

**GOVERNMENT OF INDIA  
COAL  
LOK SABHA**

UNSTARRED QUESTION NO:120

ANSWERED ON:02.12.2003

SETTING UP OF GRIEVANCE REDRESSAL CELL BY CIL

ADHIR RANJAN CHOWDHURY;BHASKAR RAO PATIL;CHARAN DAS MAHANT;RAGHURAJ SINGH SHAKYA;SHYAMA SINGH

**Will the Minister of COAL be pleased to state:**

- (a) whether the Coal India Limited has set up a Grievance Redressal Cell to deal with complaints relating to marketing of coal;
- (b) if so, the details thereof;
- (c) whether any complaints relating to marketing have been received by CIL during the last one year;
- (d) if so, the details thereof and action taken thereon, subsidiary-wise;
- (e) the manner in which such complaints were handled earlier by CIL; and
- (f) the extent to which the setting up of Grievance Redressal Cell is going to resolve such complaints expeditiously?

**Answer**

THE MINISTER OF STATE FOR COAL (SHRI PRAHLAD SINGH PATEL)

a) & b): CIL has setup a Grievance Redressal Cell in the Marketing Division of CIL at Kolkata headed by Chief General Manager (Sales & Marketing). The Cell started functioning from August, 2003 and handles consumers' grievances in respect of marketing issues. The Cell submits a status report in respect of receipts and disposal of complaints/grievances to the Board of Directors, Coal India Limited on regular basis.

c): The Cell has received 22 complaints so far, out of this eight cases have already been disposed of.

d): The status of disposal of complaints is as under: -

Subsidiary of Complaints Received	Number of Complaints disposed off	Number of Complaints remaining to be redressed	Number of Complaints
ECL	14	4	10
BCCL	1	1	0
CCL	1	0	1
WCL	1	0	1
SECL	3	1	2
CIL	1	1	0
Misc. (not pertaining to S&M)	1	1	0
Total	22	8	14

(e): There is a grievance cell functioning under Director (Personnel), Coal India Limited (CIL) which is dealing with all kinds of grievances including those of consumers. Besides, the consumers write about their grievances directly to CIL and Coal Company concerned which were disposed of by the concerned officials as per merit.

(f): The Grievance Redressal Cell set up in the Marketing Division of CIL focuses on the grievances of consumers arising out of sale & marketing of coal. The progress of disposal of grievances is reported to the Board of Directors on regular basis. It is expected that complaints of consumers will be resolved expeditiously to a large extent through this Cell.

