

QUALITY CONTROL

Third Party Sampling:

Company has extended the facility of 3rd party sampling for determination of admissible grade of coal for all categories of consumers towards procurement of coal from all sources. All the requisite enabling conditions have been fulfilled for Third Party Sampling.

Grade Confirmation Status:

Grade materialization for the period F.Y. 2021-22, 2022-23 and 2023-24 is as under:

Period	Total Quantity Result Received	Grade Confirmation % age				Sample pending for referee Analysis	
		Bonus	In Grade	Grade Confirmation%	Slip	Total	%
2021-22	28.54	25%	66%	91%	9%	0.58	2%
2022-23	27.98	24%	73%	97%	3%	5.61	20%
2023-24	43.58	9%	89%	98%	2%	7.3	16%

The overall Grade confirmation for the period 2021-22 is 91% on the basis of Final Acceptable Results which has increased to 97% for the period 2022-23 and further to 98% in 2023-24.

Steps undertaken to improve the quality of dispatched coal:

Quality Awareness Fortnight was organized from 07.06.2023 to 22.06.2023. The basic theme of the campaign focused on awakening the consciousness regarding Coal Quality right from Mine to Market, by involving the employees for participation at all levels right from colliery to Area & HQ Level. It was an exercise aimed at enhancing corporate image through improved level of customers' satisfaction with respect to dispatch of good quality Coal.

A second Quality Awareness Fortnight was observed from 11.12.2023 to 25.12.2023 to inculcate quality consciousness at grass- root level.

Surprise Quality Inspection has been done by terms from Quality Control Department. Different programs have been undertaken by all areas of issue like regular quality talk at Pithead, Permanent Marketing of space for different sources coal at siding, maintenance of consumer feedback register at siding, availability of the Sprinkles and illumination, segregation of the stone/boulders at mine and sidings, etc.

Redressal of coal quality complaints in case of any complaints from consumer, the concerned Area is notified and suitable response is undertaken to azure quality of coal is dispatched and the same is being communicated at appropriate level.

Ten (10) new bomb calorimeters have been procured in last two years to enhance our testing ability.



