

## **Notice**

In order to promote ease of doing business, Coal India Ltd. (CIL) has set up Consumer Grievance Redressal Mechanism to help redress the grievances of consumers related to coal supplies and other related issues.

Such consumers can email their grievances along with supporting documents to:

- [grahaksamadhan@coalindia.in](mailto:grahaksamadhan@coalindia.in)

CIL shall endeavor to evaluate and resolve the grievance at the earliest.

CIL believes that the performance of an organization must be measured in terms of the value it creates for its stakeholders. Setting up “Consumer Grievance Redressal Mechanism” underpins the company’s strategy of continuous improvement and endeavor to create long term value for its esteemed consumers.