

## MINUTES OF RCCC MEETING HELD ON 27.06.2013 AT BHUBANESWAR

List of participants is enclosed as Annexure-I.

At the outset Shri K.N.Choudhary, General Manager(S&M) welcome CMD, Director(Tech)Op of MCL, all Hon'ble RCCC members Sri Athar Naeem, Sri Dinesh Chandra Agnihotri , Sri Dushmant Kumar Nayak, Sir Manish Sultania, other officials of MCL and all representatives of consumers of MCL. Then GM(S&M) presented bookey to CMD, MCL and GM(QC) presented bookey to DT(op). Then CMD and DT(OP) welcome all RCC members with bookey.

After welcome address a Power Point Presentation was made by Sri S.K.Merkap Sr. Manager(S&M) and during the presentation, GM(S&M) elaborated the threadbare analysis of sales and marketing department of MCL, starting from new coal distribution policy, FSA,SLC(LT),SPOT e-auction, forward e-auction and complete profile etc. of MCL before the RCCC members and all the participants. Through his presentation he also threw light over the process of EMD refund and stressed that MCL is trying its best to bring down the refund status as zero level.

After completion of Power Point Presentation, the consumer representatives were requested to put forward their grievances and suggestion for removal of grievances if any.

Sri S.K.Mohanty of Adani Power Ltd. stated that they are very much satisfied with the quality of coal dispatched by MCL but some times short supply of coal is received which is very negligible. He further stated that power houses linked with Talcher field are not getting 100% materialization due to less supply of rakes by Railways. He requested the MCL authorities and RCCC members to take up the matter at appropriate level for improvement in rake supply so that power houses can generate more power which will be benefited to the nation. He further drew the the attention of MCL authorities improvement of infrastructure at siding like periodical maintenance of siding, cleaning of railway tracks at siding and cleaning of slurries by which lot of problems are occurred.

Then Sri Suresh Mishra of NALCO briefed about their linkage of coal with MCL and he informed that supply of coal through MGR from Bharatpur to Angul CPP is not adequate and due to less generation of power, their production target is not achieved. He further stated that they do not have any quality complain.

Then Sri Girish Patodia of Maithan Ispat Ltd stated that their plant is drawing coal through FSA under LOA route but only 50% of their annual contractual quantity is being released. He requested RCCC members to take up the matter with Ministry of coal to revise the guideline for increase of coal quantity so that their plant will achieve the full production target.

Sri Mahapatra of JK Paper Mills, Raygada briefed about their plant and stated that they have no complain on quality of coal but he informed that during last two months they are receiving coal with more ash content from Bharatpur –spur-7 siding.He requested the MCL authorities to look in the matter.

The representative of GMR Kamalanga Energy Ltd stated that they have signed FSA recently and have started drawing coal from MCL, Talcher field for their power plant located at Kamalanga near Angul by road but due to frequent strikes and road blockade by local villagers their dispatch is affected badly.

Sri K.Dash of NTPC,TTPS,Talcher stated that they are very old power house near Talcher coalfield and drawing coal both by belt and rail. Their daily requirement is 9 to 10 thousand.They do not have any complain on quality as well as dispatch but during summer and rainy season the dispatch reduces due to operational problem.

Then Sri Awinash Kumar Lahiri from Naresh Kumar & Co. rose and informed that he is doing the liasoning work of 10-12 companies and he thanked MCL for conducting such type of interactive session by which many problems can be solved easily.He further stated that They are satisfied with MCL activities but some times they are getting short supply of coal, rakes without weighment. He requested MCL authorities to look in to the matter and suggested to install a standby weighbridge for un weighed rakes so that this issue can be solved.

Then Sri Om Prakash Sikaria of OPG Power Ltd, Chennai briefed about their Captive Power plant located near Chennai. He informed that they are drawing coal by rail cum sea route through Paradip port. But at the time of loading in to the ship at port end it is observed a shortage in quantity between weighment quantity at loading point and volumetric survey done by draft survey at port end. He further informed that there is no weighbridge at Port end by which accurate shortage/excess can not be assessed. At present coal is measured by volumetric survey. He also informed that there is every chance of theft of coal during transit and Railway should provide protection for their consignment. He requested the MCL authorities and RCCC members to take up the matter with appropriate level.

After completion of grievances of the consumer representatives, Hon'ble RCCC members were requested to put forward their views and comments to the house.

Sri Dinesh Chandra Agnihotri, the RCCC member started his comments and showed his concern about non-attending the RCCC meeting by coal consumers as this forum is meant for the coal consumers of MCL. He suggested that if the consumers are reluctant to come to Sambalpur to attend the above meeting due to its connectivity from the other parts of India then the above meeting should be held at Bhubaneswar, where previously such meeting were being held. He further reiterated that if the consumers will come to the meeting then only RCCC members will be able to communicate to the Coal Ministry about the present status of consumers as well as act for redressal of their grievances, if any. He also advised that if the consumers are not able to put their complain and grievances in the house then they can directly interact with the members over telephone or E-mail.

Then Sri Dushmanta Kumar Naik furnished his views and at first he threw light on the purpose of holding RCCC meetings, which is proper interaction between consumer and buyer and RCCC . He further stated that positive stand should be taken in all respect and no negative view should be shown while resolving the problems of consumers. He was also of the opinion that minutes of the last RCCC meeting should be reviewed and Action Taken Report on the pending issues be submitted. If the same is done it will be beneficial for both MCL and consumers as well. He further pointed out that consumers should be properly informed to attend the meeting so that proper interaction is possible. He suggested MCL management to improve the quality of coal supplied through e-auction as well as linkage. He further pointed out that the Grade of coal of MCL mines should be clearly defined specially of Kulda from where it is complained that the grade of coal is not as per its specification, which should be looked into. In the end of his speech he thanked MCL authorities for holding RCCC meeting as per statute.

Sri Athar Naeem conveyed his well wishes to CMD, Directors, coal consumers and all other authorities of MCL. He informed the house that out of so many members of RCCC only 3 members excluding him were present which is not a good sign. He further commented over the presence of consumers also and he recalled that in the last meeting the number of consumers were more but this time it is less which should also be taken care of so that more consumers represent in this meeting. He advised the consumers not to fear in complaining against MCL or any thing which is not as per their requirement or stipulation as this meeting is called for be betterment of the consumers as well as to improve the quality of the MCL's coal. earliest. He further desired that he should have an access to the grievance redressal portal on website so that he can view the problems of consumers and its pace of redressal by MCL

management for which and ID password was to be given to him to have an access in the website of MCL. He also suggested that the agenda of the meeting to be sent to all RCCC members well before the meeting so that can come prepared accordingly. He also thanked MCL official for their effort for improvement of coal quality as stated by consumer representative. He also advised the the representative of OPG Power Ltd to give detail report regarding theft of coal during transit so that he will take up the matter with Railway Board. He also advised MCL authorities to maintain the quality improvement drive so that it will be helpful to the consumers as well as MCL. He also suggested that all the dispatch, production and achievement report of MCL to be sent to RCCC members on periodical basis. He also advised that if the consumers are not able to put their complain and grievances in the house then they can directly interact with the members over telephone or E-mail.

Then Shri A.K.Tiwari D(T)OP was requested to throw light over the proceedings of the meeting.

Sri A.K.Tiwari welcomed, CMD, all the RCCC members, GMs present in the meeting, consumers and other participants of the meeting. He then started replying to the complaints raised by different consumers. Over the quality issue of coal, he stated that in the leadership of Mr. Sahay, the CMD of MCL the sizing of coal has been fixed at -100 mm size and sized coal is being supplied to its consumers by MCL which is a step forward in right direction. After introduction of surface miner MCL is trying to produce 900 % coal through surface miners during this year. With the help of surface miners the impurities of coal will be removed and the complaints regarding the quality of coal will reduced drastically. Regarding sending information/invitation to RCCC members he advised Sri Choudhary, GM(S&M) to send reminders to the RCCC members for attending the meeting so that all the RCCC members are able to attend the RCCC meeting in future. He further stated that the production of MCL is increasing day by day and we are committed to get better and better quality of coal. He further mentioned that state owned companies are not only taking coal but IPPs are also getting coal as they have agreement under PPA. He advised S&M department to look into the complaints raised by the consumers at the very first stage and complaints should be resolved at the earliest. He pointed out that due to extraneous material lying inside the wagons before coal loading, the quality of our coal is affected sometimes. This issue is being drawn to to the notice of Railway authority but no action from their end. Regarding maintenance of tracks and sidings, he informed that job has been awarded to Railway Agency who are having expertise in this job and there will be improvement in maintenance. Over the non weighment of some rakes due to any eventualities, installation of standby in motion weighbridge within the periphery of coalfield area is under consideration for weighment of un weighed rakes. He also pointed out over the complain raised by Sri Sikaria regarding

shortage of coal at port end. He stated that matter will be taken up both with Railway and Port Authority and request shall be made to install a weighbridge at Port end for weighing of rakes. Lastly he advised GM(S&M) to look into the complaints raised by the consumers at the very first stage and complaints should be resolved at the earliest. He also advised the consumer that if their grievances are not redressed properly, they may interact with him directly over telephone or e-mail.

Then CMD/MCL was requested to present his comments over the whole proceedings of the meeting.

