



Citizen's / Client's Charter
for
Ministry of Coal
(2010-2011)

Address Shastri Bhawan, New Delhi

Website ID www.coal.nic.in
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Vision

“TO SECURE AVAILABILITY OF QUALITY COAL TO MEET THE DEMAND OF VARIOUS SECTORS OF THE ECONOMY IN A SUSTAINABLE, COST EFFECTIVE AND ECO-FRIENDLY MANNER”

Mission

- (i) To augment production through Government companies as well as captive mining route by adopting state-of-the-art and clean coal technologies with a view to improve productivity, safety, quality and ecology.
- (ii) To augment the resource base by enhancing exploration efforts with thrust on increasing proved resources.
- (iii) To facilitate development of necessary infrastructure for prompt evacuation of coal.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of Mining Plan and Mine Closure Plan of allocated captive coal block.	15	K.C. Samaria, D. N. Prasad (Director (CA-I), Director(T))	dirca1.moc@nic.in dirtech.moc@nic.in	9811108619 (23388043)	Receipt of application in the respective administrative section (CA-I/CA-II) along with Mine Plan and Mine Closure Plan in respect of the coal block allocated.	Mine Plan authenticated by RQP			
							Mine Closure Plan authenticated by RQP			
						Wanting document, if any, is obtained from the applicant.				
						Obtaining approval from the competent authority before referring the case to CPAM Section.				
						To verify/authenticate each page of Mine Plan/Mine Closure Plan by a designated officer.				
						Checking all chapters/all plans/all documents available.				
						Preliminary scrutiny of all technical parameters.				

Main Services / Transactions

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						To submit the case to the Vice Chairman of the Standing Committee.				
						Date of presentation fixed.				
						In the presentation before the Standing Committee under the Chairmanship of Vice Chairman, RQP presents the detailed/technical features. Standing Committee observes all the technical matters in detail.				
						Deficiencies observed in the meeting are informed to the Project Proponent for compliance.				
						The company either submits the reply to the observations or submits a revised document.				
						The reply of company is again considered by Standing Committee.				
						Thereafter Standing Committee meets under Secretary (Coal), its Chairman to consider				

Main Services / Transactions

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								Category	Mode	Amount
						the plan for approval it if there is no deficiency.				
						Minutes are prepared and submitted to Secretary (Coal) for approval.				
						Approved Mining Plan document sent to respective administrative section (CA-I/CA-II).				
						Administrative section conveys the approval of Mining Plan Document to the Allocattee Company.				
2	Grant of recognition as Qualified Person (RQP) to prepare mining plan under MMRD Act, 1957.	10	D.N. Prasad (Director (Technical))	dirtech.moc@nic.in	9811108619	Application received from desirous candidate.	Application in prescribed format.			
						The case is submitted to the Standing Committee for examination of the qualification and experience of the candidate in various fields.				
						If candidate is found suitable by the Standing Committee for grant of recognition as RQP, proposal is sent to				

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						Secretary (Coal) for approval.				
						After approval, RQP recognition letter is sent to the applicant and to NIC centre for hosting his name on the website of Ministry of Coal.				
3	To convey prior approval of Mining Lease of allocated captive coal block	15	K.C. Samaria (Director (CA-I))	dirca1.moc@nic.in	(23388043)	Verify the proposed boundary of block recommended by the State Government concerned with the approved Mine Plan.	Recommendation of the State Government concerned Form F of MC Rules 1960			
						If any discrepancies are found, the advice of the Advisor (Project), State Government concerned or allocattee is obtained.				
						Obtaining approval under Section 5 (1) of MMDR Act, 1953 from the competent authority.				

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Processing the requirement of Plan funds for different Plan schemes being implemented through budgetary support and making available the planned outlays to the nodal agency for onward disbursement. (Nodal agencies – PSU coal companies and Govt. exploration agencies)	15	D.N. Prasad (Director (Technical))	dirtech.moc@nic.in	9811108619	Receipt of requisition of funds along with utilisation certificate for the previous release, if any, from the nodal/implementing agency	Requisition from nodal agency along with utilisation certificate for the previous release, if any.			
						Examination of the proposal in the Ministry.				
						Obtaining approval of the Divisional Head in the Ministry i.e. Adviser (P).				
						Thereafter sending the proposal to the Integrated Finance Division of the Ministry for seeking their concurrence.				
						Sanction is issued in favour of the nodal agency for releasing the funds.				
5	Processing of applications seeking Letter of Assurance for coal allocation on Long Term basis to the clients in power, cement and sponge iron sector.	15	G. Srinivasan (Under Secretary)	socpd.moc@nic.in	(23384285)	To receive applications complete in all respect.	Application as per prescribed procedures.	Cement	Demand Draft	50000
								Sponge Iron	Demand Draft	30000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
								Power (Per MW)	Demand Draft	2000
						Forward application to concerned administrative Ministry.				
						Obtain recommendations of the administrative Ministry.				
						Place before the SLC (LT) for consideration.				
6	Monitoring of Coal supplies to Power Sector utilities	15	R.K. Mahajan (Joint Secretary)	jsla.moc@nic.in	(23384893)	Obtaining convenience for holding the meeting.	References from power utilities.	NA	NA	0
						Issue of meeting notice to all participants.				
						Issue of Minutes.				
7	Grievance / references received in the Ministry	15	Shri P.S.S. Reddy (Director)	dirvig.moc@nic.in	(23384594)	Grievance should be specific and should relate to functioning of the Ministry.				
						Grievance relating to the jurisdiction of the Ministry can be submitted both				

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						electronically (via http://pgportal.gov.in) or in writing by post.				

