

No. 23021/156/2006-CPD  
Government of India  
Ministry of Coal  
CPD Section

Shastri Bhavan, New Delhi  
Dated, the 14<sup>th</sup> July 2008

To

The Chairman  
Coal India Limited  
10, Netaji Subhash Road  
Kolkata-700001

**Subject: Verification of non-core sector consumers**

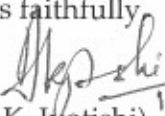
Sir,

I am directed to invite your attention to this Ministry's letter of even No. dated 15<sup>th</sup> February 2007 on the above mentioned subject wherein inter-alia it was suggested that CIL should adopt certain measures to improve the grievance handling system for the erstwhile non-core sector consumers. It was suggested that a transparent system should be put in place having elements of well-codified procedure based on principles of natural justice, appellate mechanism, speaking order etc. Such a system is likely to reduce arbitrary decisions and provide expeditious and transparent decision making. It will also improve desired transparency levels in the functioning and operations of coal companies. These guidelines of the Ministry have also been reiterated time to time through various communications from the Ministry, board meetings, as also using the forum of Standing Linkage Committee meetings.

It may be appreciated that consumer's grievances need to be addressed in a fair and transparent manner within a stipulated time frame. While dealing with grievances, principles of natural justice should be followed in order to ensure fair decision. Thus, CIL would need to come out with a well-codified grievance redressal system for consumers (for issues not covered within the scope of FSA) with provisions for issuance of notice before denying / cancelling / suspending any permission, linkage, supply etc. There should be a speaking order with provision for appeal to the higher authority.

Therefore, CIL is requested to prepare and execute a time bound scheme in this regard after discussing the same threadbare in the meeting(s) of Board of Directors. Action taken in this regard may be intimated to this Ministry at the earliest.

Yours faithfully,

  
(A. K. Jyotishi)  
Director

Copy to:

✓ Technical Director, NIC Cell for placing the above letter on the website of the Ministry