CMD/MCL thanked all the RCCC members for sparing their time to attend the meeting and having a fruitful discussion. He also thanked GMs and other officers of MCL and the consumers present in the meeting. He then proceeded in solidarity with the consumers of MCL and he assured that MCL has every concern for their consumers. He agreed with the suggestions of Mr. Athar Naeem, the RCCC member for sending the required data to the RCCC members. He also agreed to send the ATRs of last two meetings to all RCCC members through e-mail. He further elaborated the issues and challenges before MCL. He mentioned that MCL is trying to produce maximum coal with due regard to its quality. CMD further stated that MCL is spending about Rs. 2300 crores for construction of good quality all weather road so that consumers get the coal at siding at time and uninterrupted despatches during rainy season also is maintained. He further stated that out of Rs. 2300 crores, an amount of Rs. 350 crores is being spent for construction of roads at Basundhara area. For Kanika siding the widening of road project has been awarded for Rs. 250 crores for better transportation of coal to the sidings. Moreover, the work of six laning is in progress which involves an amount of Rs. 600 -650 Crores. All these infrastructural development works are going on in MCL for better coal supply to its consumers. Regarding production of coal he assured the house that there will not be any problem for coal in near future. Whereas for despatch and off-take of coal he stated that MCL is trying to load more and more coal through rail mode by requesting both the Railways( ECo and SECR) to supply more and more wagons so that more coal can be supplied to power house and non power house consumers. MCL has also paid Rs. 250 Crores to Railway for infrastructural development like auto signaling system, doubling of tracks, point change, track maintenance etc. MCL is also planning to install silo system in Bharatpur, Hingula and Lingraj for rapid loading system. Replying over the complaints of bad quality coal, he stated that this 90% of total production is planned through surface miner by which quality parameter will improve. Regarding production, he informed that due to delay in receipt of approval of Env. Clearance and Forest clearance, many new and ongoing projects are pending for start of production. He stated that 16 bomb calorimeters have been installed in all areas for rapid sampling analysis. Regarding stones in coal he informed that it is mandatory that from any siding uncrushed coal should not be sent to consumers and (-) 100 mm

coal will be sent. Concluding his speech he advised the consumers to make complains either to RCCC members or directly to S&M department so that they will be redressed at the earliest. Regarding Grievance redressal he stated that a grievance redressal cell is working in MCL which will look after the complaints of consumers and will be resolved at the earliest.

Then Sri S.K.Shrivastva, GM(QC) presented the vote of thanks to all the dignitaries and the participants present in the meeting. During his presentation he also pointed out the measures and efforts taken by MCL for improvement of quality and consumer satisfaction and he stated that it will be maintained in future also. He also suggested that the consumer should come forward with their complains and grievances so that suitable action can be taken at appropriate level. Finally he invited all for lunch

Encl: Annexure-I

General Manager(S&M)

Distribution:-

- 1) CMD/D(T)OP, MCL
- 2) All participants of the RCCC Meeting.

MINUTES OF THE RCCC MEETING HELD ON 26.12.2013 AT MCL HQ SAMBALPUR

List of participants is enclosed as Annexure-I

At the outset Miss Tapashi Devchoudhury, Asst. Manager(S&M) welcomed CMD, Director(Tech-Op), Director(Tech-P&P). The Hon'ble RCCC members and the Representatives of consumers and wished all of them the happy Christmas and New year. Thereafter, she requested Shri S. Shekhar, GM(S&M) to welcome CMD, MCL and DT(P&P) by presenting bouquet. Then she requested Shri S.K. Shrivastava, GM(QC) to welcome DT(Op) by presenting bouquet.

CMD and Directors were requested to felicitate the Hon'ble RCCC members Shri Athar Naeem, Shri D.C. Agnihotri, Shri Dushmanta Nayak and Shri M. Sultania. Then GM(S&M) was requested to address the gathering.

Shri S. Shekhar started his welcome address by thanking the RCCC members to spare their valuable time to attend the meeting and threw light over the performance and future programme of MCL.

He also informed the house that MCL is dispatching maximum coal to power sectors situated in many states like Haryana, Tamilnadu, Andhra Pradesh, Karnataka, Jharkhand, West Bengal, Gujrat and Odisha. He further stated that out of total coal, nearly 60% of coal is consumed in Odisha. He further stated that MCL is maintaining good relation with its consumers, who are satisfied with MCL as a result MCL is receiving meagre complaints from consumers. He hoped that in future this trend will continue and MCL will serve with utmost satisfaction. Shri Shekhar sought all types of help and cooperation from consumers, so that MCL can achieve its goal smoothly.

Thereafter, Ms. Devchoudhury showed a power point presentation regarding performance of MCL besides the functioning of S&M Deptt. of MCL. In her presentation Ms. Devchoudhury presented threadbare analysis of S&M Deptt. starting from status of S&M Deptt. programme for this year, steps taken to improve despatches, future infrastructure programme of S&M Deptt. & Q.C. Deptt. and concluded with steps taken for consumers satisfaction. At last, she thanked all the participants to listen her patiently and requested DT(OP) to address the gathering.

DT(OP) pointed out MCL's achievement of dispatching more coal to the customers in spite of the trouble faced by the company during October'13 and the strike at Siding No.3 & 4 of Talcher coalfield. He also advised the customers to take the help of Clause No. \_\_\_\_\_ of FSA to make good the lapsed quantity occurred during October'13. He also informed the house that 3 Silos are coming up in MCL to decrease the loading time, so that more can be dispatched by rail.

DT(P&P) thanked the RCCC members and informed the house that this is his 1<sup>st</sup> meeting in MCL. He appreciated for bridging the gap between Buyer and Seller through this

meeting and hoped of positive outcome from such meetings. He requested RCCC members to come forward with the problems being faced by the consumers, so that the same can be redressed in time.

Thereafter, RCCC members were requested to address the house by Ms. Devchoudhury.

- 1) Shri Naeem Akhtar came forward with his views that this is the suitable platform for the consumers to communicate their problems and grievances to MCL management and they should avail this opportunity to interact with MCL authorities. If anybody's grievance is unsettled by MCL, may send to him so that he can take up the matter with Minister of Coal. Shri Naeem Akhtar thanked MCL authorities for not receiving any complaint/grievances from the consumers, which indicates that the consumers are satisfied with the working of MCL. He again thanked MCL for organizing such meeting and the consumers for their participation.
- 2) Shri D.C. Agnihotri thanked MCL for giving him the opportunity to attend this meeting and welcomed the dignitaries present in the meeting. He further stated that in spite of giving his telephone number, he is not receiving any grievances which shows that MCL is solving the problems/grievances of the customers at their end. He also requested to arrange one more meeting before end of this financial year,
- 3) Shri Manish Sultania welcomed the gathering and thanked MCL for giving him the opportunity to speak. He requested the customers to join hands with MCL for solving the problem arise at Siding No.3 & 4 of Talcher coalfield. He himself has taken up the matter to the State authority along with MCL authorities, but none of the consumers came forward in that meeting though they are suffering for want of coal mainly large consumers like Jindal Steel & Powers & Bhushan Steel Ltd.
- 4) Shri D.K. Naik thanked MCL authorities and the customers for making the meeting successful one. He also thanked Mr. Sultania for requesting the customer to join hands with MCL authorities in its problem. He further stated that the problems arise not only a loss to MCL but to the customers also as they can not survive without receiving their coal requirement. He requested MCL to notify all concerned about the meeting well in advance, so that maximum number of customers can attend. He thanked MCL once again for not getting any complaint from the consumers.

Thereafter Ms. Devchoudhury requested the customers to come forward with their grievances/suggestion, if any, with MCL.

- 1) Shri K.C. Mishra of Bhushan Steel Ltd. pointed out in case of e-Auction. They are getting back the coal value after the lapse of validity period of Delivery Orders. But refund of EMD takes some time. In reply of his query, Shri Shekhar stated that MCL management has formulated certain terms & conditions of refund of EMD under e-Auction. This verification takes some time to calculate the fault on the part of customer, MCL and force majeure conditions. MCL is trying to cut short this time period.

- 2) Mr. P. Lakshmanan of Vedanta Aluminium Ltd. stated that the Mining Deptt. is issuing Mining Permit for 30 days, whereas the validity of the DOs are for 45 days. This issue may be taken up with Director of Mines by MCL. On the query of Shri Lakshmanan, GM(S&M) assured to take up the matter with State Govt.
- 3) Shri Jagdish of Sumrit Metaliks Ltd. expressed his concern over the deteriorating quality of Samleswari OCP. ASM, IB Valley Area clarified that due to heavy rain there was some problem in Samleswari OCP, which was sorted out and the quality has improved now.

Ms. Devchoudhury requested CMD to address the gathering.


