

Modalities for booking orders & refunds.

1. The booking order should be placed in the prescribed format as available in the company's website. The booking order should be printed in the buyer's letter head if available.
2. The booking order should be accompanied by the receipt issued by the bank against the deposit of the coal value through RTGS/NEFT.
3. Coal value should be deposited considering VAT/CST @ 5%.
4. Option for availing concessional rate of CST is to be mentioned in the booking order.
5. In case the option for concessional rate of CST is availed, duly filled 'C' Form should be submitted by the buyer on issuance of the coal sale bills/tax invoices. However if a single 'C' Form is to be used for all the transaction for the quarter, duly filled 'C' Form containing all the transactions particular should be submitted within one month from the end of the concerned quarter.
6. For non submission of 'C' Form within the prescribed time after the end of the quarter the coal sale bill / tax invoice will be revised to 5% CST basis or the applicable rate as extant during the concerned period. The buyer will be allowed one month's time only to deposit the 'C' Form to cover the immediate preceding quarter.
7. 'C' Form should be filled in all respect and incomplete 'C' Form will not be accepted.
8. Refund can be processed on rake to rake basis on the receipt of the duly filled in 'C' form, if the 'C' Form is not required to cover entire quarter transactions.
9. For buyers by road mode the refund will be processed on completion of the validity period of the offer ie. 45 days from the date of eAuction. If any buyer opts to avail concessional CST the refund will be processed only after submission of 'C' Form and the completion of its accounting process. If such buyer desires to use one 'C' Form for a quarter, the similar system of refund process will be adopted as is being followed for buyers through rail mode.
10. Refund for buyers under FSA shall be on request basis only due to the continuous process of coal delivery. The system of submission of 'C' Form will however be similar for all sectors of buyers / consumers.
11. If the buyer fails to submit the correct duly filled in 'C' Form within 30 days from the concerned quarter ending, the difference value of the CST will be deposited with the office of the statutory authority and no further request for refund / adjustment shall be entertained.
12. NEC shall not be responsible for any incorrectly filled up 'C' Form and any liability as per the Govt. rules incurring in this regard shall be the responsibility of the buyers.
13. Every 'C' Form should be accompanied by registration certificate of Central Sales Tax duly attested by Notary Public.
14. The correct bank particular shall have to be provided by the buyers for refund through RTGS/NEFT. NEC shall not be responsible for any incorrect particulars provided by the buyer and for any wrong payment occurring for the above reasons.