

कोल इंडिया लिमिटेड

एक महारत्न कंपनी
(भारत सरकार का उपक्रम)
अध्यक्षीय सचिवालय
कोल भवन, न्यू टाउन, राजारहाट,
परिसर नंबर 04, प्लॉट नंबर एएफ-III
कार्य क्षेत्र 1ए
कोलकाता 700163 -
वेबसाइट : www.coalindia.in
ईमेल : edcoord.cil@coalindia.in



COAL INDIA LIMITED

A MAHARATNA COMPANY
(A Govt. of India Enterprise)
Chairman's Secretariat
Coal Bhawan, New Town, Rajarhat,
Premises No.04, Plot No.AF-III
Action Area 1A
Kolkata- 700163
Website: www.coalindia.in
E mail: edcoord.cil@coalindia.in



(एक आईएसओ 9001:2015, आईएसओ 14001: 2015 एवं आईएसओ ISO 50001:2011 प्रमाणित संस्था)

Ref. No. CIL/CH.SECTT./ 3613

Date: 09.02.2023

OFFICE ORDER

Apropos Office Orders vide No. 3490 Dated 03.01.2023 and No.3498 Dated 04.01.2023 (copy enclosed) regarding handling of grievances of the existing employees / ex. Employees pertaining to medical issues / CMPF matters / pension matters, SOP (Standard Operating Procedure) for handling grievance of ex-employees of CIL & its Subsidiaries is enclosed for its implementation and institutionalization with immediate effect.

This issues with the approval of competent authority.

(M.K.Singh)
ED (Co-ordination)

Distribution:

All D(P), Subsidiary Companies.
Director (T/CRD), CMPDI.
Committee Members – As mentioned in Office Order No.3490 and 3498.
All Chief of Medical Services, CIL and Subsidiary Companies.
All GM (Finance), CIL and Subsidiary Companies.
All HOD (Personnel), HOD(EE), CIL and Subsidiary Companies.
All TS to CMDs/ All TS to D(P) of Subsidiary Companies.
ED (Medical Services) or In-charge of Medical Div./ ED (Finance), ED (Pers.),CIL.
All TS to FDs, CIL.

Copy to:

Chairman, CIL.
All CMDs.
FDs, CIL.

**STANDARD OPERATING PROCEDURE (SOP) FOR HANDLING GRIEVANCES OF EX-EMPLOYEES
OF CIL & ITS SUBSIDIARIES**

“Grievance” for this purpose is defined as any concern of the ex-employee about an action or lack of action, about the standard of service/ deficiency of service and/ or process(es) from the Company and/ or empanelled institutions OR asks for remedial action where a response or resolution is explicitly or implicitly expected within the policy framework of the company. Any issue(s) raised beyond the policy framework of the company OR suggestion(s) by the ex-employees will not be considered as ‘Grievance’.

1. A Grievance Committee has been constituted by ED(Coordination) vide Order No. 3490 dt. 04.01.2023 consisting of following executives:
 - i. Sri. Goutam Banerjee, Ch. Manager (Pers)/ TS to D(P&IR), CIL
 - ii. Sri. Sanjay Kumar, Ch. Manager Ch. Manager (Fin), CIL
 - iii. Dr. (Mrs.) S Paul, Dy. CMO, CIL
 - iv. Sri. S P Saravanan, Manager (Pers/EE), CIL

Further, TS to Director (Pers) in Subsidiaries have been nominated as Subsidiary Nodal officer for monitoring the grievance of ex-employees of concerned subsidiary by ED(Coordination) vide Order No. 3498 dt. 04.01.2023.

2. The grievances of ex-employees of CIL & its Subsidiaries received at CIL HQ will be forwarded to the dedicated e-Mail id 'ex.emp-grievance@coalindia.in' of CIL Grievance Committee constituted vide aforementioned Order No. 3490.
3. On receipt of the grievances, the same would be forwarded to the e-Mail id of the concerned Subsidiary Nodal Officer within 1 day.
4. Each grievance will also be registered as a separate task under Chairman, CIL Dashboard within a period of 1 day from receipt.
5. On receipt of grievances, Company level Nodal Officers will arrange to get the grievance addressed through the concerned departments/ dealing Officers through HoD as per the rules/ norms of the Company and arrange to reply to the complainant with a copy to the CIL level grievance Committee within a period of 2 weeks from the receipt date.
6. In case, if the grievance is not resolved within a period of 2 weeks, an interim reply should be sent to the concerned applicant to resolve the grievance in the next 2 weeks.
7. If the grievance is still not resolved in the next 2 weeks, the same would be escalated to Director (P&IR), CIL. As per direction thereof by D(P&IR), action should be taken to dispose the grievance in the next 7 days, failing which, the same would be escalated to Chairman, CIL.
8. The redressal status of the grievance needs to be updated by the concerned Company Nodal Officer in the Chairman, CIL Dashboard on real time basis. On examination of the reply sent by the Subsidiary against each grievance, the created tasks under Chairman, CIL dashboard would be closed only by the CIL grievance Committee.