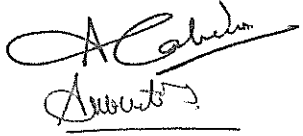
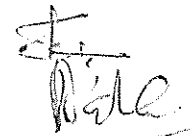
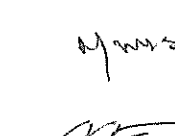
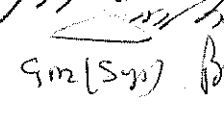
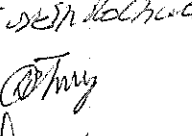
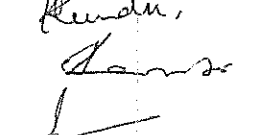
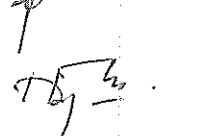

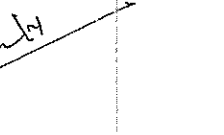
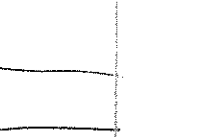
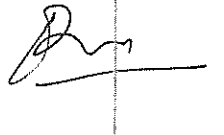
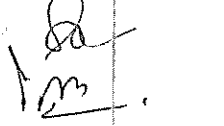


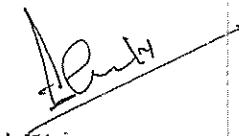
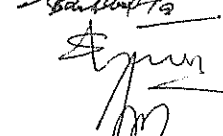
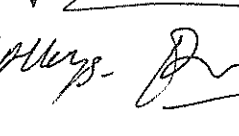



CMD, MCL thanked all the participants and once again requested the customers to come forward to give their views, but no one came forward. Then CMD informed the house regarding the future programmes and requested GM(S&M) to look into the matter of early refund of coal value/EMD to the e-Auction buyers and to offer more quantity under e-Auction. He also requested the Power sector consumers to draw coal under "AS IS WHERE IS BASIS" being offered by MCL. CMD, MCL has also said that MCL is always concern about the quality and like previous years MCL will observe quality week during Feb./Mar.14 to educate all concerned about the quality. He also advised GM(QC) to tie up the concluding ceremony of the quality week with the RCCC meeting.

Shri Shekhar thanked the RCCC Members and the Directors for their spirited lecture and requested GM(QC) to give vote of thanks.

Shri S.K. Shrivastava, GM(QC) said that the quality is not an act it is a habit habit of commitment. He also said that the quality week for 2013-14 will be observed during Feb./Mar.14 in consultation with GM(S&M) so that the concluding ceremony and the RCCC meet will be tie up. Then he gave vote of thanks to CMD, all the Directors, RCCC members for sparing their valuable time and all the consumers/their representatives for coming a long way to attend the meeting. Lastly, but not the least he thanked all the ASMs and the Executives & Staff of S&M/Q.C. Deptt. who arranged the meeting successful.

Encl : Annex-I.

Sl. NAME	COMPANY	Desin
1. Prakash Ch. Das	MCL	A.S.M. Bharatpur Area.
2. Satrugam Sahoo	MCL	A.S.M Tacher Area.
3. P. Das	MCL	Sr. Manager (HR)
4. G.N. Naik	MCL, Hingula Area	A.S.M/Sr. Mgr.
5. Dlok Choudhary	AND Logistics	
6. Ashzetom Mishra E. OM SIKARIA.	Vedanta Auland 21 Sesa Sterlite Lejigam. OPG Power Generation Blvd. Keraman-32	A.A.M <u>Desin</u>
8. Noreet Lohu	GMR	Ma
9. Rakesh Kumar	GMR Kamalanga Energy Ltd.	Rajesh.
10. Y.K. Soi	MCL	Chief Manager (R.E. Dept, BSA)
11. K.R.R. Naider	MCL UCP Area.	Area Sales Manager Khandu
12. A.K. Malwa	MCL HR	Area
13. A.K. Malwa	MCL, DAVA.	ASM
14. Aditya Singh	MCL, H-Q	
15. Jadhavina Rajhi	MCL, HQ	
16. J. Naik	ASM, Orissa Area	Desin
17. L.N. Mahantij	MCL (HQ)	
18. R. Kedia	MTPS (DUC)	
19. Sindap Rana.	Desin Sterlite, JSR	
20. Praveen Shukla	Sesa Sterlite, JSR	
21. H.D. SHARMA	APARMO	
22. K.C. Mishra	Pokushan Steel Utl Merramandali	ASMM Engineer
23. Ramesh Prasad	Hind Energy	
24. Bhupen Chakravarti	Hind Energy	
25. Saripaka Binivath	Adani power Ltd.	
26. Manoj Ch. Jena	K.T. Utl Utl	

Sl. No.	Name	Company	Signature
27	P. K. DASH	Oil India Ltd. (P)	
28	Avinash Laheri	NKCPL	
29	Suresh kumar Bhatn.	Acc cement	
30	S. K. Anandarama	Action lepa's	
31	Bijay. K. Pradhan	Power (P) Ltd.	
32	Mukesh K. S.	Quopit Solutions (P) LTD	
33	Mritunjay Singh	MSP Global Coal Corp (P) LTD	
34	B. Kumar	MCL	
35	SURESH KUMAR	JAY GARUTRAJ POT S. N. S.	
36	JUDHISTIR DEHUR Y.	B-G AREA	
37	SAGAR KUNDU	MCL HQ.	
38	B. TANTI	MCL. HQ	
39	S. K. NADAK	MCL, HQ.	
40	Narayan K. NADAK	MCL HQ	
41	Miraj NADAK	MCL HQ.	
42	G. HENTAL.	m.c.l. HQ.	
43	Gautam Babantia	MCL HQ.	
44	Suresh Kumar	MCL	
45	G. M. RAO	MCL HQ.	
46	Jadumani Tandia	MCL HQ.	
47	Ruchi M. Behera	patnam's steel and alloys.	
48	S. C. Sawal		
49	P. K. DASH	OS D7 Menyan (S2A)	

**MINUTES OF CONSUMER MEET HELD ON 14.06.2013**  
**AT OFFICERS CLUB MCL HO SAMBALPUR.**

List of participants is enclosed as Annexure-I.

At the outset Mr K.N.Choudhary, GM(S&M) welcomed all the esteemed consumers, General Manager(QC), ASMs and other officials of S&M/QC Deptt. for a fruitful discussion and to address the grievances of the consumers/its representatives so that a feed back format can be developed for assistance/facilities to consumers.

The consumers were requested to give their suggestion/ grievances for development of the format.

1) Shri S.P. Kar, GM(O&M, NALCO – He thanked MCL for giving format on Customer Feedback Report in the meeting. He informed that they are a happy customer apart from some minor problems. He requested MCL to look in to it if anything better can be done.

Due to variation in quality of coal depending on mines and Area NALCO is facing difficulty in putting the coal in boiler. He also informed that at an average of 3800Tes. of coal is received through rakes i.e. less than the estimated quantity of 3950Tes per rake. Thus they are losing around 30000-40000 Tes of linked quantity per year. He requested MCL to resolve this issue and narrowing down the band.

Supply of oversized coal has reduced to some extent now. He requested to further reduction the same.

2) Shri Sunil Kumar, of Naresh Kumar Pvt. Ltd representative of Tata Power. - First of all he thanked on behalf of NKPL and all their customers for achieving the 112 M. Tes during 2012-13, out of which they handle about 10%. He placed some complaints before MCL being faced by their customers.

He informed that rakes loaded from Ib Valley field going in upward direction without weighment are detained en-route for weighment and if found over loaded the consumer is asked to unload the excess quantity. Thus, they are incurring huge financial losses in unloading cost, detention charges etc. There is wide variation between the weight recorded at loading and unloading ends some times it is around about 1200 Tes in some rakes which is unbelievable. He also informed that a snake was found in the rake and some other customers are also receiving foreign materials. He also informed that unloading end weight should be treated as RR weight in case of unweighed rakes, by which the customer will not incur financial loss. He also mention that sometimes the quality better and sometimes it is very poor because coal is heterogenous in nature which may be taken care of. Finally he said that their customers are also happy with the support and facilities extended by MCL in various fields.

100% satisfied and requested to be fair while filling the feed back format. This format will be scrutinized by 3<sup>rd</sup> party and to be genuine in filling the format. He also spoke about supply of coal in time and to maintain Trigger level so that the supply is more than expectation of customers.

Times Steel & Power – requested for non-fixation of quota of trucks for B&G mines, which was clarified by GM(S&M) and said that everywhere quota is fixed to facilitate the system. GM(S&M) gave example of Vedanta for lifting of coal by them. He also mentioned about i3ms system, from where the customers can get the clear information about their progressive lifting..

#### Interaction.

Whether coal supply purpose has been served or not. Quality, price parameters and different queries have been covered under feed back format.

GM(QC) greeted all the participants with good afternoon and throw some light about quality and said that one can not be 100% satisfied with it. He gave example of Nokia phone, Iphone, etc. He said that we are also trying our best in this line. He thanked NALCO about for raising sizing problem. Sizing has improved to 95%. He informed about conventional method of production and said that chances are there for stones, oversize, etc. but in case of surface miner production there is no chance of foreign materials. He further informed that contactor don't want to cut stone because machine may get damaged. He wanted some observation on quality of coal now in comparison for last 5-6 years. Major consumers are requiring sized coal (-100 mm) and facing problem in transportation of steam coal. He also clarified the points of customer feed back report format. He also mentioned about action taken to improve of quality like visits made to field for surprise inspection, etc. He informed about celebration of "Quality Week" during April,2013. He also informed that in future "quality week" participation of consumers will be there. He thanked the team of MCL for managing the situation confidently and good manner. Taking care of Weighment, WB and test wagons have been done. U/L is reduced to 200 Tes/100 Tes is a rake. Requested that representative of both customer and MCL will be more vigilant and requested for maintaining regular interaction on all aspects.

