

**Minutes of 12th Regional Coal Consumer Council (RCCC) Meeting held at Vichar Manch,
Darbhanga House, CCL, Ranchi on 25.08.2012**

The 12th RCCC meeting was held under the chairmanship of Sri Gopal Singh, CMD, CCL at Vichar Manch, CCL Campus, Ranchi on 25/08/2012.

At the outset Sri S. K. Mitra, Chief Manager (S&M) welcomed CMD, D(F), D(P) and all the nominated members present in the meeting. All the dignitaries were invited for lighting the lamp. GM(S&M) 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 1st quarter of 2012, CCL dispatched 1.8 million tonnes more than same period last year.

The consumers raised the following issues during the meeting:-

1. Sri M. A. Ansari, IIFCO expressed his satisfaction over the improvement in quality of coal but expressed his concern over less supply of rakes.
2. Sri Jai Kumar Singh raised the issue of RTGS failure that occurred on the last day of payment by the bank due to which coal was not allotted and EMD was forfeited.
3. Sri Rahul Kumar, Trident Pvt. Ltd. expressed satisfaction over the improvement in quality of coal, but requested for augmenting the supply to their plant.
4. Sri Raj Kaumar Mittal expressed his concern over frequent breakdown of weighbridge at Karma resulting in poor lifting through E-auction.
5. Sri Pramod, Balaji Coal traders mentioned that by mistake, coal value was paid at Piparwar a/c instead of Headquarter a/c due to which EMD was forfeited and requested that his case may be considered sympathetically.
6. Ms. Anshu Singh, Jubliant Life Sciences Pvt. Ltd. mentioned that they have to pay about Rs. 82 lakhs as coal value advance against actual bill of about Rs. 62 lakhs per rake and requested that coal value advance should be taken realistically.
7. Sri S. K. Kapila, RF Ltd., complained about the shortage of about 200 tonnes per rake from KDH siding.
8. Sri Pawan Agrawal, India Glycols Ltd. complained about delay in allotment/ supply of rakes by Railways
9. Sri S. K. Bansal, Mamta Enterprises requested that acknowledgement should be given for TCS paid by them and requested for refund of TCS if the quantity is not lifted.
10. Sri Om Prakash requested for timely issue of JVAT-404.
11. Sri Kalyan Kr. Pandey, Sindri Holdings Pvt. Ltd. and Sri Ram Kr. Singh complained about availability of coal at the mines due to which there is delay in lifting through E-Auction resulting in EMD forfeiture.
12. Sri C. P. Talwar, Jubliant Life Sciences Pvt. Ltd. and Sri Vinit Kedia expressed difficulty in obtaining "EXISTENCE & OPERATIONAL CERTIFICATE " every month and requested that it should be relaxed to be submitted on yearly basis.
13. Sri R. K. Goel, Balaji Trading Company requested that break up of royalty and other price components should be printed in sale orders. He also requested for account statement on quarterly basis. He also requested for increasing the validity period of 45 days.
14. Sri Naresh Agarwal complained about late response by Grievance Cell (Samadhan Cell). He also requested that any National Holiday, b/down of weighbridges etc. should be excluded in the validity period.
15. Sri P. K. Gupta, Gupta Enterprises complained about non lifting of coal due to Law & Order problems at Topa and Hesagera collieries.
16. Sri Kumar Ashoka requested to expedite the refund process.

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17. Sri Vinay Kumar Mishra requested that ledger of financial year should be provided to the consumers
18. Sri P. D. M. Sinha, Jhajjar Power Ltd. thanked CCL for their kind co-operation. He complained about supply of oversized coal which causes delay in unloading of wagons and also requested for increasing supply of coal rakes to them.
19. Sri Ramnath Sahu requested for ATR of the previous meeting. He also requested regarding confirmation about receipt of payment by CCL through RTGS mode.

The following clarifications on the above were given by GM(S&M) & officers of S&M Deptt.