P.T.O./-

मनोज कुमार सिंह
Manoj Kumar Singh
कार्यकारी निदेशक (समावय) /
Executive Director (Co-Ordin.)
अध्यक्षीय सचिवालय /
Chairman's Secretariat
इंडिया लिमिटेड /
India Limited

9. If the CIL grievance committee decides that further action needs to be taken on the grievance, necessary directions will be given in the portal and concerned nodal officer shall act on it to dispose the grievance following the sequence from Step 6.
10. As on 7th of every month, a status report would be sent to Chairman, CIL & Director (P&IR), CIL for their kind perusal by the CIL grievance Committee.
11. The SOP should be implemented in letter and spirit with the objectives of timely and proper redressal of grievances. There should not be any delay, negligence or lack luster approach towards disposal of grievances. In case of any delay/ negligence/ inadequate/ misleading response found in disposal of grievances, the concerned Officers shall attract penal/ administrative action. Head of the concerned Departments will also be equally responsible for timely and adequate disposal of the grievance as per the SOP.
12. D(P&IR), CIL shall be the overall in-charge for administration, interpretation, application and revision of this SOP as per administrative requirements.

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मनोज कुमार सिंह
Manoj Kumar Singh
कार्यकारी निदेशक (समन्वय)
Executive Director (Co-Ordn.)
अध्यक्षीय सचिवालय
Chairman's Secretariat
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Ref : CIL: CH: TS-EDC: 2022 : GRIEVANCE: 3490 Dated : 3rd January, 2023

OFFICE ORDER

A Committee consisting of the following executives is hereby constituted for the purpose of looking after the grievances of the existing employees/ ex: employees pertaining to Medical issues/ CMPF matters/ Pension related grievances etc. in respect of CIL Hqrs. as well as Subsidiary Companies, with immediate effect :-

- (1) Shri. Goutam Banerjee, Chief Manager (Pers)/ TS to D(P&IR), CIL
- (2) Shri. Sanjay Kumar, Chief Manager (Finance), CIL
- (3) Dr. (Mrs) S. Paul, Dy. Chief Medical Officer, CIL
- (4) Shri. SP Saravanan, Manager (Personnel/ EE), CIL

All the above issues received in Chairman's Secretariate & Other Directorates will be forwarded to the above Committee members, who will take action immediately by way of constant follow-up with Medical & Finance Department of CIL Hqrs. and with the concerned departments of Subsidiary Companies.

The Committee will submit a fortnight report to the Office of Director (P&IR) and to this Office for perusal.

(मनोज कुमार सिंह)
कार्यकारी निदेशक (समन्वय)

Distribution :

1. Committee Members (by name)
2. All Chief of Medical Services/ All General Manager (Finance)/ All General Manager (EE)/ HOD (Pers - EE) of Subsidiary Companies.
3. All TS to CMDs/ All TS to D(P)s of Subsidiary Companies
4. ED (Medical Services)/ ED (Finance), CIL Hqrs.
5. All TS to CFDs of CIL hqrs.

Copy for kind information to :

1. Chairman, CIL
2. Director (P&IR)/ Director (Technical)/ Director (BD)/ Director (Marketing) & Director (Finance), CIL


SCANNED

CH/E-1140421

Dt. 05.01.2023

Mail sent to all concerned.

3/1/23

कोल इंडिया लिमिटेड एक महारत्न कंपनी (भारत सरकार का उपक्रम) अध्यक्षीय सचिवालय कोल भवन, न्यू टाउन राजारहाट-७००१६३ वेबसाइट : www.coalindia.in ईमेल : edcoord.cil@coalindia.in		COAL INDIA LIMITED A MAHARATNA COMPANY (A Govt. of India Enterprise) Chairman's Secretariat Coal Bhawan, New Town Rajarhat- 700163 Website: www.coalindia.in E mail: edcoord.cil@coalindia.in
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Ref : CIL: CH: TS - EDC: 2022 : GRIEVANCE: 3498 Dated : 4th January, 2023

कार्यालय आदेश

In pursuance to the constitution of Committee at CIL level for the purpose of looking after the grievances of the ex. employees pertaining to medical issues/ CMPF matters/ Pension related grievances, etc. i.r.o. CIL Hqrs as well as Subsidiary Companies vide OO No. CIL/ CH/ TS-EDC/ 2022/ GRIEVANCE/ 3490 dated 03.01.2023, all Technical Secretaries to D(P)/ D(T/CRD) of Subsidiary Companies are hereby nominated as **Nodal Officers** for monitoring of the above said grievances of the retired employees of the concerned Subsidiaries.

The Nodal Officers will be responsible for resolving the grievances of retired employees and report to CIL.

(मनोज कुमार सिंह)
कार्यकारी निदेशक (समन्वय)

Distribution:

1. D(P), BCCL/ CCL/ CMPDIL/ ECL/ MCL/ NCL/ SECL/ WCL
2. Director (T/CRD), CMPDIL
3. ED (Medical Services)/ ED (Personnel)/ ED (Finance), CIL
4. All Technical Secretary to D(P) of Subsidiary Companies
5. TS to Director (T/CRD), CMPDI
6. TS to D(P&IR), CIL

Copy for kind information to:

1. Chairman, CIL
2. D(P&IR)/ D(T)/ D(F)/ D(BD)/ D(M), CIL

COPIED
CHB-1140448
Dt. 05.01.2023

mail sent to all.

NP
4/1/23

