

कोल इण्डिया लिमिटेड

कोल भवन ,10, नेताजी सुभाष रोड

कोलकाता, पं -बंगाल .700001

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कॉ.प.सं. : L23109WB1973GOI028844

वेबसाइट : www.coalindia.in

संदर्भसंख्या / Ref. No: CIL/VIG/2015/43014/01 / 2425



(A Maharatna company)
A Govt. of India Enterprise

Coal India Limited

COAL BHAVAN, 10, NETAJI SUBHAS ROAD

KOLKATA, WEST BENGAL-700001

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Website : www.coalindia.in

तिथि/Date : 23rd February, 2015

06/03

Office Order

In order to ensure prompt and effective redressal of the grievances of employees as well as other stake holders of company like vendors, suppliers, service providers, coal consumers etc received at Coal India Limited, a Grievance redressal Cell (GRC) is constituted with immediate effect at CIL HQ , Kolkata. The modalities and procedure of the GRC are as follows-

a) The GRC shall consist of following members:

1. TS to Chairman, CIL - Chairman
2. GM (Appeal), CIL - Member Secretary
3. GM (S&M), CIL - Member
4. TS to D(T), CIL - Member
5. GM (Vigilance), CIL - Members
6. Sri K Sunil Kumar, Sr. Manager (CC & PR), CIL - Nodal officer

b) The GRC will meet every fortnight regularly. The Nodal Officer should collect all the grievances received during the period from different channels, maintain a record of the same, obtain comments from concerned Department and place before the GRC. The GRC shall examine the grievances received and forward it to Vigilance Department if there is any Vigilance angle.

c) If the grievance relates to any subsidiary, it may be forwarded to Grievance Redressal Cell or Grievance Redressal Officer/nodal officer of concerned subsidiary. The grievances forwarded to the concerned subsidiaries should take action at their end, reply the complainant directly and report action taken on grievance to GRC, CIL within 3 months.

- c) Other grievance, if prime facie found to have substance, may be forwarded to the HOD of concerned department of CIL for action and comments within 15 days. After receipt of the grievance, the respective departments of CIL should look into the matter, take steps to resolve the issue and send a reply within 15 days to GRC. If no reply is received within 15 days, a reminder may be given for reply within next 15 days. If no reply is still received, matter may be brought to notice of concerned Director for his intervention. If no reply is received within 2 months, the matter may be brought to the notice of the Chairman. The GRC will consider the reply and if satisfied, a reply may be sent to complainant by suitable means. However, if GRC is not satisfied with the reply, the matter may be sent back to HOD for clarification/review and reply within 15 days. After obtaining the clarification, if GRC is satisfied with the same, the reply will be sent to complainant. The GRC may invite the concerned HOD in the meeting for addressing the grievance effectively.
- d) However, if the grievance is not resolved by the concerned Subsidiaries/Departments, then GRC will consider the grievance in its meeting and finalise its recommendations. The recommendation of GRC may be placed before FDs' meeting of CIL for decision. The decision of FDs' meeting on the matter should be communicated to concerned department for considering the matter in light of the decision taken.
- e) Grievance should be redressed within 3 months of receipt and action taken in the matter may be informed to the complainant. If complainant desires, he may attend the GRC meeting to explain his case. The GRC will close the case after resolution or rejection of the case.
- g) The Nodal Officer, GRC shall maintain a record indicating complainant, gist of grievances, to whom forwarded, brief of reply, further reference, if any, Reply from Deptt, Recommendation of GRC, Recommendation of FDs and outcome
- i) The functioning of the GRC may be overseen by Chairman, FDs and CVO, CIL periodically.



Chairman

Coal India Limited

Copy to :

1. FDs of CIL & CVO, CIL
2. All CMDs
3. All Members of Grievance Redress Cell, CIL
4. All HODs of CIL