

GRIEVANCE REDRESSAL MECHANISAM

1. Steel Authority of India Ltd. (SAIL)

Status of Public Grievances/Staff Grievances for the period 1.4.2000 to 31.3.2001

S. No.	Name of the Organisation	Grievances outstanding as on 1.4.2000	Grievances received during the period	No. of cases disposed off	No. of cases pending as on 31.3.2001
1.	Steel Authority of India Ltd.	120	3577	3604	93

Status of Public Grievances/Staff Grievances for the period 1.4.2001 TO 30.9.2001

S. No.	Name of the Organisation	Grievances outstanding as on 1.4.2001	Grievances received during the period	No. of cases disposed off	No. of cases pending as on 30.9.2001
1.	Steel Authority of India Ltd.	93	1457	1367	183

2. Rashtriya Ispat Nigam Ltd.(RINL)

RINL has a well laid down procedure for handling staff grievances through committees like Area Grievance Handling forum and Central Grievance Handling Forum. Apart from these, there is a system of "ACCESS" under which any employee can meet the Chairman-cum-managing Director on a scheduled day to present his / her grievance. The redressal of staff grievances are coordinated by the Zonal Personnel Executives, who send monthly progress report on the number of employees' grievances received and redressed etc. for compilation and monitoring.

The system of redressal of Public Grievances was streamlined at VSP. The scope of Public Grievance was broadened to include complaints of Suppliers, Customers etc. and systematic recording of receipt and disposal of such Grievances was being carried out. In order to provide requisite thrust in this area, one Senior Executive in the rank of Dy. General Manager has been nominated as Officer on Special Duty (OSD) to handle and monitor the Public Grievances centrally. All Heads of Department have been advised to accord due priority for redressal of Public Grievances as per the time frame. In each department, one executive in the rank of Dy. Chief Manager/Asst. General Manager has been nominated to coordinate redressal of Grievance.

The information regarding the Public and Staff Grievances for the period 1.4.2001 to 30.9.2001 is given as under:

A. Status of Public Grievances/Staff Grievances for the period 1.4.2001 to 30.9.2001

Sl. No.	Name of the Organisation/PSU	Grievances outstanding as on 1.4.2001	No. of Grievances received during the period	No. of Cases disposed off during the period	No. of cases pending as on 30.9.2001
1	Rashtriya Ispat Nigam Limited/ Visakhapatnam Steel Plant	1	247	245	3

B. Status of Public Grievances/Staff Grievances for the period 1.4.2001 to 30.9.2001

Sl. No.	Name of the Organisation/PSU	Grievances outstanding as on 1.4.2001	No. of Grievances received during the period	No. of Cases disposed off during the period	No. of cases pending as on 30.9.2001
1	Rashtriya Ispat Nigam Limited/ Visakhapatnam Steel Plant	9	1	10	Nil

3. National Mineral Development Corporation (NMDC)

The Grievance Redressal Machinery in NMDC is headed by an Executive Director in the Head Office and by Executive Director/General Manager in each of the 4 production projects. The machinery is working satisfactorily. However, the volume of grievances handled is very low, as such, computerization has not been done. Public dealing in the organisation being minimal, no time norms etc. have been fixed. However, as and when any Public grievance (including in the press) is received, the same is promptly attended to. Monthly and Quarterly reports on Staff / Public grievances are sent to Ministry indicating the position.

Status of Public Grievances/Staff Grievances for the period 1.4.2001 TO 31.3.2001

S.No.	Name of Organization / PSU	Grievances outstanding as on 1.4.2001	No. of Grievances received during the period	No. of cases disposed off	No. of cases pending as on 31.3.2001
1	NMDC (Public Grievances)	1	2	1	2
2	NMDC (Staff Grievances)	3	5	6	2

4. Kudremukh Iron Ore Company Ltd. (KIOCL)

KIOCL has framed a well defined Grievance Procedure evolved under the code of Discipline which covers all the employees, both Executives and Non-executives. Ever since its introduction, the scheme has been working satisfactorily without any complaint from any quarter either from the Recognised union or Officers Association. During the past 25 years , Management of KIOCL has received about 34 Grievances which have been redressed to the satisfaction of the aggrieved employees. In view of the limited number of employees in the organisation, the Grievances are easily identified and redressed at the grass root level itself.

Whenever any Public Grievance is received by the Company in writing, the same is acknowledged promptly. The Grievances so received are carefully examined in detail and analysed for taking quick and prompt action. Two Directors, one Executive Director and a General Manager are designated as Directors of Grievances for redressal of the Public/Staff Grievances.

Status of Public Grievances For the Period 01-04-2001 to 31-03-2001

Sl. No.	Name of Organisation/PSU	Grievances outstanding as on 01-04-2001	No. of Grievances received during the period	No. of cases disposed off	No. of cases pending as on 31.03.2001
1	Customer/ Consumer complaint	--	03	01	02
2	Commercial Matters	04	--	--	04

5. Manganese Ore (India) Ltd. (MOIL)

The Public Grievances Redressal Mechanism in MOIL is working satisfactorily. A Grievances Officer has been nominated in all the units of the Company. Government guidelines relating to disposal of grievances are being followed both at the Corporate Office and in the units. As the volume of grievance is small, computerisation has not been done. At all the units, a grievance register is maintained which is monitored by the Head of the Mines by the end of every month. Monthly as well as quarterly returns are submitted to the Ministry. The Company does not have much public dealing.

