

GRIEVANCE REDRESSAL MECHANISM

SAIL

Effective internal grievances redressal machinery exists in SAIL plants and units, separately for executives and non- executives. The grievance procedure has evolved after sustained deliberations and consent of employees, trade unions and associations. In fact, at Rourkela Steel Plant, the grievance redressal machinery bears its origin and draws strength from a tripartite settlement between RSP management and the then recognized trade union under the Industrial Act, which has laid down the constitution of bipartite grievance redressal committees and the modalities of resolving the grievances raised by the workers through these committees.

The grievances in SAIL plants/units are dealt in 3 stages and employees are given an opportunity at every stage to raise grievances relating to irregularities, working conditions, transfers, leave, work assignments and welfare amenities etc. Such issues are effectively settled through the time-tested system of grievance management. However, majority of the grievances is redressed informally in view of the participative nature of the environment existing in the steel plants. The system is comprehensive, simple and flexible and has proved effective in promoting harmonious relationships between employees and management.

Status of public grievances/staff grievances for the period 1.4.2004 to 31.12.2004 (Prov.)

Name of Organisation /PSU	Grievances outstanding as on 1.4.2004	No. of Grievances received during the period	No. of cases Disposed off	No. of cases pending as on 31.12.2004
Steel Authority of India Ltd	113	2151	2163	101

NMDC LTD.

The Grievance Redressal Machinery in NMDC is headed by an Executive Director in the Head Office and by Head of Projects 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 1.4.2004 to 31.12.2004

S.No.	Name of Organisation /PSU	Grievances outstanding as on 1.4.2004	No. of Grievances received during the period	No. of cases Disposed off	No. of cases pending as on 31.12.2004
1	NMDC (Public Grievances)	2	1	1	2
2	NMDC (Staff Grievances)	4	1	2	3

A Public Grievance Cell has been constituted to deal with any grievance of any member of the Public as well as the employees. 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 and sometimes with the staff union, if the grievance is of collective nature. 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 of formal machinery for redressal of employee grievance. Besides, in line with the Supreme Court judgement, a committee has also been constituted for prevention of sexual harassment of women at work place.

Annexure-I

Status of Public/staff grievances for the period 1.4.2004 to 31.12.2004

Name of Organisation /PSU	Grievances outstanding on 1.4.2003	No. of Grievances received during the period	No. of cases Disposed off	No. of cases pending as on 31.3.2004
MSTC LTD.	5	NIL	1	4*
STAFF GRIEVANCES				
MSTC LTD.	2	NIL	2	NIL

* From employees — 1
From outsiders — 3

FSNL

FSNL is engaged in rendering specialised services to the integrated steel plants in scrap recovery & processing operations. Hence, no direct public dealings are made by the Company. However, in case any public grievance is received, the same is redressed without any delay.

For redressal of Staff grievance, Grievance Redressal Scheme exists under which the grievances are redressed to the entire satisfaction of the individual concerned, in a time-bound schedule.

