First ever “Customers Meet” in BCCL organized by the Vigilance Department on 23.05.2012.

For the first time in BCCL, a “Customers Meet” was organized by the Vigilance Department on 23.05.2012 at Community Hall, Koyla Nagar. In the said customers’ meet, contractors, suppliers and coal consumers of different areas and HQ participated. From the management side, Area GM with Area HODs and HODs of HQ were present. During the customers meet Sri PK Sinha, CVO, BCCL, Sri Ashok Sarkar, D(T)P&P and Sri Amitabh Saha, D(F) were present.

The customers’ meet was inaugurated by Sri Amitabh Saha, D(F), Sri Ashok Sarkar, D(T)P&P and Sri PK Sinha, CVO, BCCL. In his inaugural address, Sri PK Sinha, CVO welcomed all the participants and requested the customers’ to raise their issues without any hesitation. He requested the customers to raise common issues for the benefit of large number of customers. He said that the customers were one of the main stake holders of the company and the company must take care of them by redressing / solving their genuine problems / grievances in the working by removing bottlenecks and constraints in the system. He said that this meet was organized both as a measure of preventive and punitive vigilance. He said that the bottlenecks in the system and problems shall be taken up by the management for system improvement/redressal/solution. The meet is aimed to make the system more transparent and fool proof as far as possible. Sri AK Sarkar, D(T)P&P in his inaugural address thanked CVO, BCCL for organizing such a programme and assured the customers that the management would try to give appropriate answer to the issues and problems raised by the customers. Sri Amitabh Saha, D (F) also thanked CVO, BCCL for organizing first ever customers meet. He said that the commercial transaction was part of core activity of any company and this step for solving the problem/issues raised by the customers a very welcome step.

In the customers’ meet, contractors / suppliers / Coal Consumers of different areas raised their issues. The issues raised by them were mainly related to (1) Delay in finalization of tender and planning of work order, (2) Delay in refund of EMD and Security Deposit, (3) Non finalization of SOR in respect of E&M and Excavation Works, (4) Delay in refund of the value of unlifted quantity of coal and EMD to coal consumers, (5) Non-registration of civil contractors, (6) Difficulty due to centralization of tender activities, (7) Issues related to sales tax in civil tenders and (8) Issues related to payment and refund through RTGS mode etc.

Officials of Areas and HQ replied to the issues raised by the customers and assured to take effective steps to resolve them as per rules and regulations and manuals.

At the end of the session, some customers gave feedback on this first ever meet. Sri DK Chandrakar, GM (Vig.) delivered vote of thanks.

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Dignitaries on the dais during the Customers' Meet Sri A Sarkar, D(T) P&P, BCCL, Sri PK Sinha, CVO BCCL and Sri A Saha, D(F), BCCL (from right to left).

Sri A Sarkar, Director (T) P&P BCCL lighting the lamp during inauguration of Customers Meet on 23.05.2012 at Community Hall, Koyla Nagar.
Sri PK Sinha, CVO, BCCL lighting the lamp during inauguration of Customers Meet on 23.05.2012 at Community Hall, Koyla Nagar.

Area General Managers and HODs attending the Customers Meet.
Sri PK Sinha, CVO BCCL addressing the participants of Customers’ Meet.

Sri A Sarkar, D(T) P&P BCCL addressing the participants.
Sri A Saha, D(F) BCCL addressing the participants.

Interactive session during the Customers’ Meet.
Representative from the Customers addressing the participants.

Sri DK Chandrakar GM (Vigilance) BCCL delivering the concluding address.