

Minutes of 13th Regional Coal Consumer Council (RCCC) meet held at 'Vichar Manch', Darbhanga House, CCL (HQ), Ranchi on 11.1.2013

The 13th RCCC meeting was held under the chairmanship of Sri Gopal Singh, CMD, CCL at 'Vichar Manch', Ranchi on 11.1.2013.

At the outset Sri R.Gupta, GM (S&M) welcomed CMD, CCL; DT(O), CCL; D(P), CCL and all the Hon'ble nominated members present in the meeting. All the dignitaries were presented the flower bouquets and were invited for lighting the lamp. He also welcomed the entire valued consumers / participants present in the meeting.

The following points were raised by the consumers during the meeting :-

- ❖ Sh. R.N.Sahu, one of the consumers of Kuju Area requested for copy of the Minutes of the last meeting and actions taken by the Management. Booklet was circulated to all consumers, the last page of which covered the ATR of the last meeting. He has also complained about problem by locals in lifting from Pundi stock.
- ❖ Sh. D.D.Sharma of Jubilant Life Sciences requested for relaxation for accepting programme without pollution certificate.
- ❖ Sh. Sunil Kr. Singh, Sh. Abhimanyu Singh & several other consumers raised the issue of irregularities and difficulties being faced by consumers in Road Sale at SDQ-I. They were also requested for refund of Tax Collected at Source (TCS) against unlifted quantity.
- ❖ Sh. Sunil Sharan from Jhajhar Power Ltd. complained about supply of over sized coal & boulders.
- ❖ Sh. Sanjeev from India Coal Merchant Association complained about shortage in supply of coal being despatched from KDH, RCM & Dakra sidings.
- ❖ Sh. Ram Kumar, one of the consumers of Kuju Area complained that consumers get only 35 days for lifting, whereas the scheme provides for 45 days validity period.
- ❖ Sh. Amar Gupta complained about only 20% lifting during the month of October'12 from Hesagora.
- ❖ Sh. Harender Kumar requested for RTGS notification on website.

Clarifications on the above by Sh. A.P.Trivedi & Sh. A.Jha, Chief Managers (S&M)

- ✓ All the customers were requested not to submit their application forms on the last day. The applications should be submitted uniformly throughout the deposition of seven days. This would facilitate issue of sale orders at regular intervals uniformly.
- ✓ TCS collected with coal value are deposited by CCL within seven days of the next month and a certificate in Form No. 27 (D) issued quarterly. Refund / adjustment of TCS to be processed by the Income Tax Authorities.

- ✓ The refund process has been expedited as far as possible. He confirmed that we are processing the refund against the unlifted quantity to the consumers as early as possible after receipt of lifting cum balance statement from the Area.

Clarifications on the above by GM (S&M)

- ✓ It was clarified that Rail programme can not be accepted in case of non-core consumers without pollution certificate. They should take up with the State Pollution Deptt. for early issue of pollution certificate.
- ✓ The refund process against unlifted quantity has been expedited and attempt will be taken to further expedite the process.

Points stressed by Sh. Jitender Singh Kushwah, Hon'ble RCCC Member

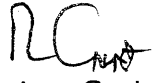
- Most of the problems raised by the consumers have been resolved by CCL during the tenure of the existing RCCC.
- He expressed concern over the quality of coal supplied to Panki Power Houses located in U.P. and requested for action to improve the quality of coal being supplied to Power Houses of U.P.
- He expressed satisfaction over the progress of CSR by CCL.
- He expressed his satisfaction that the refund problem has been solved to the maximum possible extent.

Points stressed by Sh. Gopal Singh, CMD

- CMD, CCL welcomed the consumers as part of CCL extended family. He mentioned that CCL has enormous resources. Vision 2020-21 for an estimated target of 200 million tones has been prepared and we must put in all efforts to make CCL No. 1 company of Coal India Ltd.
- CMD directed GM (S&M) to make the ATR points specific.
- CMD directed the Sales & Mktg. Deptt. to take action to maximize time for lifting at colliery end within validity period of 45 days.
- In order to improve law & order condition, CMD urged for cooperation from everybody. He mentioned that if we get repeated complaints from any local sale points, necessary action shall be taken, as deemed fit.
- CMD informed the House about the 'Samadhan Cell' which is functioning very well and has a toll free no. 18003456501 wherein complaints can be registered.
- CMD expressed satisfaction over the stock liquidation and informed the House that about 8.5 million tones of old stock has been dispatched out of 16 million tones (approx.) as on 1.4.2012.

- CMD informed the House about the progress of CSR activities by CCL. A BPL hospital is going to start soon at Gandhi Nagar Colony, Ranchi for the benefit of the poor people.
- A Diploma Institute is also being set up at Rajrappa. A football team shall be formed at each of the 350 villages around CCL Projects.
- CMD informed the House about the Standing Committee constituted at Sales & Mktg. Deptt. to standardize the procedures which would eventually help the consumers.

Sh. A.P.Trivedi, Chief Manager (S&M) extended vote of thanks.


 (Rajeev Gupta)
 General Manager (S&M)

Copy to :

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

Copy for kind information to :

- 1). Joint Secretary (LA), MOC, Govt. of India, Shastri Bhawan, New Delhi.
- 2). D(P), CIL, 10-N.S.Road, Kolkata.
- 3). Director (Mktg.), CIL, 15-Park Street, Kolkata.
- 4). Director (Rail Movement), Eastern Railway House, Fairley Place, Kolkata.

no. CCL/40/14/Recd/

dt. 28/2/13