

Notice

In order to promote ease of doing business, Coal India Ltd. (CIL) has set up “Consumer Grievance Redressal Committees” for earliest redressal of commercial grievances pertaining to consumers of CIL and its subsidiary companies.

These committees will help redress the grievances of small consumers related to refund of earnest money deposit, security deposit, performance security, coal value, release of bank guarantee and other related issues.

Such consumers can email their grievances to grahaksamadhan@coalindia.in and the same shall be forwarded to the concerned “Consumer Grievance Redressal Committee”. The grievance will be expeditiously evaluated and resolved by the committee at the earliest. Once resolved, the same will be communicated to consumers.

CIL corporate office in Kolkata will keep a close tab on the status of such grievances through a digital dashboard and review the status of grievances on a fortnightly basis.

CIL believes that the performance of an organisation must be measured in terms of the value it creates for its stakeholders. Setting up “Consumer Grievance Redressal Committees” underpins the company’s strategy of continuous improvement and endeavor to create long term value for its consumers.