



Citizen's / Client's Charter
for
Government of India
(Ministry of Coal)
(2013-2014)

Address

Website ID
Date Of Issue
Next Review

Vision Mission

Vision

TO SECURE AVAILABILITY OF COAL TO MEET THE DEMAND OF VARIOUS SECTORS OF THE ECONOMY IN AN ECO-FRIENDLY, SUSTAINABLE AND COST EFFECTIVE MANNER.

Mission

- (1) To augment production through Government companies as well as captive mining route by adopting state-of-the-art and clean coal technologies with a view to improve productivity, safety, quality and ecology.
- (2) To augment the resource base by enhancing exploration efforts with thrust on increasing proved resources.
- (3) To facilitate development of necessary infrastructure for prompt evacuation of coal.

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|--|----------|----------------------------------|-------------------|--------------------------|--|--|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| 1 | Approval of Mining Plan and Mine Closure Plan of allocated captive coal block. | 15 | S. K. Shahi(Director(CA-II)) | dirca1.moc@nic.in | 9910922334 (23382807) | a. Receipt of application in the respective administrative section (CA-II/CA-III) along with Mine Plan and Mine Closure Plan in respect of the coal block allocated. | Mine Plan authenticated by RQP | N/A | N/A | N/A |
| | | | | | | b. Requisite documents, if not available, is obtained from the applicant. | Mine Closure Plan authenticated by RQP | N/A | N/A | N/A |

Main Services / Transactions

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|-------|------------------------|----------|----------------------------------|-------|--------------------|--|-------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | c. Obtaining approval from Competant Authority before referring the case to CPAM Section. | N/A | N/A | N/A | N/A |
| | | | | | | d. Checking all chapters/ plans/ documents available. | N/A | N/A | N/A | N/A |
| | | | | | | e. Plan is circulated to Technical members (IBM/ISM/CMPDIL). Preliminary scrutiny of technical parameters. | N/A | N/A | N/A | N/A |

Main Services / Transactions

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|-------|------------------------|----------|----------------------------------|-------|--------------------|--|-------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | f. To submit the case to the Vice Chairman of the Standing Committee. | N/A | N/A | N/A | N/A |
| | | | | | | g. Date of presentation is fixed. | N/A | N/A | N/A | N/A |
| | | | | | | h. In the presentation before the Standing Committee under the Chairmanship of Vice Chairman, RQP presents the detailed/technical features. Standing Committee examines all the technical matters in detail. | N/A | N/A | N/A | N/A |

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|------------------------|----------|----------------------------------|-------|--------------------|---|-------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | i. Deficiencies observed in the meeting are informed to the Project Proponent for compliance. | N/A | N/A | N/A | N/A |
| | | | | | | j. The company either submits the reply to the observations or submits a revised document. | N/A | N/A | N/A | N/A |
| | | | | | | k. The reply of company is again considered by Standing Committee. | N/A | N/A | N/A | N/A |

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|------------------------|----------|----------------------------------|-------|--------------------|--|-------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | l. Thereafter Standing Committee meets under Secretary (Coal), its Chairman to consider the plan for approval if there is no deficiency. | N/A | N/A | N/A | N/A |
| | | | | | | m. Minutes are prepared and submitted to Secretary (Coal) for approval. | N/A | N/A | N/A | N/A |
| | | | | | | n. Approved mining plan document sent to respective administrative sections (CA-I/CA-II). | N/A | N/A | N/A | N/A |

Main Services / Transactions

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|-------|---|----------|----------------------------------|-----------------|--------------------------|--|-----------------------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | | N/A | N/A | N/A | N/A |
| 2 | Grant of recognition as Qualified Person (RQP) to prepare mining plan under MMRD Act, 1957. | 10 | D. N. Prasad(Adviser (P)) | advp.moc@nic.in | 9811108619 (23386347) | a. Application received from desirous candidate. | Application in prescribed format. | N/A | N/A | N/A |
| | | | | | | b. The case is submitted to the Standing Committee for examination of the qualification and experience of the candidate in various fields. | N/A | N/A | N/A | N/A |

