



# Citizen's / Client's Charter

for

Government of India

(Ministry of Coal)

(2022-2023)

## 1. Vision

To secure availability of Coal to meet the demand of various sectors of the economy in a eco-friendly, sustainable, cost effective and socially responsible manner.

## 2. Mission

### 3. Mandate : Function & Responsibility

- (1) To enhance coal production through:
  - (a) Coal PSUs / Companies
  - (b) Commercial production through private participation
  - (c) Captive Mining
- (2) To adopt state-of-the-art technologies and clean coal technologies with a view to improving productivity, safety, quality and ecology.
- (3) To enhance the resource base by enhancing exploration efforts with thrust on increasing proved resources.
- (4) To facilitate development of necessary infrastructure for prompt evacuation of coal.

### 4. Service offered and timelines

Sl. No..	e/Transaction	Responsible Person Designation, Email and contact No.	Process	Timeline
1.	Approval of Mining Plan of coal & Lignite blocks.	Mrs. Santosh, Coal Controller, Email <a href="mailto:coalcont-wb@nic.in">coalcont-wb@nic.in</a> Tel. No. 01124699949	Receipt of Mining plan and Mine closure plan (MP&MCP) for coal and Lignite coal blocks on online in SWCS with requisite documents from the applicant.	NA
			MP&MCP is visible online on Single Window clearance system (SWCS) portal to all members of Internal Committee (IC for scrutiny of MP&MCP).	NA
			Scrutiny of MP&MCP is done by all members and comments uploaded on comments uploaded on the portal itself individually.	NA
			The observations of all members are compiled and sent to the project proponent on SWCS portal for compliance.	NA
			The project proponent uploads updated MP&MCP on the portal after incorporating compliance to the observations of IC.	NA
			Date of presentation is fixed.	NA
			In the presentation before the Internal Committee, QP presents the detailed / technical features of MP & MCP. Internal committee examines all the Technical matters.	NA
			Deficiencies observed in the meeting are informed to the Project Proponent for compliance through SWCS portal as MOM of the meeting.	NA

			The reply of project proponent is again considered by Internal Committee.	
			Internal Committee considers the MP&MCP for approval if there is no deficiency.	NA
			Minutes are prepared and submitted to Coal Controller approval through SWCS portal.	NA
			Thereafter, approved MP&MCP is uploaded on SWCS portal.	NA
			The approval is communicated to the project proponent by Coal Controller Organization (CCO)	NA
2.	Approval of Mining Plan and Mine Closure Plan of allocated captive coal block.	Mrs. Santosh, Coal Controller, Email <a href="mailto:coalcont-wb@nic.in">coalcont-wb@nic.in</a> Tel. No. 01124699949	Mine Plan & Mine Closure Plan (MP&MCP) is visible online on SWCS portal to all members of Internal Committee (IC for scrutiny of MP)	Zero Date
			Scrutiny of MP&MCP is done by all members and comments uploaded on the portal itself individually	15 Days
			The observations of all members compiled and sent to the project proponent (on SWCS portal) for compliance	1 Days
			The project proponent uploads updated MP & MCP on the portal after incorporating compliance to the observations of IC	15 Days
			In the presentation before the Internal Committee, QP presents the detailed/technical features of MP&MCP. Internal Committee examines all the technical matters in detail.	1 Days
			Deficiencies observed in the meeting are informed to the Project Proponent for compliance through SWCS portal as MoM of the meeting.	6 Days
			The project proponent uploads updated MP&MCP on the SWCS portal after incorporating compliance to the observations of IC	15 Days
			The reply of company is again considered by Internal Committee.	6 Days
			Internal Committee to consider the MP&MCP for approval if there is no deficiency.	1 Days
			Thereafter, Minutes are prepared and submitted to Coal Controller for approval through SWCS portal.	6 Days
			Approved MP&MCP is uploaded on SWCS portal.	15 Days
			The approval is communicated to the project proponent by CCO.	3 Days