6. MSTC Ltd.

A Public Grievance Cell has been constituted with 3 senior and middle level executives to deal with any grievance of any member of the Public relating to the

functioning of the company. This Grievance Cell also handles grievances of the Executives and Non-Executives of the company. Constitution of this Cell has been widely circulated to all the offices of MSTC. Grievance received is examined by the Cell in consultation with the HOD concerned. MSTC being a very small organisation having maximum 20 to 30 staff in each department/office, the staff has easy access to the HODs and even CMD. Therefore, no necessity has been felt for setting up a formal machinery for redressal of employees grievance. Personnel Department addresses all formal /informal grievances received in consultation with the HOD concerned and sometimes with the staff union if the grievance is of collective nature. Besides, in line with the Supreme Court judgement, a committee has also been constituted for prevention of sexual harassment of women at work place.

STATUS OF STAFF GRIEVANCES FOR THE PERIOD 1.4.2001 TO 30.9.2001

S.No.	Name of organisation /PSU	Grievances outstanding on 1.4.2001	No. of Grievances received during the period	No. of cases disposed of	No.of cases pending as on 31.3.2001
1	MSTC	Nil	3	NIL	3

STATUS OF PUBLIC GRIEVANCES FOR THE PERIOD 1.4.2001 TO 30.9.2001

S.No	Name of the organsiation	Grievances outstanding on 1/4/2001	No.of Grievances received during the period	No. of cases disposed of	No.of cases pending as on 31.3.2001
1	MSTC	NIL	3	NIL	3

7. SPONGE IRON INDIA LTD. (SIIL)

The Company has an approved grievances redressal procedure as per the Model Grievance procedure of the DPE. Information on the status of the Public Grievance/ Staff Grievance in respect of the Company for the period 1.4.2001 to 30.9.2001 is furnished below:-

S.No	Name of the organsiation	Grievances outstanding on 1.4.2001	No.of Grievances received during the period	No. of cases disposed off	No.of cases pending as on 30.9.2001
1	SIIL	4	4	4	Nil

8. MECON Ltd.

Public Grievance :

On the advice of Ministry of Steel a notice has been put up near the Reception at the Main Gate mentioning the details of contact official whom the public can contact for redressal of grievances. Director (P) has been designated as the In-charge with GM (P&HRM) and DGM (P) as members of the Grievance Redressal Cell. Representatives of the public, in general, have access to meeting the concerned officials of the Department as also the designated officials mentioned above on matters relating to Public Grievances.

Employees Grievance :

In MECON there is a three-tier grievance procedure for redressal of employees' grievances. In addition to above, there is a Committee constituted with a senior Lady Engineer as its Chairman to look into grievances or complaints of women employees in the company. Further, there is a separate cell for redressal of grievances of Scheduled Tribe, Scheduled Castes and Backward Class Employees.

Suggestion/Complaint Boxes have been placed at various floors/offices which can be utilised by the employees for placing their grievances/point of view before the Management.

Generally employees are preferring to take up their issues/grievances through their elected representatives i.e. MECON Employees Union (Recognised) in respect of Non-Executives Employees and MECON Executive Association in respect of Executive employees.

9. Hindustan Steelworks Construction Ltd.(HSCL)

Grievance Redressal Mechanism

Compliance with regard to Public/Staff Grievance Redressal work has been effected and report as at the end of the year under report in respect thereof is Nil.

Status of Disposal of Public Grievances

Status of Public Grievances in respect of Ministry of Steel, its subordinate office and its PSUs was as under:-

A. For the quarter ending 31.3.2001

S No.	Name of the PSUs and subordinate office	No. of Grievances outstanding as on 1.1.2001	No. of grievances received	No. of cases disposed off	No. of cases pending as on 31.3.2001
1.	M/o Steel	1	1	Nil	2
2.	DCI&S, Calcutta	Nil	Nil	Nil	Nil
3.	SAIL	122	883	912	93
4.	RINL	34	4	29	9
5.	MECON Ltd.	2	Nil	Nil	2
6.	NMDC	2	Nil	1	1
7.	BRL	1	Nil	1	Nil
8.	KIOCL	4	1	1	4
9.	MOIL	9	276	267	18
10.	HSCL	Nil	Nil	Nil	Nil
11.	SIIL	1	Nil	Nil	1
12.	MSTC Ltd.	Nil	Nil	Nil	Nil
13.	FSNL	1	Nil	Nil	1

B. For the quarter ending 30.9.2001

S No.	Name of the PSUs and subordinate office	No. of Grievances outstanding as on 1.7.2001	No. of grievances received	No. of cases disposed of	No. of cases pending as on 30.9.2001
1.	M/o Steel	Nil	Nil	Nil	Nil
2.	DCI&S, Calcutta	Nil	Nil	Nil	Nil
3.	SAIL	104	769	690	183
4.	RINL	5	Nil	5	Nil
5.	MECON Ltd.	2	Nil	Nil	2
6.	NMDC	2	1	1	2
7.	BRL	Nil	Nil	Nil	Nil
8.	KIOCL	4	2	Nil	6
9.	MOIL	18	103	102	19
10.	HSCL	Nil	Nil	Nil	Nil
11.	SIIL	Nil	Nil	Nil	Nil
12.	MSTC Ltd.	3	2	2	3
13.	FSNL	1	Nil	Nil	1