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|-------|--|----------|----------------------------------|-------------------|--------------------------|---|--|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | c. If candidate is found suitable by the Standing Committee for grant of recognition as RQP, proposal is sent to Secretary (Coal) for approval. | N/A | N/A | N/A | N/A |
| | | | | | | d. After approval, RQP recognition letter is sent to the applicant and to NIC centre for hosting his name on the website of Ministry of Coal. | N/A | N/A | N/A | N/A |
| 3 | To convey prior approval of Mining Lease of allocated captive coal block | 15 | S. K. Shahi(Director (CA-I)) | dirca1.moc@nic.in | 9910922334 (23382807) | a. Verify the proposed boundary of block recommended by the State Government concerned with the approved Mine Plan. | Recommendation of the State Government concerned alongwith draft agreement in Form 'K' | N/A | N/A | N/A |

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|--|----------|----------------------------------|-----------------|--------------------------|--|--|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | b. If any discrepancies are found, the advice of the Advisor (Project), State Government concerned or allottee is obtained. | N/A | N/A | N/A | N/A |
| | | | | | | c. Obtaining approval under Section 5 (1) of MMDR Act, 1953 from the competent authority. | N/A | N/A | N/A | N/A |
| 4 | Processing the requirement of Plan funds for different Plan schemes being implemented through budgetary support and making available the planned outlays to the nodal agency for onward disbursement. (Nodal agencies – PSU coal companies and Govt. exploration agencies) | 15 | D. N. Prasad(Adviser (P)) | advp.moc@nic.in | 9811108619 (23386347) | a. Receipt of requisition of funds along with utilisation certificate for the previous release, if any, from the nodal/implementing agency | Requisition from nodal agency along with utilisation certificate for the previous release, if any. | N/A | N/A | N/A |

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|------------------------|----------|----------------------------------|-------|--------------------|---|-------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | b. Examination of the proposal in the Ministry. | N/A | N/A | N/A | N/A |
| | | | | | | c. Obtaining approval of the Divisional Head in the Ministry i.e. Adviser (P). | N/A | N/A | N/A | N/A |
| | | | | | | d. Sending the proposal to the Integrated Finance Division of the Ministry for concurrence. | N/A | N/A | N/A | N/A |

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|---|----------|-----------------------------------|------------------|--------------------------|--|---|----------|--------------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | e. Sanction is issued in favour of the nodal agency for releasing the funds. | N/A | N/A | N/A | N/A |
| 5 | Processing of applications seeking Letter of Assurance for coal allocation on Long Term basis to the clients in power, cement and sponge iron sector. | 15 | S. Ashraf(Deputy Secretary (CPD)) | dscpd.moc@nic.in | 9868916785 (23073425) | a. To receive applications, complete in all respect. | Application as per prescribed procedures. | Cement | Demand Draft | 50000 |

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|------------------------|----------|----------------------------------|-------|--------------------|--|-------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | | | | | |
| | | | | | | b. Forward application to concerned administrative Ministry. | N/A | | | |
| | | | | | | c. Obtain recommendations of the administrative Ministry. | N/A | | | |

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|---|----------|-----------------------------------|------------------|--------------------------|---|---|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | d. Place before the SLC (LT) for consideration. | N/A | | | |
| 6 | Monitoring of Coal supplies to Power Sector utilities | 15 | S. Ashraf(Deputy Secretary (CPD)) | dscpd.moc@nic.in | 9868916785 (23073425) | a. Issue of meeting notice to all participants. | Issues raised by power utilities relating to coal supply. | NA | NA | 0 |
| | | | | | | b. Holding of meeting | N/A | NA | NA | 0 |

Main Services / Transactions

| S.No. | Services / Transaction | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|---|----------|--|--------------------|--------------------------|--|--|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| | | | | | | c. Issue of minutes within 4 days of meeting. | N/A | NA | NA | 0 |
| 7 | Grievance / references received in the Ministry | 15 | M. K. Sharma(Director (PMS & PRIW-I/II/III)) | dirpriw.moc@nic.in | 8750474141 (24699949) | a. Grievance should be specific and should relate to functioning of the Ministry. | Grievance application with supporting documents. | N/A | N/A | N/A |
| | | | | | | b. Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing by post. | N/A | N/A | N/A | N/A |

