

Minutes of 15th RCCC minutes of meeting held at Vicharmanch ,Dharbhanga House,
CCL,Ranchi on 18/11/2013

The 15th RCCC meeting was held under the chairmanship of Shri Gopal Singh, CMD, CCL at Vicharmanch, CCL, HQ, Ranchi.

At the outset Sri A.D.Wadhwa, Dy.Manager (F)(S&M) welcomed CMD, D(P) & DT(O), CCL, all the dignitaries and esteemed customers and other officials of CCL present in the meeting. Condolence was held for Late Inderdeep Singh Nanda (former RCCC member). All the dignitaries were invited for lighting the lamp. GM(S&M) invited to discuss their problems and assured to try level best for resolving their problems.

Shri S.K. Mitra, GM(S&M-FSA) highlighted the achievements during the period April'13-Oct.'13. He suggested the customers should not wait till the last day for coal value deposition by RTGS and said that CCL has strived hard in investigating and addressing issues raised by the customers. He also thanked the customers for upgrading the system by their valuable suggestions which mutually benefits the customers as well as the company in the long run.

He also said that CCL has renewed FSA of most of the customers till 2018. There is huge pressure on the company to meet the coal commitment as per Presidential directives for the power houses having installed capacity of 9315 MW commissioned after 31.03.2009. CCL has never been unjust to anyone in particular. At present, CCL is carrying over 6 million tonnes of Coal stock and despatched 28.7 million tonnes of coal till Oct'13. He requested all the customers to co-operate with CCL in achieving the goal.

The customers raised the following issues during the meeting:-

1. Shri Sunil Kumar Singh from Dhori Area and others complained that the e-auction quantity from Dhori area has been reduced due to which there has been a tough situation for about 250-300 customers.
2. Shri Manoj Singh from Balia, Jharkhand Colliery, complained about his RTGS failure on 02/11/13 and there were bank holidays from 03/11/13 to 05/11/13. As only seven days are allowed to deposit the coal value through RTGS, EMD was forfeited. So, he asked about EMD refund. He also complained why CCL does not count Bank holidays in those seven days.
3. Shri Balaji, E-Auction Customer, requested that JVAT-404 from to be given timely. In Kuju area, there has been a local problem due to which lifting of coal is getting troublesome.
4. Shri Abu Ansari informed the house that his son had deposited EMD now since his son has passed away, he requested CCL to refund the money deposited by his son.
5. Shri Amar Kumar Gupta from Kuju: Area complained that CCL has issued two lifting programmes in a very short span of time which is creating problems for customers in arranging trucks. He requested CCL to avoid the same in future.
6. Shri Anand from Bokaro suggested that the pay loader loading may be introduced at all the sale point of Dhori Area for lifting of coal which would be in favour of both the company and the customers.
7. Shri Ram Nath Sahu from Dhori Area complained about late refund from CCL.
8. Few customers complained that Dhori area Samadhan cell is not functioning properly.

The following clarifications were given to the above issues by GM(S&M) & other officers of CCL, S&M department.

- In Kuju Area, CCL shall pass the reminder to issue the JVAT in time.
- EMD cannot be refunded as per Spot e-Auction scheme and as a businessman, one is supposed to be familiar with the bank holidays.

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- In case of death of the depositor, the matter would be look into and early action would be taken as per rule.

Points stressed by Sri Jitendra Singh Kushwaha, Hon'ble, RCCC member.

He informed house that ever since Shri Gopal Singh, CMD, CCL has taken charge of this company; this company has been prospered in most fields. Major problems have been sorted out. He shared his observation that level of problems have come down since the RCCC meetings are held. He suggested all the customers to give your problems in writing.

He informed the house that production has been affected due to cyclone. He also requested CMD to sort out the problem of e-Auction customers particularly whose families are dependent on CCL.

Points stressed by Sri Siddarth Singh Hon'ble, RCCC member.

He requested CMD, CCL to address the problem of Dhori area and resolve it as soon as possible.

Points stressed by Sri R.R Mishra ,D (P), CCL

He informed the house that the problem of Dhori Area would be analysed as CCL is a Government organization, policies have to be followed and hence decisions cannot be made at will.

Points stressed by Gopal Singh, CMD, CCL, Ranchi.

He advised all to have transparency in the work. He also requested the participants to maintain the dignity and splendour of this meeting.

He informed that CCL is a company which is also concerned about the social development besides selling coal. Activities undertaken in this respect are:-

- CCL has opened many ITI centres in its command areas.
- About 1400 fresh vacancies have been created by CCL in various fields.
- The grievance cell in headquarters has been working well. About 75% of the cases have been resolved.


General Manager (S&M)

Copy for kind information to:-

All RCCC Members

Copy to:-

1. CMD, CCL
2. Director (Tech./Op.)/ Director (P)/ Director (F), CCL
3. All Area CGMs/ GMs
4. GM(S&M/FSA)/ GM(CSC/S&M), CCL
5. Dy. GM(M), CCL, Kolkata
6. Chief Manager (RS)/ (Legal), CCL
7. Sr. Manager (Op./Traffic)/ (RS)/ (CSC), CCL