



Eastern Coalfields Ltd.
Quality Control Department
Sanctoria PO. Dishergarh

ECL/HQ/QC/1229/11758

Dated 27th September 2008

CONSUMERS' GRIEVANCE REDRESSAL SYSTEM

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

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

Grievance Redressal System Cell
C/O Dy Chief Sales Manager (QC)
Eastern Coalfields Ltd
Sanctoria PO.Dishergarh 713333

The grievance may also be sent over E-Mail at the following Address:

CONSUMERSGRIEVANCE_ECL@IN.COM

General Manager (QC)