3.	To convey prior approval of Mining Lease of allocated captive coal block	Sh. Ajitesh Kumar, Email <a href="mailto:ajiteshkumar@nic.in">ajiteshkumar@nic.in</a> Tel. No. 011-23384431	With amendment in Section 5 of the MMDR Act, previous approval of the Central Government in cases where the allocation of coal mine has been made by the Central Govt. itself has been done away with. As allocation of mines under CMSP Act is done by the Central Govt., previous approval for mining lease under Section 5(1) in respect of mines allocated under CMSP Act is not required..	NA
4.	Processing the requirement of Plan funds for different Planschemes being implemented through budgetary support andmaking available the planned outlays to the nodal agency foronwarddisbursement.(Nodal agencies– PSUcoalcompanies and Govt. exploration agencies)	Sh. Anandji Prasad, Adv. (P), Email <a href="mailto:anandji.prasad7791@nic.in">anandji.prasad7791@nic.in</a> Tel No. 011-23386347 Mob No. 9470596006	Receiptofrequisitionoffundsalongwith utilisation certificate for the previousrelease,ifany,fromthenodal/implementingagency.  <ul style="list-style-type: none"> <li>• ExaminationoftheproposalintheMinistry.</li> <li>• ObtainingapprovaloftheDivisional Headin the Ministry i.e. Adviser (P).</li> <li>• SendingtheproposaltotheIntegratedFinance Division of the Ministry forconcurrence</li> <li>• Sanctionisissuedinfavourofthenodal agency for releasing the funds.</li> </ul>	NA
5.1	Processing of recommendation on coalallocationon Long-Termbasisto Centre/State GENCOs	Sh.VenkateshwarluMarapally, Director (T/CPD/NA), Email <a href="mailto:marapally.venkat@gov.in">marapally.venkat@gov.in</a> Tel. (23380085) Mob. 8332974336	<ul style="list-style-type: none"> <li>• Recommendations of the Ministry of Power to be processed in file.</li> <li>• Place before the SLC(LT) for consideration.</li> </ul>	As and when applicable
5.2	Procuring of Application for grant of Bridge Linkage to Public Sector Undertaking		<ul style="list-style-type: none"> <li>• To receive applications complete in all respect.</li> <li>• Forward application to concerned administrative Ministry.</li> <li>• Obtain Recommendations of the Administrative Ministry.</li> <li>• Place before the SLC(LT) for consideration.</li> </ul> <p><b>Document Required:</b> Application as per prescribed procedures. <b>Category:</b> Coal block Allocattee allotted schedule III coal blocks or the coal blocks under MMDR Act. <b>Fee-</b> Max of 5 (five) lakhs</p>	As and when applicable
6.	Monitoring of Coal supplies to Power Sector utilities	ShriVenkateshwarluMarapallyDirector (T/NA/CPD) Email <a href="mailto:marapally.venkat@gov.in">marapally.venkat@gov.in</a> Tel. (23380085) Mob. 8332974336	<ul style="list-style-type: none"> <li>• Organizing the meeting regarding Monitoring of Coal supplies to Power Sector Utilities.</li> <li>• Issuing minutes after the approval of competent authority.</li> </ul>	Weekly

		ShriMukeshChoudhary Director (CPD) Email <a href="mailto:dircpd.moc@nic.in">dircpd.moc@nic.in</a>	<b>Document Required:</b> Issues raised by power utilities relating to coal supply.	
7.	Grievance / references received in the Ministry	ShriM.K.Gupta DS(PMS&CSR&W) Email <a href="mailto:mk.gupta19@nic.in">mk.gupta19@nic.in</a> Tel. 011-23073933 Mob. 9968944937	Grievance relating to the jurisdiction of the Ministry can be submitted both electronically(via <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> )or physically by writing which can be submitted by post.	NA

## 5. 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 Defense, 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.

## 6. Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centre	Phone No.	Email	Mobile Number	Address

1	COAL CONTROLLER'S ORGANISATION (CCO)	(033) 22485468, 22489613	coalcont-wb@nic.in	9432645213	Smt. Santosh, 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 Vijay Kumar Mishra, Commissioner, Office of the Coal Mines Provident Fund Commissioner, Police Line, Dhanbad-826001 (Jharkhand)

## 7. Public Grievance Redressal

7.1 An internal system (based on CPGRAMS) is in place to streamline the process of acceptance of letters, statements, queries, or other correspondence, and respond in a manner prescribed as per guidelines of CPGRAMS. For all other grievances received directly by Ministry of Coal, endeavour shall be to examine the same and respond to the application within 30 working days.

7.2 For Grievance Redressal, the existing portal may be used by clicking on to <https://pgportal.gov.in/>

7.3 There is an elaborate system in place for furnishing information sought by citizens under Right to Information (RTI) Act within the timelines prescribed under the Act. Steps have also been taken for suo-moto disclosures under RTI Act, details of which are available at the Ministry of Coal website viz. <https://coal.nic.in>. For filling of RTI applications, the existing portal may be used by clicking on to <https://rti.gov.in/>

## 8. Applications under RTI Act / Public Information Officers ( PIO)

Ministry of Coal has appointed PIOs for specific areas of public importance. The concerned officers and their coordinates are set out below. The citizens are requested to contact the relevant officers basis their queries or grievances for early response/resolution.

