

Ref. No. GM (L&R)/Grievance/17/ 123

Dated: 06-04-2017

To,

All Area General Managers, CCL

Argada / Barka-Sayal / Kuju / Haz'bagh / Rajrappa / Piparwar / NK / M&A /  
Dhori / Kathara / B&K / Rajhara

**Sub:** General guideline for timely redressal / disposal of grievances related to  
claims / complains pertaining to disbursement of R&R benefits.

Dear Sir(s),

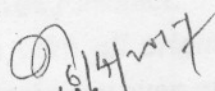
Please find enclosed copy of note no. GM (L&R) / Grievance / 17 / 103 dated  
24-03-2017 (2 pages) which contains duly approved general guidelines to be  
followed for timely redressal / disposal of grievances related to claims /  
complains pertaining to disbursement of R&R benefits.

As desired by the competent authority henceforth all grievances related to  
claims / complains pertaining to compensation / disbursement of R&R benefits  
(including the grievances pending as on date) should be dealt as per the  
enclosed guidelines for timely redressal / disposal of the grievances.

It is therefore requested that these instructions should be circulated  
amongst the concerned officials of the Area as also to all the projects of your  
area for compliance with immediate effect.

Yours Faithfully,

Encl. as above.

  
General Manager  
L&R Dept., CCL

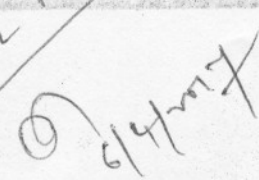
Copy for kind information-

The CVO, CCL

The GM/TS to CMD / TS to DT (Op) / TS to DT (P&P) / TS to D (P) / TS to D (F)

The Company Sectt., CCL

The HOD, Samadhan Cell, Ranchi / All executives of L&R Dept., CCL

Sr AN Roy, L&R  
Circular File  


**Sub:** General guidelines for timely redressal / disposal of grievances related to claims / complains pertaining to disbursement of R&R benefits.

It is being observed that the grievance matters related to claims / complains pertaining to disbursement of R&R benefits have increased in CCL. As per the prevalent system, the grievances received in this department are forwarded to the concerned Area / Project for examination & comments with request to necessarily call the claimants during inquiry with all original documents in support of their claims / contentions. But from the reports received from the area / project, in many cases, there are no reference of any personal hearing having been allowed to the claimants.

It therefore seems prudent that the following guidelines may be circulated to be generally followed for effective handling of all the grievances:-

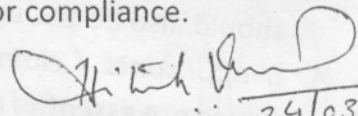
1. Upon receipt of the grievance ***the applicant / claimant should be immediately called for personal hearing with all original documents which are essential as per the check list circulated by writing letters to them through Registered Post with acknowledgement due.*** A copy of the letter should be endorsed to GM (L&R), CCL and the copies of the letter should also be placed on the noticeboard of the Area / Project.
2. The applicant / claimant should be informed that proper inquiry is not possible in absence of all original documents which are essential as per the check list of the company. Hence they should be requested to come with all the required original documents & participate in the inquiry.
3. ***A reminder should be given to the applicants / claimants, as above, followed by final notice at regular intervals of two weeks.*** Copies of reminder & final notice should also be endorsed to GM (L&R), CCL and should also be put up on notice boards of Area / Project.
4. ***If applicants / claimants do not turns up with all original documents which are essential as per the rules of the company even after two weeks specified time in the final notice has lapsed,*** then the inquiry report should be prepared as per available records of CCL, ex-party, so that the pending grievance can accordingly be disposed-off after forwarding the inquiry report to all the party(s) under intimation to the GM (L&R), CCL. The GM (L&R), CCL shall examine the inquiry report of the Area/Project for further needful, if any, and then inform the details of the matter to the authority / functionary from whom the representation might have been received as per rules.

Cont. on p/21  
 24/3/17

निवेदाक हात (यो/पाणि) रसिनी  
 संख्या 671  
 दिनांक 25.03.17  
 06.04.17

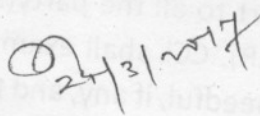
5. **If the applicants / claimants turn up with all required original documents,** their cases should be processed as per rules of the company. This information should be sent to all the party(s) under intimation to the GM (L&R), CCL. The GM (L&R), CCL shall examine the inquiry report of the Area/Project for further needful, if any, and then inform the details of the matter to the authority / functionary from whom the representation might have been received as per rules.
6. **In case the applicants / claimants cannot produce all the required documents which are essentially required as per the rules,** they should be informed about the deficiencies in their claim(s) / contention(s) so that the pending grievance can accordingly be disposed-off under intimation to the GM (L&R), CCL. The GM (L&R), CCL shall examine the inquiry report of the Area/Project for further needful, if any, and then inform the details of the matter to the authority / functionary from whom the representation might have been received as per rules.
7. **In case the claimants turn up with counter claims over title or for same benefits under R&R,** both the parties staking counter claims should be informed that CCL cannot decide their claims due to dispute over title for which they should approach the concerned State Government Authority so that the pending grievance can accordingly be disposed-off under intimation to the GM (L&R), CCL. The GM (L&R), CCL shall examine the inquiry report of the Area/Project for further needful, if any, and then inform the details of the matter to the authority / functionary from whom the representation might have been received as per rules.

The above general guidelines are also as per principles of natural justice. As such the Dir (T) (P&P), CCL may like to kindly see before the above is circulated to all Areas of CCL for compliance.

  
 (Hitesh Varma) 24/03/2017

Senior Manager (S&M), L&R

General Manager (L&R), CCL

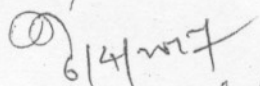
  
24/3/2017

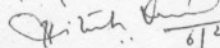
Dir (Tech.) (P&P), CCL



GM (L&R) / All Area General Managers – for compliance.

To be circulated

  
6/4/2017

(- Mr. (S&M) L&R  6/4/2017