



COAL INDIA LIMITED
(Marketing Division)
Apeejay House, B-Block, 6TH Floor,
15, Park Street, Kolkata 700 016.

Phone 2229-3421 & 3425
Fax: 033-2217-2338/2217-0495
E-Mail: cilcontract@gmail.com

Ref.No. CIL/S&M/LOA/47252 (New Pol) | 314

Dated: 16th May, 2011

To
(1) CGM(S&M)s, NCL/SECL/BCCL,
(2) CGM, NEC, Guwahati,
(3) GM(S&M)s, ECL/CCL/WCL/MCL.

Sub: Mechanism for review/redressal of differences related to milestones of LOA.

Dear Sir(s),

The matter related to modifications in the Milestones of LOA for Cement Plants was put up in the CIL Board in its 263rd Meeting held at New Delhi on 14th December 2010. After detailed deliberations, the Board accorded the approval to the following:

1. Cement Companies shall be given 90 days time to comply with the revised milestones after these milestones are notified and
2. To evolve a procedural mechanism for review/redressal of any difference with regard to documents submitted in compliance of milestones of the cement companies as well as for other SLC(LT) consumers i.e., Power and Sponge Iron sectors by Director (Marketing). Board also advised Director (Marketing) to dispose of the appeal within a reasonable time.

For the purpose of evolving a Procedural mechanism for review/redressal of differences with regard to documents submitted in compliance of milestones for all sectors of SLC (LT) consumers viz. Power, sponge and Cement as approved by the Board, the following procedure has been approved by the competent authority:-

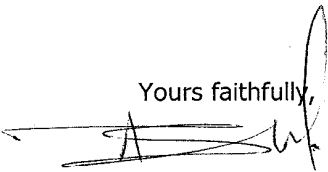
- (1) A small Standing Committee consisting of (i) a senior executive from LOA Cell of Marketing Division (ii) a representative from the Associate Finance Department of Marketing Division and (iii) a representative from GM (Legal), CIL be constituted to examine the cases referred by the Subsidiary Companies to D (M), CIL and put up their recommendation for consideration of D (M), CIL to dispose of the appeal.
- (2) The appeal/application of the consumer will be received by the concerned Subsidiary Companies. Such appeal/application may also be addressed to CIL.
- (3) The Subsidiary Companies, on receipt of appeal from the consumer, will prepare a detailed dossier with supporting documents and issue-wise

comments for putting up to D (M), CIL. In the event such appeal / application is received at CIL, the same would be forwarded to the concerned Subsidiary Companies to process and prepare the detailed dossier with supporting documents containing issue-wise comments and send the same to CIL for putting up to D(M), CIL. The Standing Committee as at (1) above will study the papers and on scrutiny put up their comments for consideration by D (M), CIL to take a final view for disposing of the cases referred.

- (4) In review, the concerned consumer and the representative of the concerned subsidiary company shall also participate.
- (5) The exercise will be taken up at least once a month depending on the number of cases received from the Subsidiary Companies.
- (6) The total duration for disposal of such cases should be within a period of 60(sixty) days from the receipt of such references from the Subsidiary Companies.
- (7) The disposal by D (M), CIL in each case shall be final and binding on the part of both Subsidiary Companies and the consumer concerned.

In view of the above, you are requested to take necessary action and advise the concerned persons to update the websites and notice boards for effective dissemination of the information for the consumers.

Yours faithfully,



(A.C.Verma)

General Manager (S&M/Comml.)

16/05/11

cc to:

1. Director (Marketing), CIL, Kolkata
2. Director (Technical), CIL, Kolkata
3. T.S to Chairman, CIL, Kolkata
4. CGM (CP), CIL, Kolkata
5. CGM (S&M), CIL, Kolkata
6. GM (S&M), CIL, New Delhi.
7. GM Finance (S&M), CIL, Kolkata

Copy to: GM(Telecom), CIL Hqtrs., Kolkata- with a request to make necessary arrangements for uploading in the website of Coal India Limited. Hard copy as well as soft copy are enclosed herewith.