

GRIEVANCE REDRESSAL MECHANISM

Ministry of Steel has a well laid out three-tier grievance redressal mechanism which ensures fast disposal of grievances. In the Ministry, there are very few cases of grievances redressal and these are settled within a period of 3 months. Computerisation of grievance redressal has been done. One of the Joint Secretary functions as a Director of Public & Staff Grievances in respect of the entire Ministry of Steel, the only attached office and the various PSU's functioning under the Ministry of Steel.

The overview of status of the public grievance redressal machinery in PSUs is as under:-

STEEL AUTHORITY OF INDIA LIMITED (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 are 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 1.4.2003 to 31.3.2004

| Name of Organisation /PSU | Grievances outstanding as 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 |
|------------------------------|---------------------------------------|--|---------------------------|--------------------------------------|
| Steel Authority of India Ltd | 95 | 2286 | 2294 | 132 |

RASHTRIYA ISPAT NIGAM LTD. (VISA KHAPATNAM STEEL PLANT**Public Grievances:**

The system of redressal of public grievance has been streamlined, and its scope broadened to include complaints of suppliers, customers etc. Systematic recording of receipt and disposal of such grievances is being carried out. 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 the departments have been advised to accord due priority for redressal of public grievances as per the time frame and in each department, one executive in the rank of Dy.Chief Manager /Asst.General Manager has been nominated to coordinate redressal of grievances.

Staff Grievances:

RINL has a well laid down procedure for handling staff grievances through committee systems viz. Area grievance redressal forum (AGREF), Central grievances redressal forum (CENGREF). Apart from these, there is a system of ACCESS, under which employees can directly meet the Chief Executive on a scheduled day to present their grievances and to seek on-the-spot solution thereof. The redressal of staff grievances are coordinated by the zonal personnel executives, who send a monthly progress report on the number of employees' grievances received and redressed etc. for compilation, computerization and monitoring. The entire system of redressal of grievances is monitored centrally by personnel in the coordination section. Besides, CEO Direct, a communication forum between a group employees and CMD, has been introduced on 25.5.2003. Around 45 employees participate in each session and so far, 345 employees have been covered under 9 sessions.

The information regarding the public and staff grievances for the period 1.4.2003 to 30.9.2003 are furnished as under:-

| Status of Public Grievances for the period 1.4.2003 to 30.9.2003 | | | | | |
|---|--|---------------------------------------|--|---|--------------------------------------|
| S. No | Name of the Organization / PSU | Grievances outstanding as on 1.4.2003 | No. of Grievances received during the period | No. of cases disposed off during the period | No. of cases pending as on 30.9.2003 |
| 1. | Rashtriya Ispat Nigam Ltd. (Visakhapatnam Steel Plant) | Nil | Nil | Nil | Nil |
| Status of Staff Grievances for the period 1.4.2003 to 30.9.2003 | | | | | |
| S. No. | Name of the Organization / PSU | Grievances outstanding as on 1.4.2003 | No. of Grievances received during the period | No. of cases disposed off during the period | No. of cases pending as on 30.9.2003 |
| 1. | Rashtriya Ispat Nigam Ltd. (Visakhapatnam Steel Plant) | 5 | 177 | 182 | Nil |

NATIONAL MINERAL DEVELOPMENT CORPORATION LIMITED (NMDC)

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.

Status of Public Grievances / Staff Grievances for the period 1.4.2003 to 31.3.2004

| S. No. | Name of Organization / PSU | Grievances outstanding as on 1.4.2003 | No. of Grievances received during the period | No. of cases disposed of | No. of cases pending as on 31.3.2004 |
|--------|----------------------------|---------------------------------------|--|--------------------------|--------------------------------------|
| 1 | NMDC (Public Grievances) | 1 | -- | -- | 1 |
| 2 | NMDC (Staff Grievances) | 1 | 4 | -- | 5 |

KUDREMUKH IRON ORE COMPANY LIMITED (KIOCL)

KIOCL has framed a well defined Grievance Procedure evolved under the code of Discipline in March 1977 which covers all the employees, both Executives and Non-executives. Ever since the introduction, the scheme has been working satisfactorily without any complaint from any corner, either from the Recognised union or Officers Association. 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 Grievances are received by the Company in writing, the same are acknowledged promptly. The Grievances so received are carefully examined in detail and analysed for taking quick and prompt action. Two Directors and two General Managers are designated as Directors of Grievances for redressal of the Public/Staff Grievances.

Status of staff grievances during 2003 -2004

| Sl. No | Name of the Organisation | Grievances outstanding as on 01-04-2003 | No of Grievances received during the period | No of cases disposed of | No of cases pending as on 31-03-2004 |
|--------|------------------------------------|---|---|-------------------------|--------------------------------------|
| 1 | Kudremukh Iron Ore Company Limited | 1 | 39 | 40 | Nil |

Status of public grievances during 2003-2004

| Sl. No | Name of the Organisation | Grievances outstanding as on 01-04-2003 | No of Grievances received during the period | No of cases disposed of | No of cases pending as on 31-03-2004 |
|--------|------------------------------------|---|---|-------------------------|--------------------------------------|
| 1 | Kudremukh Iron Ore Company Limited | 2 | 7 | 8 | 1 |

MANGANESE ORE INDIA LIMITED (MOIL)

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

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 co-ordinates with the Grievance Officers at the units for their effective performance.

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

METAL SCRAP TRADING CORPORATION LIMITED (MSTC)

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. Grievances received are examined by the Cell in consultation with the HOD concerned and sometimes with the staff union, if the grievance is of a 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.

Status of Public/staff grievances for the period 1.4.2003 to 31.3.2004

| Name of the organisation / PSU | Grievances outstanding on 1.4.2003 | No. of grievances received during the period | No. of cases disposed of | No. of cases pending as on 31.3.04 |
|--------------------------------|------------------------------------|--|--------------------------|------------------------------------|
| MSTC LIMITED | 5 | NIL | 1 | 4 * |
| <u>STAFF GRIEVANCES</u> | | | | |
| MSTC LIMITED | 2 | NIL | 2 | NIL |

* From employees - 1
From outsiders - 3

FERRO SCRAP NIGAM LIMITED (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 grievances, Grievance Redressal Scheme exists under which the grievances are redressed to the entire satisfaction of the individual concerned, in a time-bound schedule.

Status of Public/Staff Grievances for the period 1/4/2003 to 31/3/2004

| Name of Organisation/PSU | Grievances Outstanding as on 1.4.2003 | No. of Grievance received during the period | No. of cases disposed off | No. of cases pending |
|---------------------------------|---------------------------------------|---|---------------------------|----------------------|
| <u>PUBLIC GRIEVANCES</u> | | | | |
| Ferro Scrap Nigam Limited | NIL | Nil | N.A | NIL |
| <u>STAFF GRIEVANCES</u> | | | | |
| Ferro Scrap Nigam Limited | 2 | 2 | 2 | 2 |

MECON LIMITED

(A) Public Grievances

Representatives of the public in general have access to meeting the concerned officials of the Department as also the designated officials on matters relating to Public Grievances.

B) Employees Grievances

In MECON we have a three-tier grievance procedure for redressal of employees' grievances. In addition, there is a Committee constituted with a senior Lady Engineer as its Chairman to look into the 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.

BHARAT REFRACTORIES LIMITED (BRL)

The company has introduced a three tier grievance handling machinery for its employees. The grievances are redressed under the procedure laid down therein. The management has been making efforts to dispose off all grievances procedurally with a view to ensure justice and satisfaction to the employees..