After discussion the customer feed back format was finalized and is enclosed. Finally best wishes for "Sital Sasthi" was given to all.

Sri R.M.Bansal, Chief Manager mentioned about Customer Feedback Format and said that it will be incorporated combinely and thanked all the customer for giving their feedback.

\_\*\_\*\_\*\_\*\_\*\_\*\_;

MAHANADI COALFIELDS LIMITED

9.12 : CUSTOMER FEEDBACK RECORD


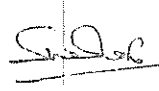
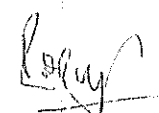
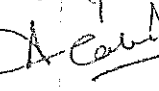
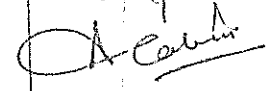
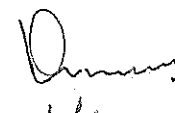
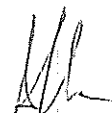
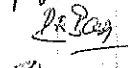
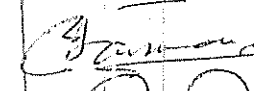
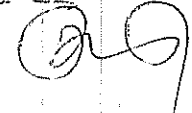

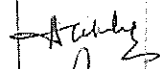


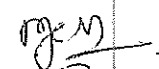


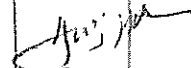


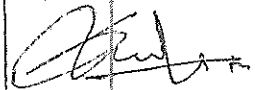
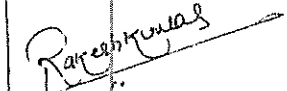
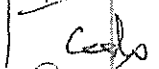
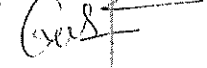
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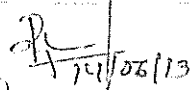


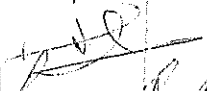
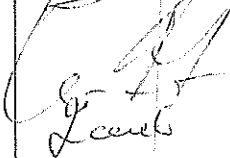
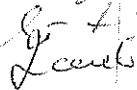
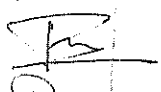

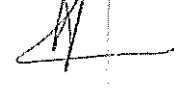

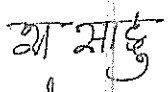

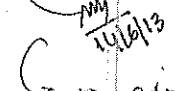
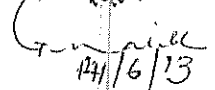

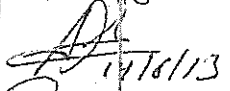
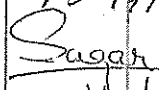
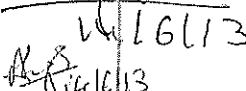

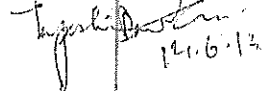
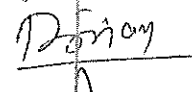
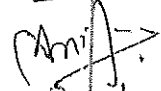
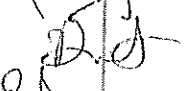
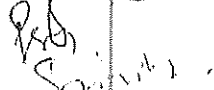
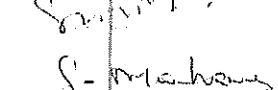
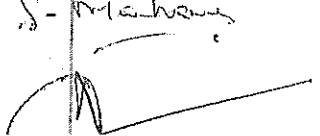
Feedback for Q.E. ....	Customer .....	Concerned Projects .....
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Please spare some of your time, and based on your experiences with MCL during the above quarter, give your overall perceptions about the following.

This will be of great help to us for monitoring and improving our performance.

Your Experiences during the Quarter		Tick in any column against each row		If 'NO', please elaborate a little
		YES	NO	
1	Did our coal supplies meet your expectations ?			
2	Were we able to supply you coal on time ?			
3	Did our coal supplies appear to provide more than what you had expected ?			
4	Did you feel comfortable and satisfied during interactions with us ?			
5	Could our coal supplies serve your purpose ?			
Please give overleaf your general observations, suggestions, etc, as you like.				
Reported By : Name		Designation		Signature/Date
(We don't mind if you choose not to disclose your identity)				

Name	Company	Signature
2 K. N. Choudhary (Gm (S&M))	MCL	
SK. Suvastava (Gm (S&M))	MCL	
3) R. M. Bansal G.M (S&M)	MCL	
4 R. D. Roy (Gm (S&M))	MCL	
5. Animesh Laheri	Acc Limited	
6 Sunil Kumar	Ushamartin / Tatai Power / JCL / HINDI / SRSL / others	 14/6/13
7 S. V. Kar	NALCO -	
8 P. R. Panja	NALCO	
9 M. Parmar	MCL	
10 A. C. Nay	MCL	
1 A. K. Mishra	MCL IBVA	
2 A. K. Mahra	MCL HQ	
3 - K. R. R. Haldar	MCL L&P Area	
4 S. K. Das	Bhaskar Steel & Ferro Alloy Ltd	
5 N. C. Jene	KJ Ispat Ltd.	
S. R. Banik	Adhunik Matatiks Pvt. Ltd.	
S. C. Samel	MCL, HQ	
AVIJIT DAS	MCL, ORIENT AREA	
Vivek Kumar	MCL, IBVA	
Rahul Verma	MCL	
Sameer V. Mahajan	MCL-HQ, QC dept.	
RAKESH KUMAR	GMR KAMALANGIA ENERGY LTD.	
G. Sainivasa Rao	APGENCO	
Chippineth B	APGENCO	

Name	Company	Signature
25 R. K. Majhee	MCL Hqs., Bhubla	 11/05/13
26 P. K. Mishra	MCL (HQ), Bhubla	
27 M. Sahoo	Bhatia Constructions Ltd.	
28 Alok Ghosal	AKA Logistic	
29 Rajeshram	MCL HQ, Bhubla	
30 J. Naik	Orient Aocan	
31 P. Mukherjee	SRMB Srijan Ltd	
32 P. K. Dash	Reliable sponge Pvt Ltd	
33 Ajay Kumar Singh	Times Steel & Irons Pvt	
34 K D Sahu	MCL	
35 S. Sahoo	MCL: Talcher Area	
36 M. M. Biswal	MCL; Kandha Area	
37 P. C. Das	MCL, Bhowanipore Area, MCL.	 14/6/13
38 G. N. Naik	ASM, Hingula Area	 14/6/13
39 P. DAS	G. C. Dept. MCL, HQ	
40 A. K. LAKRA	ASM, Jagannath Area	 14/6/13
41 Sagar Kundu	MCL HQ, Bhubla	 14/6/13
42 Aditya Singh	MCL HQ, Bhubla	 14/6/13
43 Tapasvi Devchoudhury	MCL HQ, Bhubla	 14.6.13
44 "Donoy" Kumar Singh	Atkharshit Enterprises	 14.6.13
45 Amit pragnan	OTC	
46 Amit Das	Shivai Coal Transport	
47 Parmitinder Singh	MCL HQ Bhubla	
48 Sanjiv Kumar Singh	Adani power Ltd	
49 Sampat Mahanand	AKA Logistics	
50 A. K. Dasgupta	MCL Bhubla	

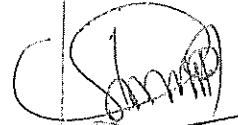
NAME

Company

Signature

Gyhum ch. Kalhi

Samplesani Ferro  
Metals (P) Ltd.



32/

T. Pachance

NCL, S&M

Producers

47

Ganga Baidya

S&L

Signature

54

S. K. Nayak

MCL

55

Bisen K. Ghans

Tate

Signature

**MAHANADI COALFIELDS LIMITED  
CUSTOMER SATISFACTION/FEEDBACK  
FORMAT**

Date :

Feedback for Q.E.	Customer	Concerned	Projects
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Please spare some of your time, and based on your experiences with MCL during the above quarter, give your overall perceptions about the following. This will be of great help to us for monitoring and improving our performance.

Your Experiences during the Quarter		Tick in any column against each row		If 'NO', please elaborate a little
		YES	NO	
1	Did our coal supplies meet your expectations ?			
2	Were we able to supply you coal on time ?			
3	Did our coal supplies appear to provide more than what you had expected ?			
4	Did you feel comfortable and satisfied during interactions with us ?			
5	Could our coal supplies serve your purpose ?			

Please give overleaf your general observations, suggestions, etc, as you like.

Reported By : Name	Designation	Signature	Date
(We don't mind if you choose not to disclose your identity)			

I AGREED TO THE ABOVE CUSTOMER SATISFACTION/FEEDBACK PROFORMA IN CONSULTANCE WITH SALES AND MARKETING DEPARTMENT.

