

**SOP for ensuring maintenance and supply of appropriate coal quality (Revised)**

The present SOP enumerates duties and responsibilities of various officials connected with coal quality management and allied activities. Aim is to produce and dispatch quality coal and achieve grade confirmation within the declared grade. The SOP also covers some important allied activities connected with coal quality management such as quality reconciliation at Portal, issue of Credit/Debit memo, uploading of information on SAP etc. Previous SOPs/Guidelines attached herewith as Annexure A & B for Reference.

SN.	Activities	Responsibility
1	Coal Bench top should be properly cleaned before drilling and blasting.	Project Officer (PO)/Mine Manager
2	Where feasible, non-carbonaceous/shale bands should be selectively mined to avoid mixing with coal.	PO/Mine Manager
3	While loading blasted coal into tippers, shale/external material, if any, must be segregated and removed away from coal face/benches.	PO/Mine Manager
4	The contractor's tipping truck/departmental HEMMs engaged for dispatching/hauling coal from face to siding/stock/other destinations to be checked randomly and if found with any stone, debris etc., it shall not be allowed to load coal till the extraneous materials are removed from tipper/dumpers	PO/Mine Manager/ Despatch Officer/Siding Manager
5	Coal of different grades will be stacked in mines and Sidings separately with proper separator/barriers in between stocks of two grades. Boards shall be displayed to show the stacks of different grades.	Project Officer/Mine Manager/AQMO /Siding Manager
6	There should be a proper system in place to ensure coal from mine reports to the right stock on surface/sidings. Similarly, coal from Surface stock reports to the right area/stock at Sidings.	Project Officer/Mine Manager /Despatch Officer/Siding Manager
7	If there is no crushing arrangement at Sidings, project shall ensure dispatch of only sized coal to sidings	Project officer/Despatch Officer
8	The coal loaded in contractual tippers reporting at Siding will be examined visually by the Shift In Charge/Supervisor at the Siding and in case it is found that quality of loaded coal is inferior, the tippers should not be allowed to unload the material at Siding. Such incidences will be recorded in the register at Siding and will be reported to concerned Project officer with a copy to Area GM and AQM.	Siding Manager
9	Coal dumped at Siding shall be inspected at regular intervals during the shift to ensure that no stone/extraneous material is loaded into wagons. Any extraneous material will be promptly removed away from the Siding. The concerned Project should be informed immediately about receipt of such extraneous material.	Siding Manager
10	Despatch of only sized coal is to be ensured. Coal dumped at Siding shall also be inspected for presence of unsized coal boulders. Such boulders should be sized before loading into wagons. The concerned project should be informed immediately about receipt of unsized coal boulders.	GM(M&S)/Project officer/SO(E&M)/ASM/Siding Manager
SN.	Activities	Responsibility
11	Before loading of coal, empty wagons shall be checked	Siding Manager

	for presence of extraneous material stones/shale etc. Such material, if found, must be removed before loading of coal.	
12	Ensuring implementation of prescribed system/norms of sample collection, preparation, testing and preservation.	AQMO/Project officer/Siding Manager
13	Tagging of Sampling Agency and sampling option in SAP at the time of Invoice/DO generation. (Yes or No or Joint)	Siding Manager/Despatch Officer
14	At every dispatch point, one feedback register should be maintained. Feedback from the customer should be recorded in that register. Appropriate actions to be taken for redressal of grievances, if any, raised by the consumers.	Area GM/AQMO/ASM/Project Officer/Siding Manager
15	Alarm relating to receipt of poor quality/unsized coal raised by the Siding manager (Para - 9, 10 & 11) shall immediately be inquired into and corrective actions will be taken. If required, punitive actions shall also be taken against the responsible officers for dereliction of duty.	Area GM/AQMO/ASM/PO
16	Inspection of Siding/Dispatch Point/Coal Face/CHP /Washeries/Laboratory/Feeder Breaker/Consumers Register and maintenance of records. AQMO to maintain a record of his inspections along with findings and corrective actions taken.	AQMO/ASM
17	Installation and maintenance of CCTV at all vulnerable points viz, Sample preparation, Sample storage, Sidings, dispatch points etc.	SO(E&M)/SO(E&T)/Area GM
18	To ensure provision of enabling conditions to 3rd Party for sampling and analysis	AQMO/Project officer
19	Formation of a task force of 3/4 officers at Area level for regular quality inspection and monitoring at mines, surface coal stocks, Sidings and Area Laboratory. Task Force to submit fortnightly report to Area GM.	Area GM
20	Monthly review meeting on quality management at Area level. Minutes of meeting and ATRs to be shared with QM Department, CCL HQ.	Area GM/AQMO
21	Spreading Quality Awareness at all levels through special campaigns and organizing the quality week.	Area GM/AQMO
22	Uploading of sampling results on SAP within 3 days of sample preparation and Generation of Bills. (CCL Part)	ASM/AQMO
23	Uploading of 3 <sup>rd</sup> party sampling results/referee results on SAP within 3 days of receipt.	AQMO
24	Decision to be taken for challenging the 3 <sup>rd</sup> party result in consultation with Area GM after due diligence in line with guidelines issued by CIL in this regard vide No. CIL/C-B/TPS/17-18/480 dated 14/15.06.2017.	Area GM/AQMO
25	Challenging 3 <sup>rd</sup> party result, if deiced as per Para-24 above, within 7 days from the receipt of result and holding the related invoice by giving 'referee' as reason for hold in drop down menu (in SAP)	AQMO
26	Online reconciliation of grades within 3 days of the action taken by the consumer on the portal.	AQMO
27	Creation of Dr/Cr memo in SAP as per the timelines provided in ' <i>SOP for issuance of Dr/Cr note</i> '.	AQMO/ASM/AFM
28	Submission of monthly status report of sampling/uploading/reconciliation/Dr/Cr by 10 <sup>th</sup> of every month	Project officer/AQMO.
29	Monitoring of CIL- Online reconciliation	Nodal Officers at HQ/AQMO.

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30	Monthly review meeting of AQMOs at HQ. Minutes of Meetings and ATRs to be shared with Areas and office of D(T)(O)	GM (QM)
31	Providing adequate technical manpower for sampling, analysis, and Quality Control	GM(P-NEE)/GM(P-Rectt)/GM(P&IR)/GM(IED)
32	Monthly appraisal to D(T)(O) along with note on important activities, achievements, highlights etc. relating to quality control during the month.	GM (QM)
33	Monitoring of quality related activities on receipt of Exception Reports on SAP (Uploading of sampling results/Generation of Debit/Credit Memo etc.)	Dealing officers at QM department CCL HQ

Overall responsibility of implementation of SOP in Areas will lie with Area General Manager, and GM (QM), CCL HQ will facilitate coordination with all concerned to ensure seamless implementation of the above SOP.

Encls: Annexure A - Guidelines issued by CIL in 2017  
Annexure B - SOP issued by CCL in 2019