PUBLIC GRIEVANCES

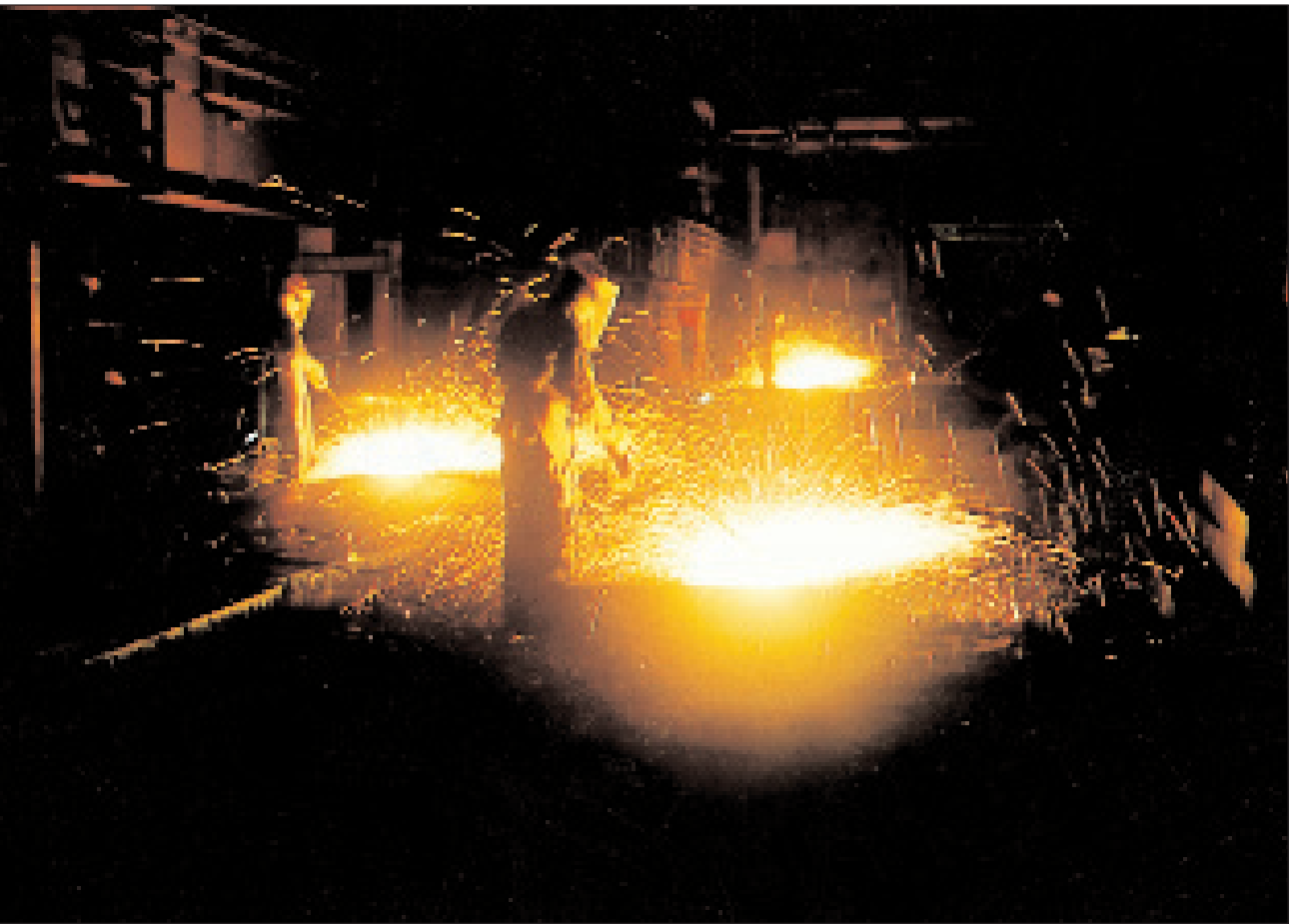
Annexure-I

Status of Public Grievances/Staff Grievances for the period 1.4.2004 to 31.12.2004

S.No.	Name of Organisation /PSU	Grievances outstanding as as on 1.4.2004	No. of Grievances received during the period	No. of cases Disposed off	No. of cases pending
1	Ferro Scrap Nigam Ltd.	NIL	NIL	NIL	NIL

STAFF GRIEVANCES

S.No.	Name of Organisation /PSU	Grievances outstanding as as on 1.4.2004	No. of Grievances received during the period	No. of cases Disposed off	No. of cases pending
1	Ferro Scrap Nigam Ltd.	2	NIL	NIL	2



