

CHAPTER-XIII

GRIEVANCE REDRESSAL MECHANISM

STEEL AUTHORITY OF INDIA LTD. (SAIL)

Status of Public Grievances for the period 1.4.2001 to 31.3.2002.

S. No.	Name of the Organisation	Grievances outstanding as on 1.4.2002	Grievances received during the period	No. of cases disposed off	No. of cases pending as on 31.12.2002
1.	Steel Authority of India Ltd.	120	3577	3604	93

Status of Public Grievances for the period 1.4.2002 to 31.12.2002.

S. No.	Name of the Organisation	Grievances outstanding as on 1.4.2002	Grievances received during the period	No. of cases disposed off	No. of cases pending as on 30.12.2002
1.	Steel Authority of India Ltd.	93	1457	1367	183

RASHTRIYA ISPAT NIGAM LIMITED (RINL)

The system of redressal of public grievance has been streamlined, and its scope broadend to include complaints of suppliers, customers etc, and systematic recording of receipt and disposal of such grievances are 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 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- coordination section and periodic MIS reports are put up.

The information regarding the public and staff grievances for the year 2001-02 and the period 1.4.2002 to 30.12.2002 are furnished as under:-

Status of Public Grievances for the period 1.4.2001 to 31.3.2002.

S. No	Name of the Organization / 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 31.3.2002.
1.	Rashtriya Ispat Nigam Ltd. (RINL)	9	2	11	Nil

Status of Public Grievances for the period 1.4.2002 to 31.12.2002

S. No.	Name of the Organization / PSU	Grievances outstanding as on 1.4.2002	No. of Grievances received during the period	No. of cases disposed off during the period	No. of cases pending as on 31.12.2002
1.	Rashtriya Ispat Nigam Ltd. (RINL)	Nil	1	1	Nil

Status of Staff Grievances for the period 1.4.2001 to 31.3.2002.

S. No	Name of the Organization / PSU	Grievances outstanding as on 1.4.2001	No. of Grievances received	No. of cases disposed off during the	No. of cases pending as on
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			during the period	period.	31.3.2002.
1.	Rashtriya Ispat Nigam Ltd. (RINL)	1	704	699	6

Status of Staff Grievances for the period 1.4.2002 to 31.12.2002.

S. No.	Name of the Organization / PSU	Grievances outstanding as on 1.4.2002	No. of Grievances received during the period	No. of cases disposed off during the period	No. of cases pending as on 30.12.2002
1.	Rashtriya Ispat Nigam Ltd. (RINL)	6	158	161	3

NATIONAL MINERAL DEVELOPMENT CORPORATION LTD.

The Grievance Redressal Machinery in NMDC is headed by an Executive Director in the Head Office and by General Manager in each of the 4 production projects. The machinery is working satisfactorily. However, as the volume of grievances handled is very low computerization of grievances redressal mechanism 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 1.4.2002 to 31.12.2002

S.No	Name of Organization / PSU	Grievances outstanding as on 1.4.2002	No. of Grievances received during the period	No. of cases disposed of	No. of cases pending as on 30.12.2002
1	NMDC (Public	1	Nil	Nil	1

	Grievances)				
2	NMDC (Staff Grievances	2	10	8	4

KUDREMUKH IRON ORE COMPANY LIMITED

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 quarter; 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 grievance is received by the Company in writing, the same is acknowledged promptly. The grievances 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 Public Grievances for the period 1.4.2002 to 31.12.2002.

S.No	Name of Organization / PSU	Grievances outstanding as on 1.4.2002	No. of Grievances received during the period	No. of cases disposed of	No. of cases pending as on 31.12.2002
1	Kudremukh Iron Ore Company Ltd. (KIOCL)	Nil	1	1	Nil

Status of Staff Grievances for the period 1.4.2002 to 31.12.2002.

S.No	Name of Organization / PSU	Grievances outstanding as on 1.4.2002	No. of Grievances received during the period	No. of cases disposed of	No. of cases pending as on 31.12.2002

1	Kudremukh Iron Ore Company Ltd. (KIOCL)	1	35	36	Nil
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MANGANESE ORE INDIA LIMITED

MOIL has its own Grievance Redressal Mechanism for executives as well as non-executives, wherein, a Grievance Officer has been nominated for the purpose at each individual unit. Grievances from the public are also entertained and dealt as per the system available. The company has introduced various shop floor committees to deal with grievances of its employees at the lowest level also.

MSTC LIMITED

A Public Grievance Cell has been constituted with 3 senior and middle level executives to deal with grievances of any members 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. The Cell in consultation with the HOD concerned and sometimes with the staff union, examines the grievance received. 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 the CMD. Therefore, no necessity has been felt for setting up of formal machinery for redressal of employees' grievances. 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 Public/staff grievances for the period 1.4.2002 to 31.12.2002

Name of the organisation/ PSU	Grievances outstanding on 1.4.2002	No. of grievances received during the period	No.of cases disposed off	No.of cases pending as on 31.12.2002

<u>PUBLIC GRIEVANCES</u> MSTC LIMITED	1	NIL	NIL	1
<u>STAFF GRIEVANCES</u> MSTC LIMITED	2	NIL	2	NIL

FERRO SCRAP NIGAM LIMITED

FSNL is engaged in rendering specialised services to the integrated steel plants in scrap recovery and 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.

Status of Public/staff grievances for the period 1.4.2002 to 31.12.2002

Name of Organisation/PSU	Grievances Outstanding as on 1.4.2002	No. of Grievance received during the period	No. of cases disposed off	No. of cases pending
PUBLIC GRIEVANCES Ferro Scrap Nigam Limited	NIL	Nil	N.A	NIL
STAFF GRIEVANCES Ferro Scrap Nigam Limited	2	1	1	2

MECON LIMITED

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 the above purpose. Director (Projects) has been designated as the Incharge with DGM (P) as member 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.

Staff Grievance

MECON has 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 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.

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.

HINDUSTAN STEEL WORKS CONSTRUCTION LIMITED (HSCL)

Compliance with regard to public/staff grievance redressal work has been ensured and pendency of grievances as at the end of December 2002 is "NIL".