

Minutes of 14th Regional Coal Consumers Council (RCCC) Meeting held at Vichar Manch, Darbhanga House CCL, Ranchi on 03.06.2013

The 14th RCCC meeting was held under the chairmanship of Shri T.K. Nag, Director(Technical) Operations ,CCL at Vichar Manch ,CCL Campus ,Ranchi on 03.06.2013.

At the outset, Shi A.D.Wadwa, Dy.Manager(F)(S&M) welcomed the D(T)O,D(P) and all the nominated RCCC members present in the meeting .All the dignitaries were invited for the lighting the lamp. GM(S&M) gave the welcome address and invited all the participants to discuss their problems ,if any and assured to try his level best for resolving their problems. He also highlighted that during the year CCL's dispatch has increased by almost 5 million te over last year.

The consumers raised the following issues during the meeting:-

1. *Shri Birendra Kumar from Maa Kali Enterprises, complained about RTGS failure by the bank on the last day and requested for relaxation by one day.*
2. *Sri Ramesh Yadav from Jubilant Life Science, complained about less dispatch from KDH siding resulting in less supply to their plants.*
3. *Sri Sunil Sharan from Jhajjar power also complained about poor dispatch from KDH resulting in less materialization to their power plant.*
4. *Sri U.P.Garg from India Glycol complained about short receipt of coal at unloading end.*
5. *Sri Geet Shrivastav, UPSIC, complained about raising of supplementary bills due to grade change amounting to Rs.4.5 crore He also complained about quality of coal dispatched from Jarangdih-1 and also requested for sampling.*
6. *Sri Sunil Kumar Singh from ,Dhori Area complained about less offer to e-auction consumers in Dhori Area.*
7. *Sri Mahendar Kumar Singh an e-auction customer complained that Dhori colliery was closed on july-12 and lifting could not be done due to this EMD has been deducted and not been refunded.*
8. *Sri Gopi Mishra complained about delay in providing JVAT Bills.*
9. *Sri Ajay Kumar Sinha, representative of BPSCL &PSEB, expressed satisfaction over quality and quantity of coal supplied to them.*
10. *Sri Mohd.Thaufiq ,Kathara, complained about stoppage of lifting due to change of grade.*
11. *Sri Birendra Kumar an ,e-auction consumer complained about non lifting at Karo mine for the last several months*
12. *Sri Ramesh Kumar Goyal from Shree Balajee Enterprises complained about quality of coal offered through e-auction.*

The following clarifications on the above were given by GM(S&M) & other officers of S&M Dep't.

- ✓ Production from KDH Project was low due to land problem. However , rake loading will be increased by augmenting transportation from Purnadih pithead stock.

- ✓ Maintenance of weighbridge (FIO testing) is being done at regular intervals. Short receipt of coal at unloading point could be due to pilferage/theft enroute.
- ✓ There is no provision in FSA to conduct joint sampling in supplies to noncore sector such as State Agencies etc. It is also not possible to violate the terms of FSA.

Points stressed by Sri Jitendar Singh Kushwaha, Honble, RCCC Member.

- ✓ The main motto of this meeting is to benefit CCL and its consumers.
- ✓ Requested all customers to make coal value payment through RTGS in time and not to wait till the last so that if there is RTGS failure due to fault of the bank the consumer can again remit the money through RTGS before the last day.
- ✓ There is some problem of oversized coal and boulder still exists in CCL which should be resolved.
- ✓ Due to poor quality and quantity the Cokeries and Brick manufacturing units are not accepting coal from UPSIC.
- ✓ The customers should take up the issue of supplementary central excise duty with the Excise Department and not with CCL.
- ✓ He expressed satisfaction over grievance redressal since the introduction of RCCC meeting. He mentioned that the process of refund against unlifted quantity has been considerably expedited by CCL. He further mentioned that the performance of S&M department has improved considerably in the recent past.

Points stressed by SHRI R.R.Mishra ,D(P) CCL in charge of S&M.

He welcomed all and informed that he has taken charge of S&M recently. He said that our basic way of working is by building TRUST between each other. He said that CCL is a Government Organization; and we have to work within policy and guidelines. He requested all customers to build the Trust with CCL and put joint efforts with CCL in resolving the problems in order to improve its performance.

Points stressed by Shri T.K.Nag,D(T)O,CCL

He welcomed all and expressed satisfaction over good attendance of consumers in the meeting. He noticed the presence of many customers for the first time which itself indicates how effective this meeting is in solving the problems of the consumers. He felt that most of the problems faced by consumers are at Area level which needs to be resolved at ground level

He informed the house that CCL has liquidated 5 million tones of coal from our stocks which was about 16 million tones as on 1.4.2012. There has been a good momentum in coal dispatch from CCL in 2012-13.

- ✓ He mentioned that the stake of e-auction consumers is high in the view of the company because they buy coal at a higher price and the company earns revenue from it.
- ✓ Quality and quantity issues are being regularly monitored by headquarter. Topmost priority is being assigned to supply good quality crushed coal to consumers and to maintain all weighbridges

in proper working order. Consumers are also being invited to witness FIO testing of rail Weighbridges.

- ✓ There is ~~good~~ need for IT enablement in the company for ensuring further transparency in all the matters. CCL has taken up for implementation of WAN (Wide Area Network) project and very soon we will be having all the information in real time.
- ✓ GCV grade change problem is due to government policy; previously coal was being tested at CMPDIL now it is being done by CIMFR Dhanbad.

He mentioned that he was enriched and enlightened by the inputs by consumers in this meeting. The enrichment of knowledge will help CCL as well as the all customers to prosper.

The meeting ended with Vote of Thanks by Sri A.P.Trivedi, GM, CSC(S&M)

RC
GM(S&M) 15/9/13.

Copy to:-

1. CMD, CCL, Ranchi
2. DT(OP)/ D(P)/ D(F), CCL, Ranchi
3. All Public Interest Nominees of RCCC Meet, CCL
4. All Area CGM/GMs, CCL
5. GM(QM)/ GM(E&T)/ GM(E&M). CCL
6. GM(Systems), CCL- with a request to upload it on CCL's website
7. HOD, Samadhan Cell, CCL, Ranchi
8. GM(M), CCL, 15-Park Street, Kolkata
9. GM(FSA/LOA/R)/ GM(Legal)/ GM(CSC), CCL, Ranchi
10. CM(RS)/ CM(Real.), CCL, Ranchi
11. Sr. Manager (Op./Traffic), CCL, Ranchi

Copy for kind information to:-

1. Joint Secretary (LA), MoC, Govt. of India, Shahstri Bhawan, New Delhi
2. D(P), CIL, Kolkata
3. D(M), CIL, Kolkata
4. Director (Rail Movement), Eastern Railway House, Fairley Place, Kolkata.