



सेन्ट्रल कोलफील्ड्स लिमिटेड

(भारत सरकार का एक उपक्रम)

दरभंगा हाउस, राँची 834 029

CENTRAL COALFIELDS LIMITED

(Govt. of India Undertaking)

DARBHANGA HOUSE, RANCHI 834 029

फोन/Phone : (0651) 2360606 (10 Lines), 236 0123 (5 Lines)

फैक्स/Fax : (0651) 2360257, वेबसाइट/Website : <http://www.ccl.gov.in>

Ref no.CCL/HQ/QM/CGRS/ 1012

Dated: 22.02.2014

### CONSUMERS' GRIEVANCE REDRESSAL SYSTEM

In order to redress the grievance 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. The GRSC will be dealing with the issues related to quality under provisions of FSA/MOU.

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

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

The grievance may also be sent over E-Mail at [Consumergrievance@ccl.gov.in](mailto:Consumergrievance@ccl.gov.in)

  
General Manager(QM)