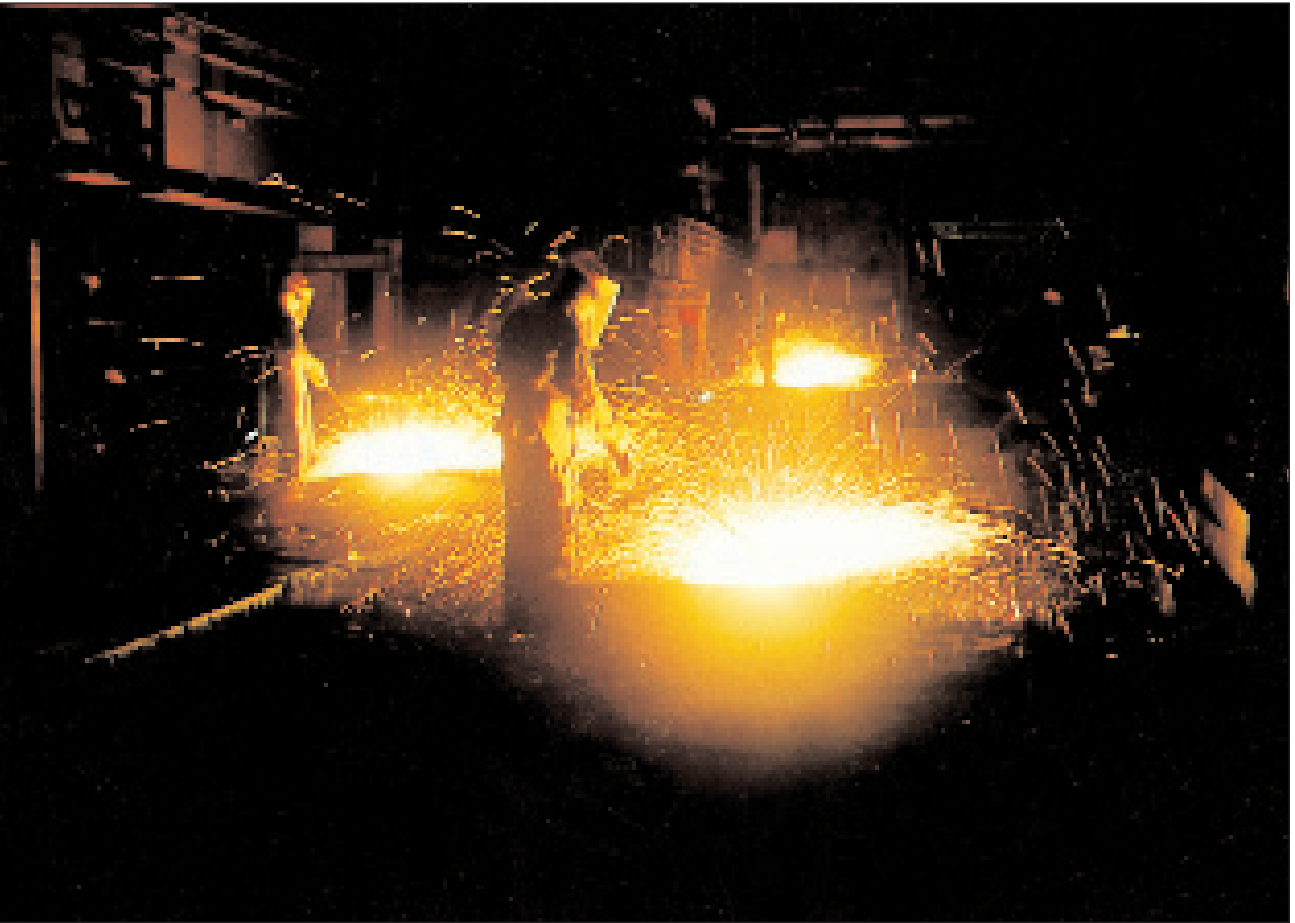
ing job of slabs in operation

MOIL

Employees grievances - MOIL has its own Grievance Redressal procedure for Executives as well as Non-Executive employees. The grievance of employees are accordingly dealt with as per Rule.

The redressal of grievance machinery in MOIL consists of one grievance Officer nominated for the purpose at each unit. The grievance Officer nominated at the Head Office coordinates with the Grievance Officers at the units for their effective performance.

Public Grievance - All Grievance Officials have been apprised of the manner in which the public grievance received at this end are to be disposed. The system adopted for dealing the grievance of public was constituted on the basis of instructions received from various authorities in the past.



ing job of slabs in operation

MOIL

Employees grievances - MOIL has its own Grievance Redressal procedure for Executives as well as Non-Executive employees. The grievance of employees are accordingly dealt with as per Rule.

The redressal of grievance machinery in MOIL consists of one grievance Officer nominated for the purpose at each unit. The grievance Officer nominated at the Head Office coordinates with the Grievance Officers at the units for their effective performance.

Public Grievance - All Grievance Officials have been apprised of the manner in which the public grievance received at this end are to be disposed. The system adopted for dealing the grievance of public was constituted on the basis of instructions received from various authorities in the past.