



**cmpdi**  
A Mini Ratna Company



सन्तुल माइन प्लानिंग एण्ड डिजाइन इंस्टीट्यूट लिमिटेड  
(कोल इण्डिया लिमिटेड की अनुषंगी कम्पनी / भारत सरकार का एक लोक उपक्रम)  
गोन्दवाना प्लेस, कान्के रोड, राँची - 834 031, झारखंड (भारत)  
Central Mine Planning & Design Institute Limited  
(A Subsidiary of Coal India Limited / Govt. of India Public Sector Undertaking)  
Gondwana Place, Kanke Road, Ranchi - 834 031, Jharkhand (INDIA)  
CORPORATE IDENTITY NUMBER - U14292.TH1975601001223

No. CMPDI/HQ/

Date: 06.05.2022

**OFFICE ORDER**

Sub - **Regarding setting up a Grievance redressal for consumers at CIL and subsidiaries**

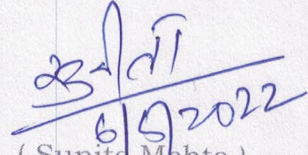
A Grievance Redressal Group is hereby constituted to provide proper attention and deal with the grievances related to customers of CMPDI who are outside agencies, consisting of the following members :

- (1) Sri R K Amar, GM (BDD)
- (2) Sri Manoj Sahay, GM (IMS)

This is as per decision of Chairman, CIL during consumer meet at Western Region on the 18th April 2022, wherein it came to fore that, the small consumers have to face crisis of liquidity due to blockage of deposits by CIL subsidiaries.

CMPDI though does not deal with the aforesaid issue, there may be grievances related to its customers who are outside agencies, which may need proper attention of the company for redressal.

This issues with approval of the Competent Authority.

  
( Sunita Mehta )  
General Manager (P&A)

Copy for kind information to :

1. The CMD, CMPDI, Ranchi
2. The Director (T/RD&T)/Director (T/CRD), CMPDI, Ranchi.
3. The CVO, CMPDI, Ranchi
4. The ED (Coordination), CIL, Kolkata.

Distribution :

1. All GMs/HODs, CMPDI HQ, Ranchi.
2. All Regional Directors, CMPDI.
3. The GM (ICT), CMPDI HQ, Ranchi – With a request to upload this order on CMPDI website.
4. Executives concerned
5. The Ch. Manager (P/EE), CMPDI HQ, Ranchi



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