

## कोल इंडिया लिमिटेड

विपणन निदेशालय गुणवत्ता नियंत्रण विभाग  
कोल भवन, प्रांगण सं 04 एमएआर,  
प्लॉट सं - एएफ-III, एक्शन एरिया - 1ए  
न्यू टाउन, राजरहाट, कोलकाता-700 156  
Ph: 033-23244174, Fax: 033-23244165  
सीआईएन: L23109WB1973GO1028844  
वेबसाइट : www.coalindia.in



## COAL INDIA LIMITED

### MARKETING Division

COAL BHAWAN, PREMISE NO- 04 MAR  
PLOT- NO -AF-III, ACTION AREA-1A, NEW TOWN,  
RAJARHAT,  
KOLKATA -700156  
Ph: 033-23244174, Fax: 033-23244165  
CIN: L23109WB1973GO1028844  
WEBSITE : www.coalindia.in

No. CIL/DM/Seect/ 1294

Date: 02.9.2017

To

Director In-Charge (Marketing) &  
Director (Technical)/Oprn.,  
ECL/BCCL/CCL/MCL/NCL/SECL/WCL

URGENT / FOR IMMEDIATE ACTION

Dear Sir,

**Sub: Establishment of Control Room for monitoring Production & Despatch of coal.**

Considering the alarming situation of large numbers of Thermal Power Stations falling under critical / super critical stock list, it has been decided by Chairman, CIL, that a 24 x 7 Control Room be established today itself at all the Subsidiaries and at CIL's corporate office to monitor the following aspects on minute to minute basis:

- Coal production and transportation of coal from the mines to the Rail heads and other despatch points, including captive ones.
- Proper condition of coal transport roads.
- Crushing arrangements.
- Trouble free functioning of weighing facilities.
- Movement of rakes with special emphasis on turnaround of rakes within free time loading allowed by Railways.
- Coordination with authorities of Railways and Power Utilities / IPPs for rushing coal to power stations facing critical stocks and avert stock crisis at any of the linked power stations.

The Control Room should be immediately provided with a toll free number and mobile number for facilitating the customers in Power Sector, Railways and all connected agencies to smoothly contact the officials functioning in the control room. The Control Room should focus to address the problems of the contacted customers / agencies on priority and to give feedback to them about course of action taken.

The round the clock control room should be manned by at least two officers, one each necessarily from Marketing & Sales Dept., and Production Dept., who would take decisions and actions in consultation with the concerned authorities at Company HQ and Areas. Round the clock contact points at the Areas and vital production / despatch centres be also ensured for coordination with the control rooms.

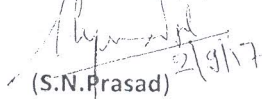
The Control Room of CIL HQ has already been established under the overall in-charge of GM (Production) with 18003454100 as its toll free number and 033-71104112 as landline number.

Wide publicity about the control room established at the Subsidiary and at CIL HQ be given to enable the Power Sector consumers, Railways and other concerned agencies to avail the benefit of it.

Action Taken Report in this matter be immediately sent to this office.

Thanking you,

Yours faithfully,

  
(S.N. Prasad) 2/9/17

Director (Marketing)

Copy to: CMDs, All Subsidiary Companies

: Director (Technical), CIL

: GM(S&M)/ GM(Prod.) / GM(E&T), CIL, with an advice to immediate action in the matter.

Copy for kind inf. to: Chairman, CIL