Service Standards

| S. No. | Services / Transaction | Weight | Success Indicators | Service Standards | Unit | Weight | Data Source |
|--------|--|--------|---|-------------------|--------------|--------|------------------|
| 1 | Approval of Mining Plan and Mine Closure Plan of allocated captive coal block. | 15.0 | Receipt of application in the respective administrative section (CA-I / CA-II) along with Mine Plan and Mine Closure Plan in respect of the coal block allocated. | 2 | working days | 1.00 | Ministry records |
| | | | Requisite documents, if not available, are obtained from the applicant. | 6 | working days | 1.00 | Ministry records |
| | | | Obtaining approval from Competent Authority before referring the case to CPAM Section. | 11 | working days | 1.00 | Ministry records |
| | | | Checking all chapters/plans/documents available. | 11 | working days | 1.00 | Ministry records |
| | | | Plan is circulated to Technical members (IBM/ISM/CMPDIL). Preliminary scrutiny of technical parameters. | 6 | working days | 1.00 | Ministry records |
| | | | To submit the case to the Vice Chairman of the Standing Committee. | 6 | working days | 1.00 | Ministry records |
| | | | Date of presentation is fixed. | 31 | working days | 1.00 | Ministry records |
| | | | In the presentation before the Standing Committee under the Chairmanship of Vice | 2 | working days | 1.00 | Ministry records |

Service Standards

| S. No. | Services / Transaction | Weight | Success Indicators | Service Standards | Unit | Weight | Data Source |
|--------|------------------------|--------|--|-------------------|--------------|--------|------------------|
| | | | RQP presents the detailed/technical features. Standing Committee examines all the technical matters in detail. | | | | |
| | | | Deficiencies observed in the meeting are informed to the Project Proponent for compliance. | 16 | working days | 1.00 | Ministry records |
| | | | The company either submits the reply to the observations or submits a revised document. | 31 | working days | 1.00 | Ministry records |
| | | | The reply of company is again considered by Technical members of Standing Committee. | 16 | working days | 1.00 | Ministry records |
| | | | Thereafter, Standing Committee meets Under Secretary (Coal), its Chairman to consider the plan for approval if there is no | 31 | working days | 1.00 | Ministry records |
| | | | Minutes are prepared and submitted to Secretary (Coal) for approval. | 11 | working days | 1.00 | Ministry records |
| | | | Approved mining plan document sent to respective administrative section (CA-I/ CA-II). | 8 | working days | 1.00 | Ministry records |
| | | | Administrative Section conveys the approval of mining plan document to the allocattee company. | 111 | working days | 1.00 | Ministry records |

Service Standards

| S. No. | Services / Transaction | Weight | Success Indicators | Service Standards | Unit | Weight | Data Source |
|--------|--|--------|---|-------------------|--------------|--------|------------------|
| 2 | Grant of recognition as Qualified Person (RQP) to prepare mining plan under MMRD Act, 1957. | 10.0 | On receipt of an application for the status of Recognized Qualified Person (RQP), it is to be processed for consideration of the Standing Committee and decision to be conveyed. | 91 | working days | 10.00 | Ministry records |
| 3 | To convey prior approval of Mining Lease of allocated captive coal block | 15.0 | To convey prior approval of Ministry of Coal under the relevant Section of MMDR Act, 1957 on receipt of complete proposal from the concerned State Government. | 46 | working days | 15.00 | Ministry records |
| 4 | Processing the requirement of Plan funds for different Plan schemes being implemented through budgetary support and making available the planned outlays to the nodal agency for onward disbursement. (Nodal agencies – PSU coal companies and Govt. exploration agencies) | 15.0 | On receipt of requisition of funds from the nodal/implementing agency, the proposal is to be examined in the Ministry, after obtaining the approval of the divisional head of the Ministry i.e. Advisor (P), the proposals are to be sent to IFD for seeking their concurrence. On receipt of concurrence, sanctions are issued in favour of nodal agency for releasing the funds and on-line sanction is also generated through Central Plan Scheme Monitoring System. | 46 | working days | 15.00 | Ministry records |