Name	Company Represented	Designation	Signature	Remarks
Rakesh Kumar	GMR Kamalanga Energy Ltd.	JM		
Harveet Lohia	- Do -	GM - Coal & Lj.		
Ashwini Mishra	Vedanta Ashwin Ltd. Hajipur	JM		
OM SIKARIA	OPG Power Gen. Co. Ltd. Chennai	A/R.		
Alok Ghosal	RSTPP	ARM		
K. C. Mishra	Bhushan Steel Meeramandali			
Pradeep Kumar	Mind Energy			
Kalyan Chatterjee	Mind Energy			
Brajen Sunkla	Vedanta - SSC			
Sandeep RANA	Sesa Steels, Jharkhand	JM		
R. Kedia	MTPS (Dye)			
S. K. Jena	Greenish Sponge Pvt. Ltd			
P. K. Dash	OCI India Ltd Rajya			
G. C. Bhatti	Saralekshmi Ferro metal (P) Ltd	Asst. Manager		
Suresh Acharya	Maa Mahamaya Industries Ltd			
Pradeep Mishra	Spongy Udyog			

Name	Company	Designation	Signature
SARIPAKA SRINIVAS	ADANI POWER LTD.	OFFICER	Scripta Edition.
Avinash Laksh	N E C P L	Manager	<u>A Laksh</u>
Suresh Rayan Sahu	Acc Cement.	Officer.	<u>Suresh</u>
S. K. Maheshwari	D. K. Porokan.	Officer.	<u>S. K. Maheshwari</u>
	Action Spat & Power (P) Ltd.	Manager	<u>Maha</u> <u>S. K. Maheshwari</u>
Murugan Sub.	Gurpurit Engineering (P) Ltd	Manager	<u>Murugan</u>
Maitunjay Singh	M/S. Anjanwal (Coal) Corp (P) LTD	Dy. Manager	<u>M. Singh</u>
Rajesh Singh	Sendoz Impex 49		<u>R. Singh</u>
Krishna Chavala Sarma			

ମହାନଦୀ କୋଲଫିଲ୍ଡ୍ସ ଲିମିଟେଡ୍  
महानदी कोलफील्ड्स लिमिटेड



**Office of the General Manager(S&M)**  
PO: Jagriti Vihar, Sambalpur-768020, Orissa.  
PBX No.- 0663-2542461-69, FAX No.: 0663-2542307,  
Telephone No.: 0663 – 2542870 (O) / 2542359 (O)  
E-Mail ID : gm-snm.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/NPS/2013/ 1/6

Dt.10.04.2013

To

MAHAGENCO

The Superintending Engineer (Coal)  
MAHAGENCO, Nagpur

The Chief Engineer (FMC)  
CSTPS, Chandrapur

The Chief Engineer  
Khaperkheda TPS, Khaperkheda

Sub: Less Materialization of Power Houses a/c MAHAGENCO

- Ref: 1. Fax Message no. SE (COAL)/TECH/105/108/112-A/2440, dated 09.04.2013  
2. Fax Message no. CSTPS/CHP/CC/04284, dated 26.03.2013  
3. Fax Message no. KHG/CHP-I/COAL/MCL/PCS/878/15699, dated 23.03.2013

Dear Sir,

This is in response to the letters referred above, on the above subject. In this regard, it is to inform you that MCL has made offer at par with the MSQ against the powerhouses of MAHAGENCO, as shown in our earlier letter no. MCL/SBP/GM(S&M)/OPRN MAHAGENCO/2013/53, dated 05.04.2013, however, the allotment and supply of empties by Railways have been less than the offer made by MCL.

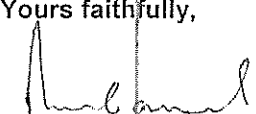
You are requested to take up the matter with Railways, as Railways is your transporter.

It is also worth mentioning here, that we are in receipt of letter no. CMP/Core(ELC)/2013, dated 15.03.2013 (copy enclosed for your reference), from the COM, SECR addressed to the Director (Rail Movement), Railway Board which states that the Programmes for March '13 against the power houses of MAHAGENCO lay suspended on account of non-clearance of outstanding dues by MAHAGENCO.

You are requested to look into the matter with utmost urgency, as this may affect further coal supplies a/c MAHAGENCO.

This is for your kind information.

Yours faithfully,

  
General Manager (S&M)

Encl: As stated

Copy to:

1. Sr. DOM, SEC Railway, Rail Bhawan, Kingsway, Nagpur
2. Chief Engineer (FMC), MAHAGENCO, Mumbai
3. DT (OP), MCL



**Mahanadi  
Coalfields  
Limited**  
(A Subsidiary of Coal India Limited)  
A Tata Group Company

**Office of the General Manager(S&M)**

PO: Jagriti Vihar, Sambalpur-768020, Orissa.

PBX No.- 0663-2542461-69, FAX No.: 0663-2542307,

Telephone No.: 0663 - 2542870 (O) / 2542359 (O)

E-Mail ID : gm-sm.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2013/ 636

Dt.05.06.2013

To

The Suptdg. Engineer (Coal),  
MAHAGENCO, Nagpur - 440 013.

The Chief Engineer  
MSPGCL, T.P.S. Khaparkheda

The Chief Engineer  
CSTPS, Chandrapur

Sub. : Less materialization a/c Power Houses of MAHAGENCO.

- Ref. 1. Fax message no. SE(COAL)/TECH/105/108/112-A/2753 dated 26.04.13  
2. Fax message no. KHG/CHP-I/COAL/MCL/PCS/937/16022 dated 01.05.13  
3. Fax message no. CSTPS/CHP/CC/000526 dated 01.05.13  
4. Fax message no. CSTPS/CHP/CC/07836 dated 07.05.13  
5. Fax message no. SE(COAL)/TECH/105/108/112-A/3119 dated 18.05.13  
6. Fax message no. SE(COAL)/TECH/105/108/112-A/3254 dated 24.05.13

Dear Sir,

This is in response to the above referred fax messages on the above subject. In this regard, the details of Programme, Offer, Allotment and Supply against the power houses of MAHAGENCO for the month of April'13 and May'13 are appended below:

(Figs. In Rakes)

Name of the PHs	Period	Programme	Offer made by MCL	Allotment made by Railways	Supply of rakes by Railways	Loading of rakes by MCL
Khaparkheda	April-13	108	108	100	72	72
	May-13	123	123	71	64	64
Chandarpur	April-13	52	52	52	38	38
	May-13	33	33	33	34	34
Paras	April-13	22	22	19	5	5
	May-13	22	22	16	7	7
Bhusawal	April-13	42	42	35	24	24
	May-13	50	50	30	28	28
Koradi	April-13	15	15	14	5	5
	May-13	19	19	14	11	11

It may be observed from the above table that although MCL has offered as per the programme filed by MAHAGENCO, whereas the allotment/supply by Railways is much less than our offer. Poor materialization is due to non-supply of rakes by Railways. The table also reflects the transferred rakes from one power house to another power house account MAHAGENCO as per the request made by MAHAGENCO in the month of April-13 and May-13.

You are requested to take up the matter with Railways for supply of rakes as per the offer made by MCL account Power Houses of MAHAGENCO, as the Railways is your transporter.

This is for your kind information.

Yours faithfully,

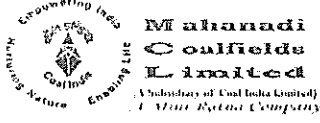
General Manager(S&M) 7/6/13

Copy to:

1. DT(OP), MCL
2. Chief Engineer(FMC), MAHAGENCO, Mumbai

ମହାନଦୀ କୋଲଫିଲ୍ଡ୍ସ ଲିମିଟେଡ୍

महानदी कोलफील्ड्स लिमिटेड



Office of the General Manager(S&M)

PO: Jagriti Vihar, Sambalpur-768020, Orissa.

PBX No.- 0663-2542461-69, FAX No.: 0663-2542307,

Telephone No.: 0663 - 2542870 (O) / 2542359 (O)

E-Mail ID : gm-snm.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/OPGC/2013/ 732

DL.20.06.2013

To

The Director (Operations),  
M/s OPGC Ltd.,  
Bhubaneswar – 751 023,  
Odisha.

Sub. : Supply of coal to M/s Ib TPS, OPGC.

Dear Sir,

This is in reference to your letter no.3814, dated 30.05.13, addressed to the CMD, MCL regarding shortfall in supply of coal to M/s Ib TPS, OPGC. In this connection, we would like to assure you that MCL is equally concerned about the above matter.

The supplies of coal to M/s Ib TPS, OPGC are being made through a dedicated MGR system from the siding under Lakhanpur Area of Ib field. Further, M/s Ib TPS, OPGC is a pit-head power house and situated near to Lakhanpur Area. Despite the said conditions, OPGC has not placed sufficient MGR rakes in the past to cover the Monthly Scheduled Quantity.

The details of Linkage, Despatch, and Percentage materialization a/c Ib TPS, OPGC for the period 2013-14 (upto 18<sup>th</sup> June-13) are appended below:

(fig. in '000 tes.)

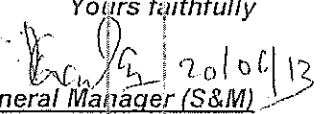
Period	Prorata Linkage	Despatch	% Mat.
April-13	225.00	169.80	75.4
May-13	225.00	208.75	92.7
June-13(upto 18 <sup>th</sup> )	135.00	147.70	109.4
Progressive	585.00	526.25	90.0

It will not be out of place to mention here that there is no scarcity of coal for dispatching coal to OPGC to the extent of 100% of the linked quantity.

You are requested to augment placement of rakes at the MGR siding so that maximum rakes can be loaded a/c Ib TPS, OPGC.