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Approval of Mining Plan and Mine Closure Plan of allocated captive coal block.	15.0	Preliminary scrutiny of the papers by the respective administrative sections (CA-I / CA-II) as per terms and conditions of allocation and then forwarded to CPAM Section.	15	days	3.75	Ministry records
			Detailed scrutiny by CPAM Section for examination of the Mining Plan and placing the same before Standing Committee.	60	days	3.75	Ministry records
			Consideration and forwarding the recommendations of the Standing Committee to Administrative Section.	15	days	3.75	Ministry records
			To obtain administrative approval of the Competent Authority and communicate the same to allocattee company.	15	days	3.75	Ministry records
2	Grant of recognition as Qualified Person (RQP) to prepare mining plan under MMRD Act, 1957.	10.0	On receipt of an application for the status of Recognized Qualified Person (RQP), it is to be processed for consideration of the Standing Committee and decision to be conveyed.	45	days	10.0	Ministry records
3	To convey prior approval of Mining Lease of allocated captive coal block	15.0	To convey prior approval of Ministry of Coal under the relevant Section of MMDR Act, 1957 on receipt of complete proposal from the concerned State	45	days	15.0	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
			Government.			15.0	
4	Processing the requirement of Plan funds for different Plan schemes being implemented through budgetary support and making available the planned outlays to the nodal agency for onward disbursement. (Nodal agencies – PSU coal companies and Govt. exploration agencies)	15.0	The proposals are to be processed and approval to be conveyed on receipt of the request for funds.	60	days	15.0	Ministry records
5	Processing of applications seeking Letter of Assurance for coal allocation on Long Term basis to the clients in power, cement and sponge iron sector.	15.0	To forward applications received to the concerned Ministry i.e. Ministry of Power, Ministry of Steel, DIPP (Ministry of Commerce & Industry)	10	days	3.75	Ministry records
			To convene meeting of Standing Linkage Committee (Long Term) to review existing LoA's and consider new applications.	2	No. of meetings per year	3.75	Ministry records
			To issue minutes of SLC (Long Term) meetings.	25	days	3.75	Ministry records
			Follow up action on implementation of the decisions of SLC (LT).	6	months	3.75	Ministry records
6	Monitoring of Coal supplies to Power Sector utilities	15.0	Convening of Inter-Ministerial sub-group meeting.	3	meetings per month	15.0	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
7	Grievance / references received in the Ministry	15.0	Acknowledgement of postal grievance within 3 working days; Immediate acknowledgement of grievance received through Centralized Public Grievance Redress and Monitoring System (CPGRAMS).	3	working days	3.0	Ministry records/CPGRAMS
			To forward grievance / reference to the concerned coal companies / other authorities for necessary action.	7	working days	3.0	Ministry record/CPGRAMS
			To dispose off the reference / grievance and reply to the applicant.	60	days	9.0	Ministry records/CPGRAMS

Grievance Redress Mechanism

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri PSS Reddy, Director, Ministry of Coal	23384594	dirvig.moc@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Consumers of coal i.e. power sector, steel industry, cement industry, sponge iron and other small and medium enterprises consuming coal and citizens.
2	Ministry of Railways, Ministry of Shipping and Ministry of Surface Transport, Ministry of Defence, Ministry of Power.
3	Captive coal block allottees
4	Manufacturers and suppliers of coal mining machinery and equipment, explosives etc.
5	Associations of core consumers namely . FICCI, CII, ASSOCHAM (full form to be given)
6	Employee Unions and staff associations in coal companies
7	Contract workers - private companies and transporters
8	People living near mining area
9	People likely to be displaced due to new mining areas identified
10	Citizens of India

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	COAL CONTROLLER'S ORGANISATION	22489613	coalcont-wb@nic.in		Shri P.R. Mandal, Coal Controller*, Office of Coal Controller, 1, Council house Street, Kolkata-700001
2	COAL MINES PROVIDENT FUND ORGANISATION (CMPFO)	2202114	commissioner@cmpfo.gov.in		Shri A.N. Bhattacharjee, Commissioner, Coal Mines Provident Fund Organisation, Dhanbad, Jharkhand-826014

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Completed Mining plan in all respect signed by Recognized Qualified Person (RQP)
2	Application should be complete in all respect with required documents
3	Request for prior approval of Mining lease of allocated coal/lignite blocks is to be submitted by the concerned State Govt. as per the milestone chart, complete in all respect.
4	Application should be complete in all respect including utilization certificate.
5	(a) Application from applicants from power, cement and sponge iron sector should be complete in all respects and as per extant procedure notified by this Ministry on the website. (b) Reply/feedback on any query on the clarifications, if any, sought by the Ministry on aspects relating to discrepancies in the applications. To be submitted early.
6	(a) To maintain unloading capacity at Power Station end to receive coal as per the provision of Fuel Supply Agreement. (b) Timely payment against coal supply. (c) To make arrangement to accept coal from any coal company of CIL.
7	(a) The Grievances/ reference should be legible. (b) It should include previous reference/ case no. of Ministry, if any. (c) Relief should be clearly mentioned.