S.No.	Subject / Section	Nodal Officer	Designation	Email / Telephone
1.	Cash and Integrated Finance	Shri Sudheer Babu Motana	Under Secretary	<a href="mailto:sudheer.m@nic.in">sudheer.m@nic.in</a> 011-23073936
2.	Economic Affairs	Shri B. Naik	Deputy Director	<a href="mailto:ddcpd-moc@nic.in">ddcpd-moc@nic.in</a> 011-23384285
3.	Coal Production and Despatch	Shri Sujeet Kumar	Under Secretary	<a href="mailto:sujeet.kmr@nic.in">sujeet.kmr@nic.in</a> 011-23384112
4.	Vigilance	Shri S. Bhattacharya	Under Secretary	<a href="mailto:sanjeeb.b@nic.in">sanjeeb.b@nic.in</a> 011-23388491
5.	Coal Project Implementation, Appraisal & Monitoring	Shri Hitlar Singh	Under Secretary	<a href="mailto:hitlar.singh85@nic.in">hitlar.singh85@nic.in</a> 011-23382269
6.	MPS Section	Shri Hitlar Singh	Under Secretary	<a href="mailto:hitlar.singh85@nic.in">hitlar.singh85@nic.in</a> 011-23382269
7.	Clean Coal Technology	Shri Hitlar Singh	Under Secretary	<a href="mailto:hitlar.singh85@nic.in">hitlar.singh85@nic.in</a> 011-23382269
8.	Company Affairs	Ms. Alka Shekhar	Under Secretary	<a href="mailto:alka.shekhar@nic.in">alka.shekhar@nic.in</a> 011-23386431
9.	International	Shri Gulshan Kumar	Section Officer	<a href="mailto:gulshan.k@nic.in">gulshan.k@nic.in</a> 011-

	Collaboration			23384285
10.	P&S-I	ShriRishanRyntathiang	Under Secretary	<a href="mailto:rishan.r75@nic.in">rishan.r75@nic.in</a> 011-23073936
11.	P&S-II	ShriRishanRyntathiang	Under Secretary	<a href="mailto:rishan.r75@nic.in">rishan.r75@nic.in</a> 011-23073936
12.	Administration	Shri Kishore Kumar	Under Secretary	<a href="mailto:kishore.k@nic.in">kishore.k@nic.in</a> 011-23380027
13.	Establishment Division	Shri Kishore Kumar	Under Secretary	<a href="mailto:kishore.k@nic.in">kishore.k@nic.in</a> 011-23380027
14.	CSR&W	Shri Ram Prasad	Under Secretary	<a href="mailto:r.p.meena@nic.in">r.p.meena@nic.in</a> 011-24616989
15.	Nominated Authority	Shri Manish Uniyal	Under Secretary	<a href="mailto:manish.uniyal38@nic.in">manish.uniyal38@nic.in</a> 011-23384106
16.	Coal Mine Provident Fund	ShriVineet Kumar	Section Officer	011-24616989
17.	Land Acquisition & Industrial Relation	ShriSewak Paul	Section Officer	<a href="mailto:sewak.paul@nic.in">sewak.paul@nic.in</a> 011-24616989
18.	Coordination	ShriRishanRyntathiang	Under Secretary	<a href="mailto:rishan.r75@nic.in">rishan.r75@nic.in</a> 011-23073936
19.	Hindi related matter	Shri Manoj Kumar Sinha	Deputy Director	<a href="mailto:hindi.moc@nic.in">hindi.moc@nic.in</a> 011-23381127
20.	SDC and Just Transition	Shri Manish Uniyal	Under Secretary	<a href="mailto:manish.uniyal38@nic.in">manish.uniyal38@nic.in</a> 011-23384106
21.	Information Technology and Media Cell	Ms. AlkaShekhar	Under Secretary	<a href="mailto:alka.shekhar@nic.in">alka.shekhar@nic.in</a> 011-23386431
22.	Statistical Division	ShriAnkit Kumar Jain	Assistant Director	<a href="mailto:ddgoffice.moc@nic.in">ddgoffice.moc@nic.in</a> 011-24653863

## 9. Nodal Appellate Authority for Public Grievances Appeals

A Nodal Appellate Authority for Public Grievances Appeals has been appointed in Ministry of Coal to redress any appeal against Public Grievance Petitions. The citizens are requested to contact the Nodal Appellate Authority in case they are not satisfied with the reply given to their Public Grievances Petitions for early response response/resolution.

Name	Designation	Address	Email	Telephone
ShriM.K.Gupta	DS(PMS&CSR&W)	ShastriBhawan Room No. 245	<a href="mailto:mk.gupta19@nic.in">mk.gupta19@nic.in</a>	Tel. 011-23073933  Mob. 9968944937

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