This is for your kind information.

Yours faithfully

  
General Manager (S&M)

Copy to:

1. The Commissioner-cum-Secretary to Government of Odisha, Department of Energy, Bhubaneswar.
2. Managing Director, M/s OPGC Ltd., Bhubaneswar

Copy for kind information of:

CMD, MCL



**Mahanadi  
Coalfields  
Limited**  
(A Subsidiary of Coal India Limited)  
A Miniratna Company

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E-Mail ID : gm-sum.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2013/

676

DL.03.06.2013

To  
Dy. Chief Engineer (TI & C)  
MAHAGENCO  
Nagpur-400013

Sub. : Less materialization a/c Power Houses of MAHAGENCO.

Ref: Letter no. DYCE(TI&C)/TECH/105/106-A/3174 dated 20.05.13

Dear Sir,

With regard to the above referred letter, we wish to inform you that the letter no. CMP/Core(ELC)/2013, dated 15.03.2013 from Railways enclosed with our letter no. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2013/53, dated 05.04.13, was not a letter of allotment. It states that the South East Central Railways have levied a restriction on the allotment of rakes a/c MSPGCL for the month of March '13 due to non-clearance of outstanding dues.

This is for your information.

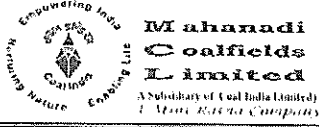
Yours faithfully

General Manager (S&M) w/6/13

Copy to:

1. DT (OP), MCL

ମହାନଦୀ କୋଲଫିଲ୍ଡ୍ସ ଲିମିଟେଡ୍  
महानदी कोलफील्ड्स लिमिटेड



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E-Mail ID : gm-snm.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/RGTPP/2013/ 656

Dt.10.06.2013

To

The Sr. Accounts Officer  
RGTPP, HPGCL,  
Khedar, Hissar

Sub: Claim for short supplies by MCL to RGTPP for the years 2010-11 and 2011-12

Dear Sir,

Please refer to your memos no. 3390/Sr.A.O./RGTPP, dated 09.05.13, and 3391/Sr.A.O./RGTPP, dated 09.05.2013, regarding claim of compensation for short supplies by MCL to RGTPP for the years 2010-11 and 2011-12.

In this connection, this is to inform you that as per the revised MOU dated 30.08.10 which has been renewed from time to time, no compensation is payable to either side as per clause 6.3 which is quoted below.

Quote

Clause 6.1: The Coal Supply under this MOU shall be without condition of incentive or disincentive to Purchaser or Seller.

Unquote

Hence your claim for short supply is not tenable.

This is for your kind information.

Yours faithfully,

10/06/13  
General Manager(S&M)



**Mahanadi  
Coalfields  
Limited**  
(A Subsidiary of Coal India Limited)  
A Tata/Ratna Company

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E-Mail ID : gm-snm.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2013/ 873

Dt.03.07.2013

To

The Suptdg. Engineer (Coal),  
MAHAGENCO, Nagpur – 440 013.

The Chief Engineer  
MSPGCL, T.P.S. Khaparkheda

The Chief Engineer  
CSTPS, Chandrapur

Sub. : Less materialization a/c Power Houses of MAHAGENCO.

- Ref: 1. Fax message no. KHG/CHP-I/COAL/MCL/PCS/965/16196 dated 18.05.13  
2. Fax message no. DYCE(TI&C)/TECH/105/106-A/3174 dated 20.05.13  
3. Fax message no. . KHG/CHP-I/COAL/MCL/PCS/965/16196 dated 27.05.13  
4. Fax message no DYCE(TI&C)/TECH/105/106-A/3290 dated 28.05.13  
5. Fax message no. SE(COAL)/TECH/105/108/112-A/3639 dated 11.06.13  
6. Fax message no. CSTPS/CHP/CC/10359dated 18.06.13  
7. Fax message no. SE(COAL)/TECH/105/108/112-A/3784 dated 18.06.13  
8. Fax message no. CSTPS/CHP/CC/10638 dated 24.06.13  
9. Fax message no. . KHG/CHP-I/COAL/MCL/PCS/965/1025 dated 24.06.13

Dear Sir,

This is in response to the above referred fax messages on the above subject. In this regard, the details of Programme, Offer, Allotment and Supply against the power houses of MAHAGENCO for the month of May'13 and June'13 are appended below:

(Figs. In Rakes)

Name of the PHs	Period	Programme	Offer made by MCL	Allotment made by Railways	Supply of rakes by Railways	Loading of rakes by MCL
Khaparkheda	May-13	123	123	71	64	64
	June-13	127	80	41	36	36
Chandrapur	May-13	33	33	33	34	34
	June-13	33	24	19	13	13
Paras	May-13	22	22	16	7	7
	June-13	22	15	13	5	5
Bhusawal	May-13	50	50	30	28	28
	June-13	42	30	18	9	9
Koradi	May-13	19	19	14	11	11
	June-13	15	12	8	5	5
Parli	May-13	14	14	13	14	14
	June-13	22	15	14	8	8

It may be observed from the above table that in the month of May'13, MCL has offered as per the programme filed by MAHAGENCO, whereas the allotment/supply by Railways is much less than our offer. Poor materialization is due to non-supply of rakes by Railways. However, in the month of June'13 the offer was less than the programme due to the disturbance in IB field for around 10 days, subsequently, the allotment/supply was also less by railways. The above position has been arrived at after accommodating request from MAHAGENCO on diversion of rakes from one power house to the other in the months of May-13 and June-13.

While on subject, this is to mention that CFTM, SECR in his letter to us has informed regarding heavy detention suffered by the rakes consigned to power houses of MAHAGENCO with the advice that MCL should take up the matter with you for expeditious release of coal rakes.

Therefore, you are requested to take up the matter with Railways for supply of rakes as per the offer made by MCL a/c Power Houses of MAHAGENCO and at the same time take necessary action for releasing coal rakes at a faster rate as advised by railways.

This is for your kind information.

Yours faithfully,

  
General Manager(S&M)

Copy to:

1. CFTM, SECR, Bilaspur
2. DT(OP), MCL
3. Chief Engineer(FMC), MAHAGENCO, Mumbai
4. Dy. Chief Engineer(TI&C), MAHAGENCO, Nagpur

11/11/13



**Mahanadi  
Coalfields  
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A Mittal-Ratna Company

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No. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2013/ 1223

Dt. 07.08.2013

To

The Suptdg. Engineer (Coal),  
MAHAGENCO, Nagpur - 440 013.

The Chief Engineer  
MSPGCL, T.P.S. Khaparkheda

The Chief Engineer  
CSTPS, Chandrapur

Sub. : Less materialization a/c Power Houses of MAHAGENCO.

- Ref: 1. Fax message no. KHG/CHP-I/COAL/MCL/PCS/1025/16507 dated 25.06.13  
2. Fax message no. SE(COAL)/TECH/105/108/112-A/3931 dated 26.06.13  
3. Letter no. Mahagenco/CE/FMC/E2/5/1634 dated 03.07.13  
4. Fax message no. CSTPS/CHP/CC/11071 dated 03.07.13  
5. Fax message no. KHG/CHP-I/COAL/MCL/PCS/1037/16575 dated 4.07.13  
6. Fax message no SE(COAL)/TECH/105/108/112-A/4295 dated 10.07.13  
7. Fax message no. SE(COAL)/TECH/105/108/112-A/4462 dated 17.07.13  
8. Fax message no. SE(COAL)/TECH/105/108/112-A/4659 dated 24.07.13

Dear Sir,

This is in response to the above referred fax messages on the above subject. In this regard, the details of Programme, Offer, Allotment and Supply against the power houses of MAHAGENCO for the month of June'13 and July'13 are appended below:

(Figs. In Rakes)

Name of the PHs	Period	Programme	Offer made by MCL	Allotment made by Railways	Supply of rakes by Railways	Loading of rakes by MCL
Khaparkheda	June-13	127	80	41	36	36
	July-13	95	95	76	56	56
Chandrapur	June-13	33	24	19	13	13
	July-13	29	29	28	15	15
Paras	June-13	22	15	13	5	5
	July-13	19	19	19	9	9
Bhusawal	June-13	42	30	18	9	9
	July-13	38	38	38	11	11
Koradi	June-13	15	12	8	5	5
	July-13	30	30	21	7	7

It may be observed from the above table that in the month of June'13 the offer was less than the programme due to the disturbance in IB field for around 10 days, subsequently, the allotment/supply was also less by railways. However, in the month of July'13, MCL has offered as per the programme filed by MAHAGENCO, whereas the allotment/supply by Railways is much less than our offer. Poor materialization is due to non-supply of rakes by Railways. The above position has been arrived at after accommodating request from MAHAGENCO on diversion of rakes from one power house to the other in the months of June-13 and July-13.

While we are taking up the matter with concerned Zonal Railways for augmenting dispatches to various power houses, we request your good office to take up the matter with Railways for supply of rakes as per the offer made by MCL account Power Houses of MAHAGENCO.

This is for your kind information.

