

PROCEDURE FOR LODGING STATUTORY COMPLAINTS IN RESPECT OF GRADES/QUALITY OF COAL

In terms of sub-rule 5 of rule 4 of the Colliery Control Order, 2004 sub-rule 1 of rule 4 of the Colliery Control Rules, 2004 and also sub-rule 5 of rule 18 B of Coal Mines (Conservation and Development) Amendment Rules, 2011, disputes arising out of declaration of grade of coal by the Coal Companies may be referred to the Coal Controller, Government of India, Ministry of Coal,1, Council House Street, Kolkata – 700 001 for final decision.

Any consumer who wishes to prefer a complaint to the Coal Controller regarding the grade of coal received by him may do so in the proforma appended below. A separate complaint should be made **in respect of each grade of coal of each colliery and should be accompanied by a fee of Rs.2500/- for each grade of each colliery** against which complaint is being raised in the form of an A/C Payee Bank Draft on any Nationalised Bank in Kolkata in favour of Coal Controller, Kolkata.

Disputes only in respect of correctness of declaration of grade will be admitted and **any dispute in respect of any financial transaction will not be entertained.**

PROFORMA

1. Name and full address of the consumer with Contact No.
2. Name of supplying Colliery/Siding and Seam from which Supplied.
3. Quality/Grade of Coal of the colliery/siding declared by the Coal Company.
4. Quality/Grade of Coal actually received by the consumer ascertained by actual analysis on loading point/ dispatch point only (Proximate analysis, ash%, moisture%, volatile matter% on equilibrated basis and GCV in Kcal/Kg analyzed in bomb calorimeter on air dry basis samples equilibrated at 40 degrees C and 60% Relative Humidity for non- coking coals) from any Govt. Accredited laboratory preferably from CIMFR/NML, a CSIR lab)
5. Detailed analysis report, if available. If not, what is the basis of the complaint?
6. Particulars of Wagons/Trucks and dates of loading.
7. Particulars of accompanying Bank Draft.
8. Any other relevant information like a copy of FSA or CSA of consumer with the Coal Company to be enclosed with the application also.

Date:

(Signature of the authorized Signatory/ Nominated owner
for Consumer lodging the complaint with Official Seal)

Place: