

सेंट्रल कोलफिल्ड्स लिमिटेड

दरभंगा हाउस, राँची - 834001
दूरभाष सं: 0651-2360606, 2360123, 2360608
फैक्स सं: 0651-2360257, 2360479
वेब साइट: <http://www.ccl.gov.in>



Central Coalfields Limited

(A Subsidiary of Coal India Limited)
Darbhanga House, Ranchi - 834001
PHONE: 0651-2360606, 2360123, 2360608
FAX: 0651-2360257, 2360479
WEBSITE: <http://www.ccl.gov.in>

CCL/HQ/QM/CGRS/3354-55.

Dated: 23/07/2010.

CONSUMER GRIEVANCE REDRESSAL SYSTEM.

In order to redress the grievance of coal consumers of CCL in a transparent manner and to provide natural justice within a prescribed time frame, a Grievance Redressal System Cell (GRSC) has been instituted at CCL. The GRSC will be dealing with the issues that are not amenable to being with the provisions of Fuel Supply Agreement.

The concerned consumers are requested to submit their grievance to the concerned cell at the following address for redressal.

Grievance Redressal System Cell
C/O Dy. Chief Sales Manager (QM)
Central Coalfields Limited,
Darbhanga House, Ranchi-834029.

The grievance may also be sent over E-Mail at the following address:
consumergrievance@ccl.gov.in

Sd/-

General Manager (QM).