



एक कदम स्वच्छता की ओर



सीसीएल
एक मिनीरल कम्पनी

सेन्ट्रल कोलफील्ड्स लिमिटेड

(भारत सरकार का एक उपक्रम)

दरभंगा हाउस, कचहरी रोड, राँची 834 029, झारखण्ड

CENTRAL COALFIELDS LIMITED

(Govt. of India Undertaking)

Darbhanga House, Kutchery Road, Ranchi 834 029, Jharkhand

कॉर्पोरेट आईडेंटिटी नं./

Corporate Identity Number : U10200JH1956GOI000581

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CCL/HQ/QM/CGRS/5397

Dated 05.08.2017

CONSUMERS' GRIEVANCE REDRESSAL SYSTEM

In order to redress the grievances of coal consumers of CCL in a transparent manner and to provide natural justice within a prescribed time frame, a Grievance Redressal System Cell (GRSC) has been instituted at CCL.

Quality Department shall be dealing with the issues related to **quality** under provision of **FSA/MOU**.

The concerned consumers are requested to submit their grievance related to quality at the following address for redressal.

Grievance Redressal System Cell,
C/O-Manager (M)/QM (for quality issues)
Central Coalfields Limited ,
Darbhanga House, Ranchi- 834001.

The grievance may also be sent over e-mail at Consumergrievance@coalindia.in


General Manager (QM)