Service Standards

| S. No. | Services / Transaction | Weight | Success Indicators | Service Standards | Unit | Weight | Data Source |
|--------|---|--------|--|-------------------|--------------------|--------|--------------------------|
| 5 | Processing of applications seeking Letter of Assurance for coal allocation on Long Term basis to the clients in power, cement and sponge iron sector. | 15.0 | To forward applications received to the concerned Ministry i.e. Ministry of Power, Ministry of Steel, DIPP (Ministry of Commerce & Industry) | 11 | working days | 15.00 | Ministry records |
| 6 | Monitoring of Coal supplies to Power Sector utilities | 15.0 | Convening of Inter-Ministerial sub-group meeting. | 2 | meetings per month | 15.00 | Ministry records |
| 7 | Grievance / references received in the Ministry | 15.0 | Acknowledgement of postal grievance within 3 working days; Immediate acknowledgement of grievance received through Centralized Public Grievance Redress and Monitoring System (CPGRAMS). | 8 | working days | 3.00 | Ministry records/CPGRAMS |
| | | | To forward grievance / reference to the concerned coal companies / other authorities for necessary action. | 8 | working days | 3.00 | Ministry records/CPGRAMS |
| | | | Reply to the applicant. | 61 | working days | 9.00 | Ministry records/CPGRAMS |

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

| S.No. | Name of the Public Grievance Officer | Helpline Number | Email | Mobile Number |
|-------|---|-----------------|--------------------|---------------|
| 1 | Shri M. K. Sharma, Director, Ministry of Coal | 0112469994 | dirpriw.moc@nic.in | 8750474141 |

List of Stakeholders/Clients

| S.No. | Stakeholders / Clients |
|-------|---|
| 1 | Consumers of coal i.e. power sector, steel industry, cement industry, sponge iron and other small and medium enterprises consuming coal and citizens. |
| 2 | Ministry of Railways, Ministry of Shipping and Ministry of Surface Transport, Ministry of Defence, Ministry of Power. |
| 3 | Captive coal block allottees |
| 4 | Manufacturers and suppliers of coal mining machinery and equipment, explosives etc. |
| 5 | Associations of core consumers namely . FICCI, CII, ASSOCHAM (full form to be given) |
| 6 | Employee Unions and staff associations in coal companies |
| 7 | Contract workers - private companies and transporters. |
| 8 | People living near mining area. |
| 9 | People likely to be displaced due to new mining areas identified. |
| 10 | Citizens of India. |

Responsibility Centers and Subordinate Organizations

| S.No. | Responsibility Centers and Subordinate Organizations | Landline Number | Email | Mobile Number | Address |
|-------|--|--------------------------|---------------------------|---------------|--|
| 1 | COAL CONTROLLER'S ORGANISATION (CCO) | (033) 22485468, 22489613 | coalcont-wb@nic.in | 9432645213 | Shri A. Acharya, Coal Controller, Office of the Coal Controller, 1- Council House Street, Kolkata- 700001 |
| 2 | COAL MINES PROVIDENT FUND ORGANISATION (CMPFO) | 0326-2202114 | commissioner@cmpfo.gov.in | 9432645213 | Shri A. Acharya, Commissioner, Office of the Coal Mines Provident Fund Commissioner, Police Line, Dhanbad-826001 (Jharkhand) |

Indicative Expectations from Service Recipients

| S.No. | Indicative Expectations from Service Recipients |
|-------|--|
| 1 | Completed Mining plan & mine closure plan in all respect signed by Recognized Qualified Person (RQP). |
| 2 | Application should be complete in all respect with required documents. |
| 3 | Request for prior approval of Mining lease alongwith draft agreement in Form 'K' of allocated coal/lignite blocks is to be submitted by the concerned State Govt. as per the milestone chart, complete in all respect. |
| 4 | Application should be complete in all respect including utilization certificate. |
| 5 | (a) Application from applicants from power, cement and sponge iron sector should be complete in all respects and as per extant procedure notified by this Ministry on the website. (b) Reply/feedback on any query on the clarifications, if any, sought by the Ministry on aspects relating to discrepancies in the applications. To be submitted early. |
| 6 | (a) To maintain unloading capacity at Power Station end to receive coal as per the provision of Fuel Supply Agreement. (b) Timely payment against coal supply. (c) To make arrangement to accept coal from any coal company of CIL. |
| 7 | (a) The Grievances/ reference should be legible. (b) It should include previous reference/ case no. of Ministry, if any. (c) Relief should be clearly mentioned. |