

POLICIES NO. 10. REFUND PROCEDURES

Refund of EMD and Coal Value

1. Successful bidders, who do not pay any cost towards the allotted quantity of coal and apply for refund of EMD: EMD, equivalent to full allotted quantity is to be forfeited. EMD for unallotted quantity, if any, received by SECL will be refunded.
- 2(a) However, a successful bidder whose allotted quantity is only 50 tonnes will be allowed to deposit coal value for minimum 90% i.e. 45 tonnes within the stipulated period of 7 days without which the amount shall not be accepted. In such event they shall be permitted to deposit the balance fractional amount, limited to 10% of the total coal value of 50 tonnes, within the subsequent period of 3(three) working days. In spite of this, if they fail to deposit full coal value of 50 tonne (minimum bid quantity), EMD for entire 50 tonne shall be forfeited.
- 2(b) In case of rail borne supplies, there shall be two options available. While submitting programme, the bidder at his option can deposit 100% BG on the prescribed format from the buyers own account or else may deposit 100% amount through NEFT/RTGS of the concerned coal company.
- 3 If successful bidder pertaining to road sale pay full value of coal but lifts only partially then EMD equivalent to unlifted quantity will be forfeited.
- 4 In case, where full coal value of coal has been deposited by the party in addition to the amount of EMD, such EMDs are refunded to the consumers with competent approval.
- 5 If the successful bidder pays full value of coal but fails to lift allotted quantity or cancels the order, entire EMD will have to be forfeited.
- 6 a) Refund processes are commenced immediately by the concerned Areas after completion of validity period of delivery order without waiting for refund application from the customer.

b) After approval of the Refund details prepared by the Area Sales Manager and checked by the Area Finance Manager, Credit Advices are prepared by the Area Finance Department and sent to SECL Hqr. For transmitting the refund amount to the consumers bank account.

- 7 Pay orders are prepared for all refundable amounts by the S&M (A/C wing) where consumers' banker details are available and such Pay Orders are sent to Cash Section, SECL Bilaspur for releasing the refund.

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- 8 Refund amounts are transmitted to consumers' bank account through Electronic Fund Transfer (EFT). For the purpose, consumers are required to submit this office the prescribed EFT-Form DULY FILLED-IN. A Proforma of the EFT-Form is attached herewith for submission to this office, if already not submitted, to facilitate early transmission of the refundable amount to consumers' bank account.
- 9 Detailed Refunds Statements processed on each occasion are placed on the S&M Notice places for convenience of the consumers. These are also provided to the consumers on demand/application.