Yours faithfully,

General Manager(S&M)

Copy to:

1. DT(OP), MCL
2. Chief Engineer(FMC), MAHAGENCO, Mumbai
3. Dy. Chief Engineer(TI&C), MAHAGENCO, Nagpur



No. MCL/SBP/GM(S&amp;M)/OPRN/MAHAGENCO/2013/ 1928

Dt. 09.10.2013

To

The Suptdg. Engineer (Coal),  
MAHAGENCO, Nagpur - 440 013.

Sub. : Less materialization a/c Power Houses of MAHAGENCO.

Ref: 1. Fax message no. SE(COAL)/TECH/105/108/112-A/6019 dated 20.09.13  
2. Fax message no. SE(COAL)/TECH/105/108/112-A/6125 dated 27.09.13

Dear Sir,

This is in response to the above referred fax messages on the above subject. In this regard, the details of Programme, Offer, Allotment and Supply against the power houses of MAHAGENCO for the month of September'13 are appended below:

(Figs. In Rakes)

Name of the PHs	Period	Programme	Offer made by MCL	Allotment made by Railways	Supply of rakes by Railways	Loading of rakes by MCL
Khaperkheda	Sept-13	93	93	93	55	55
Parli	Sept-13	18	18	18	17	17
Paras	Sept-13	18	18	18	17	17
Bhusawal	Sept-13	35	35	35	23	23
Koradi	Sept-13	30	30	30	29	29

It may be observed from the above table that although MCL has offered as per the programme filed by MAHAGENCO, whereas the allotment/supply by Railways is much less than our offer. Poor materialization is due to non-supply of rakes by Railways. The table also reflects the transferred rakes from one power house to another power house account MAHAGENCO as per the request made by MAHAGENCO in the month of September'13.

Therefore, you are requested to take up the matter with Railways for supply of rakes as per the offer made by MCL account Power Houses of MAHAGENCO..

This is for your kind information.

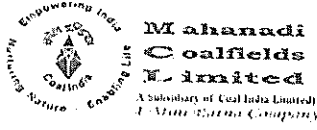
Yours faithfully,

General Manager(S&M)

Copy to:

1. DT(OP), MCL
2. Chief Engineer(FMC), MAHAGENCO, Mumbai
3. Resident Executive, MCL, Bilaspur

ମହାନଦୀ କୋଲଫିଲ୍ଡସ୍ ଲିମିଟେଡ୍  
महानदी कोलफील्ड्स लिमिटेड



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Telephone No.: 0663 – 2542870 (O) / 2542359 (O)  
E-Mail ID : gm-snm.mcl@nic.in & egmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/TANGEDCO/2013/ 23/8

Dt. 14.11.2013

To

The Chief Engineer/Mech/Coal  
TANGEDCO (Technical Branch)  
144, Anna Salai  
Chennai-600002

Sub: Coal Supplies to M/s TANGEDCO

- Ref letter no. 1) CE/M/Coal/SE/E1/A3/F.MCL/D.188/2013 dated 29.10.13  
2) CE/M/Coal/SE/E1/A3/F.MCL/D.155/2013 dated 30.10.13  
3) CE/M/Coal/SE/E1/A3/F.MCL/D.157/2013 dated 01.11.13

Dear Sir,

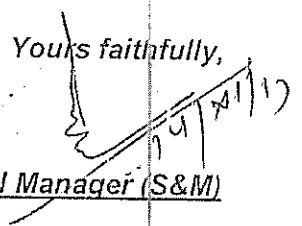
In reference to your above mentioned letters addressed to SECR and E. Co. Railways requesting for loading of 2/3 rakes from Ib field and 7 rakes from Talcher field, your kind attention is requested on the table given below showing the programme vis-à-vis supply of coal to M/s TANGEDCO for the month of Nov-13 (upto 11.11.13):

Field	Programme (in rakes)	Supply (in rakes)
Talcher	118 (10.7 rakes/day)	77 (7 rakes/day)
IB	23 ( 2 rakes/day)	25 (2.3 rakes/day)
Total	141 (13 rakes/day)	102(9.2 rakes/day)

The loading of rakes from Talcher field has been affected due to the non- movement of rakes from siding 3 and 4, however it is expected that the issue would be resolved very soon. Meanwhile, efforts are being made to increase the rake loading from other sidings of Talcher field in order to maintain the coal supplies to all the powerhouses including TANGEDCO at the optimum level.

This is for your kind information.

Yours faithfully,

  
General Manager (S&M)

Copy to:

- 1) DT(OP),MCL
- 2)TS to CMD,MCL
- 3) Nodal Officer/ASM, Lingaraj Area : To please ensure 7 rakes from Talcher field through Paradip port a/c TANGEDCO.
- 4) Nodal Officer/ASM, IB Valley Area

gm (57)



No. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2013/ 5280

Dt. 11.11.2013

To

The Suptdg. Engineer (Coal),  
MAHAGENCO, Nagpur - 440 013.

Sub. : Less materialization a/c Power Houses of MAHAGENCO.

- Ref: 1. Fax message no. SE(COAL)/TECH/105/108/112-A/6353 dated 09.10.13  
2. Fax message no. CSTPS/CHP/CC dated 19.10.13  
3. Fax message no. SE(COAL)/TECH/105/108/112-A/6589 dated 25.10.13  
4. Letter no. BTPS/CE/CHP/10111 dated 25.10.13

Dear Sir,

This is in response to the above referred fax messages on the above subject. In this regard, the details of Programme, Offer, Allotment and Supply against the power houses of MAHAGENCO for the month of October'13 are appended below

(Figs. In Rakes)

Name of the PHs	Period	Programme	Offer made by MCL	Allotment made by Railways	Supply of rakes by Railways	Loading of rakes by MCL
Khaperkheda	Oct-13	106	106	63	54	54
Parli	Oct-13	21	21	17	8	8
Paras	Oct-13	21	21	17	7	7
Bhusawal	Oct-13	40	40	30	10	10
Koradi	Oct-13	34	34	21	14	14
Chandrapur	Oct-13	33	33	26	15	15

It may be observed from the above table that although MCL has offered as per the programme filed by MAHAGENCO, whereas the allotment/supply by Railways is much less than our offer. Poor materialization is due to non-supply of rakes by Railways.

Therefore, you are requested to take up the matter with Railways for supply of rakes as per the offer made by MCL account Power Houses of MAHAGENCO..

This is for your kind information.

Yours faithfully,

*[Signature]*  
General Manager(S&M)

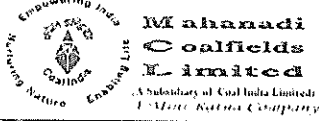
Copy to:

1. DT(OP), MCL
2. Chief Engineer(FMC), MAHAGENCO, Mumbai
3. Chief Engineer, MAHAGENCO, CSTPS, Chandrapur
4. Chief Engineer, Bhusawal Thermal Power Station, Deepnagar, Tal-Bhusawal, Dist.-Jalgaon(M.S.)

*o/c*  
*MAHAGENCO*

ମହାନଦୀ କୋଲଫିଲ୍ଡ୍ସ ଲିମିଟେଡ୍

Mahanadi Coalfields Limited



Office of the General Manager(S&M)

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Telephone No.: 0663 - 2542870 (O) / 2542359 (O)

E-Mail ID : gm-sum.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/NTPC/2013/ 2500

Dt. 29.11.2013

To  
The AGM (FM)  
NTPC Limited  
Engineering Office Complex, A-8A  
Post Box no. 13, Sector-24  
Noida-201301(U.P.)

02/12

Sub: Coal Supplies to NTPC Talcher-Kaniha and Simhadri

- Ref: 1) 01/FM/MCL/13-14 dated 16/10/13  
2) CC/FM/MCL/2013-14 dated 29/10/2013  
3) CC/FM/MCL/2013-14 dated 06/11/2013  
4) 01/FM/MCL/2013-14 dated 14/11/2013

Dear Sir,

This is in response to your letters referred above, on the above subject. In this regard, your kind attention is requested on the position given below:.

**NTPC Kaniha**

Month	Linkage (in '000Tes)	Programme ( in rakes)	Loading ( in rakes)	Total dispatch* (in '000 Tes)	% Materialization
Sept-13	1268.667	59	14	1134.880	89.50
Oct-13	1441.667	59	81	1175.000	81.5
Nov-13 (till 24.11.13)	1153.333	79	83	1218.600	106.0

\* The total dispatch includes the despatches through rail as well as MGR mode.

**NTPC Simhadri**

Month	Linkage (in '000Tes)	Programme ( in rakes)	Loading ( in rakes)	Total dispatch (in '000 Tes)	% Materialization
Sept-13	669.313	175	176	535.843	80.0
Oct-13	760.583	199	166	611.600	80.4
Nov-13 (till 24.11.13)	608.466	159	141	510.000	83.8

Your are aware that the loading of rakes from Talcher field has been affected due to the non- movement of rakes from siding 3 and 4, however it is expected that the issue would be resolved very soon. Meanwhile, efforts are being made to increase the rake loading from other sidings of Talcher field in order to maintain the coal supplies to all the powerhouses including powerhouses of NTPC at the optimum level.

While we have been taking up the issue of augmentation of rakes a/c Simhadri TPP and NTPC Kaniha, with the Railways regularly, you are also requested to pursue the matter with Railways from your end too.

