



Ref: MCL/SBP/HQ/TS/2020/797

Date: 21/10/2020

OFFICE ORDER - कार्यालय आदेश
SAMVAAD Standard Operating Procedure

SAMVAAD App and Web Portal has come into operation w.e.f. 12th October 2020. Erstwhile SAMADHAN App to be merged into SAMVAAD App having PAN CIL presence.

Mobile application link for Samvaad:

<https://play.google.com/store/apps/details?id=in.coalindia.samvaad>

Web Portal link for Samvaad:

<http://web.coalindia.in/cil-samvaad/>

SOP for the same is given below:

Employee Registration:

1. Employees (Executive & Non-Executive) can register in the Samvaad app by filling the "Employee Registration Form" provided in the app.
2. For executive employees, details will be fetched from the Email KYC database, while mobile number can be entered manually. After successful registration, credentials will be communicated by registered email and mobile number.
3. For non-executive employees, details will be fetched from CoalNet database, while mobile numbers can be entered manually. After successful registration, credentials will be communicated by registered mobile number.
4. After signing in, a user can change his/her data such as email, name, mobile, designation and password. The functions to update profiles are available under the "My Profile" menu.

Subsidiary Admin (SUBHQ):

1. There will be only one subsidiary admin for each subsidiary.
2. Subsidiary Admin can assign Area Admin Role to employees registered under that subsidiary.
3. There can only be one Area Admin (AREAHQ) for each area.
4. Subsidiary Admin can disable employees using the "Disable" function available under menu "Samvaad Users -> Employees -> Disable".
5. The list of employees displayed to Subsidiary Admin will include all the registered employees of respective subsidiaries.
6. Subsidiary admin can also assign Category to Nodal officers created by Area Admin.
7. Under the menu "Suggestion Admin -> Suggestion Replies", a list of all suggestions submitted will appear.
8. Subsidiary Admin can "Add Member" to the suggestion and can also "Add Comment" to the suggestion.
9. Subsidiary Admin can only add different area admins under respective subsidiaries.

10. Comments: It could be "PRIVATE" or "PUBLIC". Private comments will not be shown to users who have submitted the suggestion. Only public comments will be visible to the user who has submitted the feedback. Private comments are for QRT follow-up or communication.
11. When the necessary action has been taken on Suggestion, it can be closed.
12. Same Steps are to be followed for Feedback replies.

Area Admin:

1. There will be only one Area admin (AREAHQ) for each area.
2. Area Admin can assign Nodal Officer Role to employees registered under that area.
3. Also, area admin can assign Categories to Nodal Officers. One nodal officer can be assigned more than one category.
4. Other admin functions of Area Admin are same as Subsidiary admin as mentioned above except that he/she can operate with suggestions/ feedback under purview respective area.
5. A subsidiary admin cannot directly add nodal officer as a member to feedback / suggestion, but an area admin can add nodal officer under respective area.

After submission of Suggestion / Feedback:

1. After submission of Suggestion / Feedback, CIL overall admin, Subsidiary Admin, Area Admin and Nodal Officer under that area who has been assigned specific category will automatically get added as permanent members. Hence they will be able to comment / monitor the submitted issue.
2. In-Order to seek reply from other concerned officers, those officers should be added by following the hierarchy mentioned above.

A Video manual for "Add Role", "Category Assignment" and "Suggestion Replies" will be shared with QRT.

Public Grievance Portal (CPGRAMs) being managed by MoC will continue to remain operational separately.

S. Jha 21/11/2020
(Dr. Shambhu Jha)
TS to CMD

Copy for kind information to:

All FDs, MCL.
TS to Chairman, CIL

Distribution:

All Area GMs, MCL
All GMs/HoDs, MCL HQ