sampling and analysis to 3 <sup>rd</sup> Party CIMFR or others.	Staff officer(QM)
10.	If alarm is raised by Siding In-charge/Area Quality Management Officer for poor quality of coal from any collieries, immediate corrective action is required.	Concerned Project Officer
11.	To raise alarm in writing for any lapse in supply of quality coal.	Area Quality Management Officer
12.	Formation of task force for regular quality inspection and monitoring at Area Laboratory.	Area General Manager
13.	Inspection of Siding/Dispatch Point//Coal Face/CHP/Washeries/Laboratory/Feeder Breaker/Consumers Register and maintenance of records.	Area Quality Management Officer

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Sl. No.	Activities	Responsibility
14.	Monitoring CIL – Coal Quality Monitoring Protocol	Nodal Officer Authorized for this purpose of HQ/ Area
15.	Formation of whatsapp group named as “CCL Gunvatta Prahari” consisting of HQ/AQMO/Siding/Project Management	GM (QM)/ Area GM
16.	Installation and maintenance of CCTV at all vulnerable points viz, Sample preparation, sample storage etc.	S.O.(E&M)/(E&T)
17.	Redressal of consumer’s grievances. In every dispatch point one feedback register should be maintained. Feedback of the customer should be recorded in that register.	Area GM/ Project Officer
18.	Monthly review meeting of AQMO’s / Siding Managers at HQ	GM (QM)
19.	Regular meeting with consumers	GM(QM) / GM(M&S)
20.	Adequate technical manpower for sampling, analysis & quality control.	GM(P&IR)
21.	Quality Awareness at all levels and organizing quality week.	GM (QM)/ Area GM
22.	Dispatch of Sized coal only as the case may be.	Area GM/ Project Officer
23.	Periodic monthly meeting with sampling agency representatives	GM (QM)
24.	Fortnightly appraisal to DT(Oprns.)	GM (QM)

General Manager of the area will ensure the implementation of above SOP.

  
 Director (Tech./Oprns.)

  
 General Manager (QM)