



शाऊथ इस्टन कोलफील्ड्स लिमिटेड  
(मिनी रत्न कंपनी)

SOUTH EASTERN COALFIELDS LIMITED

CIN: U10102CT1985GOI003161

पंजी०कार्या०-सीपत रोड, बिलासपुर (छ०ग०)

अध्यक्ष-सह-प्रबंध निदेशक सचिवालय

दूरभाष :- 07752-246301-246302

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फाईल सं०:एसईसीएल/अग्रनि/मप्र(तसे/निसे)-GR Cell/15/584

दिनांक : 20-08-2015

### OFFICE ORDER

A Grievance Redressal Cell consisting the following HODs is hereby constituted at SECL in order to ensure prompt and effective redressal of Public Grievances as well as other stake holders of the company like, vendors, suppliers, service providers, coal consumers.

1-	GM(CS), TS to CMD, SECL	:	Chairman
2-	GM(P&A), SECL	:	Member Secretary
3-	GM(MM), SECL	:	Member
4-	GM(S&M), SECL	:	Member
5-	Shri A.K.Harure, Sr.Manager(Excv.),Vigilance Deptt.SECL	:	Member
6-	Shri Sanjeev Kumar, Sr. Manager(Mining), CS/TS Deptt.SECL	:	Nodal Officer

The modality and procedure of Grievance Redressal Cell are as under :

- The GRC will meet every fortnight regularly. The Nodal Officer should collate all the grievance received during the period from different channels, maintain record of the same, obtain comments from concerned deptt., and place before the GRC. The GRC shall examine the grievance received and forward it to Vigilance Deptt., if there is any Vigilance Deptt.
- Other grievances, if prime facie found to have substance, may be forwarded the HOD of concerned Deptt. of SECL for action and comments within 15 days. The concerned HOD will send a reply with the approval of concerned Director to GRC within 15 days. If the no reply is received matter may be brought to the notice of concerned Director. If no reply is received within 02 months the matter may be brought to the CMD, SECL. The GRC will consider the reply and if satisfy a reply may be sent to the complainant by suitable means. If GRC is not satisfied with the reply, the matter may be send back to HOD for clarification/ review and reply will be sent to complainant. The GRC may invite the concerned HOD in meeting for addressing the grievance effectively.
- If the grievance is not resolved by the concerned Deptt., then the GRC will consider the grievance in its meeting and finalize its recommendation. The recommendation of GRC may be placed before FD's Meeting of SECL for decision. The decision of FD's meeting on the matter should be communicated the concerned Deptt. For considering the matter in the light of decision taken.



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Continuation Sheet

--- 2 ---

- (d) Grievance should be redressed within 03 months on receipt and action taken in the may be informed to the complainant. If complainant desires, he may attend the meeting to explain his case. The GRC will close the case after resolution of the rejected the case.
- (e) The Nodal Officer shall maintain record indicating complaints, gist of grievance, to forwarded, brief of reply, further references if any, reply from Deptt., recommendation GRC, recommendation of FDs and outcome.
- (f) The functioning of GRC may be overseen by CMD, FD's and CVO periodically.

  
Chairman-cum-Managing Director  
S.E.C.L., Bilaspur

Copy to :-

- 1- All FDs / CVO
- 2- All Members of GRC.
- 3- All HOD's of SECL HQ.
- 4- All Area CGM / GMs.