Performance Evaluation Report

S.No.	Service	Weight %	Success Indicator	Service Standards	Unit	Weight	Data Source	Evaluation Criteria						Performance	
								Excellent	Very Good	Good	Fair	Poor	Achievement	Row Score	Weighted Score
1	Approval of Mining Plan and Mine Closure Plan of allocated captive coal block.	15	Preliminary scrutiny of the papers by the respective administrative sections (CA-I / CA-II) as per terms and conditions of allocation and then forwarded to CPAM Section.	15	days	3.75	Ministry records	14	15	16	17	18			
			Detailed scrutiny by CPAM Section for examination of the Mining Plan and placing the same before Standing Committee.	60	days	3.75	Ministry records	55	60	65	70	75			
			Consideration and forwarding the recommendations of the Standing Committee to Administrative Section.	15	days	3.75	Ministry records	14	15	16	17	18			

Performance Evaluation Report

S.No.	Service	Weight %	Success Indicator	Service Standards	Unit	Weight	Data Source	Evaluation Criteria						Performance	
								Excellent	Very Good	Good	Fair	Poor	Achievement	Row Score	Weighted Score
			To obtain administrative approval of the Competent Authority and communicate the same to allottee company.	15	days	3.75	Ministry records	14	15	16	17	18			
2	Grant of recognition as Qualified Person (RQP) to prepare mining plan under MMRD Act, 1957.	10	On receipt of an application for the status of Recognized Qualified Person (RQP), it is to be processed for consideration of the Standing Committee and decision to be conveyed.	45	days	10.0	Ministry records	40	45	50	55	60			
3	To convey prior approval of Mining Lease of allocated captive coal block	15	To convey prior approval of Ministry of Coal under the relevant Section of MMDR Act, 1957 on receipt of complete proposal	45	days	15.0	Ministry records	43	45	48	50	52			

Performance Evaluation Report

S.No.	Service	Weight %	Success Indicator	Service Standards	Unit	Weight	Data Source	Evaluation Criteria						Performance	
								Excellent	Very Good	Good	Fair	Poor	Achievement	Row Score	Weighted Score
			from the concerned State Government.							48	50				
4	Processing the requirement of Plan funds for different Plan schemes being implemented through budgetary support and making available the planned outlays to the nodal agency for onward disbursement. (Nodal agencies – PSU coal companies and Govt. exploration agencies)	15	The proposals are to be processed and approval to be conveyed on receipt of the request for funds.	60	days	15.0	Ministry records	58	60	62	64	66			
5	Processing of applications seeking Letter of Assurance for coal allocation on Long Term basis to the clients in power, cement and sponge iron sector.	15	To forward applications received to the concerned Ministry i.e. Ministry of Power, Ministry of Steel, DIPP (Ministry of Commerce & Industry)	10	days	3.75	Ministry records	9	10	11	12	13			
			To convene meeting of Standing Linkage	2	No. of meetings per year	3.75	Ministry records	3	2	1	0	0			

Performance Evaluation Report

S.No.	Service	Weight %	Success Indicator	Service Standards	Unit	Weight	Data Source	Evaluation Criteria						Performance	
								Excellent	Very Good	Good	Fair	Poor	Achievement	Row Score	Weighted Score
			Committee (Long Term) to review existing LoA's and consider new applications.							1	0				
			To issue minutes of SLC (Long Term) meetings.	25	days	3.75	Ministry records	24	25	26	27	28			
			Follow up action on implementation of the decisions of SLC (LT).	6	months	3.75	Ministry records	5.5	6	6.5	7	8			
6	Monitoring of Coal supplies to Power Sector utilities	15	Convening of Inter-Ministerial sub-group meeting.	3	meetings per month	15.0	Ministry records	4	3	2	1	0			
7	Grievance / references received in the Ministry	15	Acknowledgement of postal grievance within 3 working days; Immediate acknowledgement of grievance received through Centralized Public Grievance	3	working days	3.0	Ministry records/CPGRAMS	3	3	4	5	6			

Performance Evaluation Report

S.No.	Service	Weight %	Success Indicator	Service Standards	Unit	Weight	Data Source	Evaluation Criteria						Performance	
								Excellent	Very Good	Good	Fair	Poor	Achievement	Row Score	Weighted Score
			Redress and Monitoring System (CPGRAMS).							4	5				
			To forward grievance / reference to the concerned coal companies / other authorities for necessary action.	7	working days	3.0	Ministry record/CPGRAMS	6	7	8	9	10			
			To dispose off the reference / grievance and reply to the applicant.	60	days	9.0	Ministry records/CPGRAMS	59	60	61	62	63			

Total Composite Score : 0.0