

केवल नागपुर कोर्ट के अधिकार क्षेत्र में

Under Jurisdiction of Nagpur Court only



gmail.com  
CIN - U10100MH1975GOI018626

वेस्टर्न कोलफील्ड्स लिमिटेड  
Western Coalfields Limited  
(मिनीरत्न कंपनी) (A Miniratna Company)  
(कोयला इंडिया लि. की अनुषंगी कंपनी)  
(A Subsidiary of Coal India Limited)



विपणन एवं विक्रय  
Marketing & Sales

0712 - 2511061  
FAX: 0712- 2512977

www.westerncoal.gov.in

पंजी. का.: कोयला विहार, सिविल लाइन्स, नागपुर (महाराष्ट्र) - 440001

Regd. Off.: Coal Estate, Civil Lines, Nagpur (MS) - 440001

Ref: No.WCL/NGP/S&M/Sec/105

Date: 21.04. 2018

### NOTICE TO CUSTOMERS DRAWING COAL BY ROAD AND RAIL MODE

Due to the voluminous nature of job in Marketing & Sales Dept. it is becoming difficult to entertain handling agents/representative(s) of the customers on day to day basis. In view of the above it has been decided that all queries regarding Issuance of Release Order/Delivery of coal/Movement of rake(s) and other miscellaneous issues may be sent only to the following e-mail IDs:

**General Manager (M&S) - [gmsmwcl@gmail.com](mailto:gmsmwcl@gmail.com)**

**Road Sale Section - [wclrdsales@gmail.com](mailto:wclrdsales@gmail.com)**

**Sales Account (Credit Sale) - [wclhqsales@gmail.com](mailto:wclhqsales@gmail.com)**

**Commercial Section - [wclsalescomm@gmail.com](mailto:wclsalescomm@gmail.com)**

**Operation Section - [wclsalesoprnr@rediffmail.com](mailto:wclsalesoprnr@rediffmail.com)**

All customers are requested to send their documents/queries in a scanned copy in the company's letter head to the pertaining sections and efforts shall be taken to respond and resolve the issues promptly.

Further, it is to inform that only customer or his/her employee shall visit the office of Marketing & Sales Dept. for queries and follow up of any pending issues. The Customer or the Employee of the company representing the customer should always carry a valid Photo ID proof while visiting this office and all communication shall be made only with that concerned person. No communication shall be made with any other person.

However, the Submission of payment, collection of Delivery Order shall be made only by the Authorized Signatory or his/her nominated representative.

Only in case of exigency, the customer or the employee of the concerned customer shall visit the officers of Marketing & Sales Dept.

General Manager (M&S)

**Copy to :** Director (Per), WCL: for kind information

GM (System), WCL: with a request to arrange to hoist the notice in WCL Website

Chief of Security Officer: to issue necessary advise to the Security Officials/guards