We take this opportunity to bring to your notice the fact that as on 25.11.13, the outstanding bills a/c NTPC Simhadri amounts Rs. 44.63 Cr. and NTPC Kaniha amount Rs. 86.57 Cr. NTPC may please inform the program of liquidation of these dues.

This is for your kind information.

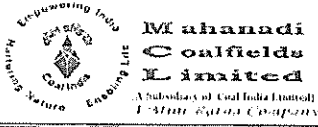
Yours faithfully,

General Manager (S&M)

Copy to:

- 1) DT(OP), MCL
- 2) GM(S&M), CIL, New Delhi
- 3) CE(OM), CEA, New Delhi

ମହାନଦୀ କୋଲଫିଲ୍ଡ୍ସ ଲିମିଟେଡ୍  
महानदी कोलफील्ड्स लिमिटेड



Office of the General Manager(S&M)  
PO: Jagriti Vihar, Sambalpur-768020, Orissa.  
PBX No.- 0663-2542461-69, FAX No.: 0663-2542307,  
Telephone No.: 0663 – 2542870 (O) / 2542359 (O)  
E-Mail ID : gm-sum.mcl@nic.in & egmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/RAIL-CORR/2013/ 2662

Dt. 19.12.2013

URGENT / IMPORTANT

To

The Suptdg. Engineer(Coal),  
M/s MAHAGENCO,  
Nagpur – 440 013.

Sub: Disparity in Percentage Materialization against Offer made by  
MCL for the month of November '13

Dear Sir,

The percentage materialization for the month of November'13 against your powerhouse(s) has been detailed in the table below:

Name of the Powerhouse	Scheduled Quantity (in '000 Tes)	Offer (in no. of rakes)	Supply (in no. of rakes)	Percentage Materialization (Supply against offer)
Koradih TPS	131.667	34	17	50.00
Khaparkheda TPS	409.716	106	51	48.11
Bhusawal TPS	154.133	40	10	25.00
PARAS	80.267	22	5	22.73
PARLI	80.267	22	7	31.82
Chandrapur TPS	127.083	34	15	44.12

In this connection, it is to inform you that the "Cash & Carry" guidelines of MoC/CIL requires the payment to be made in advance for the programme to be sanctioned by the Railways. Due to the delay in payment by MAHAGENCO, the remaining 50% of the programme could be released for sanction only on 20.11.2013.

As on 19.12.2013, the outstanding billed amount a/c MAHAGENCO stands at ₹ 18.5 cr., which needs to be liquidated by MAHAGENCO. Besides this, you are requested to make the payment in advance as per FSA schedule so that the release of programme for sanction by Railways is not delayed in future.

This is for your kind information.

Yours faithfully

A.M.O.P.

19/12/13  
General Manager (S&M)



No. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2013/ 2556

Dt. 10.12.2013

To

Director (Operations)  
MAHAGENCO, Nagpur - 440 013.

Sub. : Less materialization a/c Power Houses of MAHAGENCO.

- Ref: 1) Fax letter no. SE(COAL)/TECH/105/108/112-A/6979 dated 12.11.13  
2) Fax message no. CSTPS/CHP/CC/21616 dated 13.11.13  
3) Fax letter no. Dy. CE(TI&C)/TECH/105/106-A/7046 dated 18.11.13  
4) Fax letter no. SE(COAL)/TECH/105/108/112-A/7064 dated 19.11.13  
5) Letter no. CE/FMC/2705 dated 21.11.13  
6) Fax message no. CSTPS/CHP/CC/22450 dated 25.11.13

Dear Sir,

This is in response to the above referred letter on the subject. In this regard, the details of Programme, Offer, Allotment and Supply against the power houses of MAHAGENCO for the month of November'13 are appended below:

Name of the PHs	Prorata Programme	Offer made by MCL	Allotment made by Railways	(Figs. In Rakes)	
				Supply of rakes by Railways/ Loading of rakes by MCL	%age materialization (supply against programme)
Khaperkheda	106	106	51	51	48
Parli	22	22	11	7	32
Paras	22	22	11	5	23
Bhusawal	40	40	21	10	25
Koradi	34	34	21	17	50
Chandrapur	34	34	16	15	44

In this connection, it is to inform you that the "Cash & Carry" guidelines of MoC/CIL requires the payment to be made in advance for the programme to be sanctioned by the Railways. Due to the delay in payment by MAHAGENCO, the remaining 50% of the programme could be released for sanction only on 20.11.2013.

As on 03.12.2013, the outstanding billed amount a/c MAHAGENCO stands at ₹ 41.90 cr., which needs to be liquidated by MAHAGENCO. Besides this, you are requested to make the payment in advance as per FSA schedule so that the release of programme for sanction by Railways is not delayed in future.

This is for your kind information.

Yours faithfully,

*(Signature)*  
General Manager (S&M)

Copy to:

- 1) DT(OP),MCL
- 2) Chief Engineer(FMC), MAHAGENCO, Mumbai
- 3) Chief Engineer, MAHAGENCO,CSTPS, Chandrapur

AK (OP)

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महानदी कोलफील्ड्स लिमिटेड



**Mahanadi  
Coalfields  
Limited**  
A Subsidiary of Coal India Limited  
A State Owned Company

Office of the General Manager(S&M)

PO: Jagriti Vihar, Sambalpur-768020, Orissa.

PBX No.- 0663-2542461-69, FAX No.: 0663-2542307,

Telephone No.: 0663 - 2542870 (O) / 2542359 (O)

E-Mail ID : gm-snm.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2013/ 2805

Dt. 08.01.2014

To  
Director (Operations)  
MAHAGENCO, Nagpur – 440 013.

Sub. : Less materialization a/c Power Houses of MAHAGENCO.

Ref: 1) Fax letter no. SE(COAL)/TECH/105/108/112-A/7256 dated 29.11.13

2) Fax letter no. SE(COAL)/TECH/105/108/112-A/7497 dated 10.12.13

3) Fax message no. CSTPS/CHP/CC/23745 dated 17.12.13

Dear Sir,

This is in response to the above referred letters on the above subject. In this regard, the details of Offer, Allotment and Supply against the power houses of MAHAGENCO for the months of November and December '13 are appended below:

(Figs. in no. of Rakes)

Name of the PHs	Prorata Programme	Offer made by MCL	Allotment made by Railways	Supply of rakes by Railways/ Loading of rakes by MCL	%age materialization (Supply against Programme)
Khaperkheda	November '13	106	51	51	48%
	December '13	106	74	71	67%
Chandrapur	November '13	34	16	15	44%
	December '13	33	27	22	67%
Paras	November '13	22	11	5	24%
	December '13	21	19	16	76%
Parli	November '13	22	11	7	33%
	December '13	21	21	17	81%
Bhusawal	November '13	40	21	10	25%
	December '13	80	34	28	35%
Koradi	November '13	34	21	17	50%
	December '13	34	22	19	56%

In this connection, it is to inform you that the "Cash & Carry" guidelines of MoC/CIL requires the payment to be made in advance for the programme to be sanctioned by the Railways. Due to the delay in payment by MAHAGENCO, the remaining 50% of the programme for the month of Nov'13 and Dec'13 could be released for sanction only on 20.11.2013 and 13.12.2013 respectively.

You are requested to make the payment in advance as per FSA schedule so that the release of programme for sanction by Railways is not delayed in future.

This is for your kind information.

Yours faithfully,

*[Signature]*  
General Manager(S&M)

Copy to:

- 1) DT (OP), MCL
- 2) Chief Engineer (FMC), MAHAGENCO, Mumbai
- 3) Chief Engineer, MAHAGENCO, CSTPS, Chandrapur

etc  
Am(OP)



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Telephone No.: 0663 – 2542870 (O) / 2542359 (O)

E-Mail ID : gm-snm.mcl@nic.in & cgmsm\_mcl@yahoo.co.in

No. MCL/SBP/GM(S&M)/OPRN/MAHAGENCO/2014/ 2835

Dt.10.01.2014

FAX MESSAGE

To

The Suptdg. Engineer(Coal),  
M/s MAHAGENCO,  
Nagpur – 440 013.

Sub: Regarding outstanding payment a/c power-houses of M/s MAHAGENCO

Dear Sir,

We have been informed by our Kolkata office that the 3rd instalment of Dec'13 and 1<sup>st</sup> instalment of January'14 have not been paid by MAHAGENCO till date resulting in accrual of outstanding to the extent of Rs.70 crores . It is to inform you that the "Cash & Carry" guidelines of MoC/CIL requires the payment to be made in advance and accordingly the rail programme is sanctioned by the Railways. Therefore, in the absence of requisite advance payment, as per FSA provision, rail allocation programme in respect of MAHAGENCO power-houses for January'14 could not be sent for sanction by the Railways.

You are requested to make the payment for outstanding amount immediately as per FSA, so that the programme for January'14 can be placed for sanction before the Railways and subsequently communicated to our Bilaspur office for daily offers.

This may be treated as **MOST URGENT**.

Yours faithfully,

  
General Manager(S&M)

Copy to:

- 1) DT(OP),MCL
- 2) Dir(Tech.), MAHAGENCO, Mumbai.
- 2) Dy. GM, MCL-Kolkata
- 3) Chief Engineer (FMC), MAHAGENCO, Mumbai

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Am (ep)