- ✓ Strike by Transporters', derailment near Mugal Sarai and heavy rain affected the loading of rakes in Aug'12. Priority was given to for supply of maximum coal rakes to power stations. This has affected supply of coal to other sectors.
- ✓ E-auction policy has been formed by CIL in which the validity period is of 45 days. It is not possible for CCL to relax/ extend the validity period.
- ✓ RTGS has been implemented since 1st April'11. Payment has to be made within 7 working days as per the E-Auction policy. All the consumers were requested to not to make the payment on the last day so that if there is any mistake by the consumers, the same can be rectified with in the scheduled time.
- ✓ Honbl. Patna High Court justified and given an order for submission of DIC certificate on monthly basis.
- ✓ Regarding complaints about the shortages, it was clarified that customers are free to inspect the weighbridge and also depute their representative at the time of loading and weighment. It was further mentioned that all the weighbridges under CCL are calibrated and certified by Weights & Measures Deptt.
- ✓ The house was informed that CCL is going to introduce inter-connection of areas with headquarter through WAN network which would expedite the refund process.
- ✓ It was clarified that Tax Collection at Source (TCS) is 1 % of total value for traders and zero for self consumption. Acknowledgement cum receipt shall be given for every purchase clearly indicating the rate of TCS as well as its amount. Quarterly TCS certificate in form 27 D shall be issued to every purchaser from TCS is collected.
- ✓ Price component shall be printed on sale orders.
- ✓ Account statement will be provided to every consumer on quarterly/ annual basis.

Points stressed by Dr. Jai Prakash Gupta, Honble. RCCC Member

- ✓ Requested the consumers not to wait till the last date for payment of coal value.
- ✓ Problems should be addressed at the ground level and then at headquarter level if not resolved.
- ✓ EMD should be deducted by CCL only in case of party fault. In case, any EMD has been deducted by CCL due to fault on the part of CCL, the same should be refunded to the consumers.
- ✓ Problems in lifting of coal should be resolved jointly by CCL and the consumers.

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

- ✓ There has been substantial improvement in supply of coal to Power sector by CCL.
- ✓ The e-auction problems should be addressed effectively.
- ✓ Substantial improvement has been noticed due to initiatives taken by CMD, CCL and his team.
- ✓ Refunds have been expedited but it needs further attention.

- ✓ Proper security arrangements at loading points should be made to cater for Law & Order Problems..

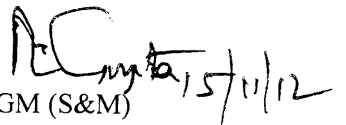
Points stressed by Sri Abhijeet Chatterji, Director (Finance)

- ✓ Issuance of J-VAT 404 shall be given in time.
- ✓ Printing of the component wise price details on the Sale order may be considered.
- ✓ RTGS remittance alert on SMS is provided by PNB so consumers can make use of the facility at PNB.
- ✓ TCS is 1% of transaction value .i.e. (Basic price plus tax %).

Points stressed by Sri Gopal Singh, CMD, CCL

- ✓ He expressed his happiness over the large attendance in the meeting which clearly indicates that the RCCC meeting is effectively addressing the problems of the consumers. He thanked the audience for keeping faith in CCL.
- ✓ He expressed his happiness over the feedback that quality of coal has improved and assured that in the coming months the dispatch to various sectors quantity shall improve which shall take care of the grievances of the consumers regarding less supply of coal.
- ✓ He assured the house that CCL shall work with transparency.
- ✓ He drew the attention of the house indicating that CCL has the best resources in entire CIL yet it is at no. 4 and assured the house that it will try its best to make it No. 1 Company.
- ✓ He mentioned about the emphasis of CCL on CSR activities for the welfare of the people in and around the mines. He informed the house that CCL has selected 15 children for education full boarding and lodging facilities along with coaching for seeking admission in IITs. He also informed that CCL is going to set up an hospital for BPL at Gandhi Nagar.
- ✓ The company has huge potential and by 2020, we have set target to produce 200 million tonnes which is about four times of present production.
- ✓ He mentioned that CCL contributes 10% of Jharkhand's GDP. If CCL meets the target of 200 million tonnes, CCL would have a contribution of 28% to GDP of the Jharkhand State. Then, Rs. 100 crores shall be given as CSR.

Sri A. N. Jha extended vote of thanks to the house.


GM (S&M)

Copy to:-

1. CMD, CCL, Ranchi
2. Director (Tech./Op.)/ Director(Fin.)/ Director (Personnel), CCL
3. All Public Interest Nominees of RCCC Meet, CCL
4. CGMs/ GMs, All Areas, CCL
5. GM (Admin.)/ (E&M)/ (QM)/ (E&T), CCL, Ranchi
6. GM(System)- with a request to upload it on CCL's website.
7. HoD, Samadhan Cell, Ranchi
8. General Manager (Mining), CCL, Kolkata
9. Chief Manager (FSA/ R)/ (CSC)/ (RS)/ Legal, CCL, Ranchi
10. ✓ Sr. Manager (Op./Traffic), CCL, Ranchi