**SCHEME OF KIOCL LIMITED – SEVOTTAM**

The Second administrative reforms commission in its 12th report “Citizens Centric Administration” – the Heart of Governance” in paragraph 4.6.2 recommended for making organization transparent, accountable and citizens friendly through making citizens charter more effective and mandatory. The Department of Administrative Reforms and Public Grievances has developed a model for benchmarking Excellence in Public Service Delivery (Sevottam). The model provides the frame work to organizations to assess and improve the quality of services delivery for the citizens. It involves the identification of the services delivered to the citizens, quality service, its objective, improvement of quality, by using innovative methods for developing business process and more informative with the help of information technology. The frame work is a best-in-class in the world wide scenario and effective in the Indian Industrial Scenario for achieving the expected targets, grievances redressal and service oriented towards citizens/clients and for fulfilling the commitment of the organization.

[1] **HISTORY OF THE KIOCL**

KIOCL LIMITED was established in the year 1976 with a planned investment of US $ 630 million. It was the country’s largest iron ore project for beneficiation of low grade Iron ore, located in the Aroli - Gangamoola range of the Western Ghats in Chickmagalur District of Karnataka. KIOCL was born out of a Memorandum of Understanding signed on 2.5.1974 between Govt. of Iran and India for implementation of the project for production and delivery of Iron Ore concentrate to National Iranian Steel Company. A Financial Agreement and a Sale & Purchase Contract were concluded on 4.11.1975, the former for extending credit upto US $ 630 million by Iran and the latter for production and delivery of 150 million tonnes of Iron Ore Concentrate beginning from August 1980 by KIOCL. Iran could provide only US $ 255 million as against agreed US $ 630 million because of political developments in that country. The project was, however, completed without cost and time overrun with funds provided by Govt. of India. The timely completion of the project facilitated saving of Rs. 80 crores. The mine and plant facilities were commissioned in 1980 and the first shipment of concentrate was made in October 1981.

The Hon’ble Supreme Court in its order dated 30.10.2002 directed that the mining activities at Kudremukh Mine can be continued till the end of 2005 by which time the weathered secondary ore available in the already broken up area should be exhausted. Accordingly, as per the Hon’ble Supreme Court order, the mining operation at Kudremukh mine was stopped w.e.f.1.1.2006.

[2] **DETAILS OF BUSNIESS TRANSACTED BY THE ORGANISATION:**

KIOCL LIMITED a flagship Company under the Ministry of Steel, Government of India, with Mini Ratna Status came into existence on 2.4.1976. The Country’s prestigious 100% Export Oriented Unit has its Pelletisation Complex and Pig Iron Complex ( Blast Furnace Unit) at Mangalore, coastal city of Karnataka, is engaged in the business of manufacturing and exporting high quality Iron Oxide Pellets and supply of foundry grade Pig iron for domestic market. KIOCL is accredited with ISO-9001:2008, ISO-14001:2004 and compliant with OHSAS: 18001:2007 certification for Occupational Hazardous and Safety Management System.

##### [3] OUR VISION

To emerge as a world class mining company with the highest international standards of quality, productivity, technological & environmental excellence and also as a leader in Beneficiation & Pelletisation Industry in India and establish a global credence.

[4] **OUR MISSION**

* Lasting relations with customers and Vendors to ensure smooth supply chain based on trust and mutual benefits.
* Business with ethics & integrity.
* To thrive to improve the socio economic condition in the neighborhood of Company’s production center.
* Continuous learning.
* Adaptability to Technology and changing Global Scenario.
* Growth, recognition and reward for employees.

[5] **OUR OBJECTIVES**

* Growth through expansion and diversification.
* Explore new markets and segments.
* Be competitive through cost reduction by change in processes.
* Open new vistas of business by creating diversified Business Units.
* To invest in the capacity building of personnel for improving the knowledge, skill & attitude.

[6] **CORE VALUES**

KIOCL is committed to following Core Values: -

* Customer focused culture
* Respect
* Ownership Mindset
* Excellence
* Team Work
* Integrity

[7] **PROMPTNESS FOR ATTENDING GRIEVANCES**

KIOCL Limited 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 from the Recognized Union or Officers Association. In view of the limited number of employees in the organization, 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 analyzed for taking quick and prompt action.

The following officers are designated as Director Grievances for redressal of the Public / Staff Grievances.

|  |  |  |  |
| --- | --- | --- | --- |
| Name (S/Shri) | Designation | Areas Attached | Office |
| N. Vidyananda | Director (Production & Projects) | Public & Staff Grievances in respect of Kudremukh, Mangalore & surrounding areas | 080-25531150 |
| T. Saminathan | Director (Commercial) | Issue regarding Commercial and Materials related | 080-25532055 |
| S Rajendra | General Manger (HR) | Public & Staff Grievances, Bangalore | 080-25521104 |

[8] **DETAILS OF CUSTOMERS/CLIENTS AND SERVICE PROVIDED**

Iron Ore pellet, Foundry grade pig iron is sold to steel plants, Foundries respectively. Iron Ore Pellet is sold to Steel plants and Sponge Iron Units in domestic and export markets. Foundry grade Pig Iron is sold mainly to foundry customers.

Pellet produced by KIOCL supplied to the customers as given below:

1. Primary Steel producers (Integrated Steel Plants)
2. Secondary Steel Producers (Sponge Iron Units)

KIOCL is selling pellets through e-Sales which are being conducted every month. This has helped KIOCL limited to get better participation and improvement in produce prices.

[9] **SAFTEY:**

KIOCL gives a very high priority to the safety of employees and always maintain the record of safety. We have a separate department called Training & Safety Department and Occupational Health Centre wherein an Engineer and a qualified Doctor together made in charge for looking after safety & Health aspects of employees at Plant level. Identifying training needs and conducting training programmes for the employees are done regularly we also observe safety week every year in our plant in order to create awareness about safety and continuous basis for making work place accident free zone.

[10] **ENERGY & ENVIRONMENT MANAGEMENT:**

KIOCL is committed to preservation of ecology and prevention of pollution in their production activities. KIOCL’s environmental management system is certified for ISO 14001-2004 standards.

KIOCL has taken steps to control siltation that occur during heavy monsoon by way of construction of filter structures, Catch Pits, Check Bunds, check dams and Contour trenches in scientifically identified locations.

All the areas coming under Mangalore plants are constantly monitored for ambient air quality levels and concentration of conventional pollutants in air. Monitoring of SPM, SO2, CO & NOx are also carried out at regular intervals. The capacity of the effluent treatment plant is also in the process of up gradation in terms of capacity and efficiency for efficient treatment of effluents.

As part of the energy conservation an energy audit has been concluded recently. A lot of energy management measures have been put in place to save considerable amount of energy in KIOCL. Some of the important modifications/energy conservation measures taken up are as follows.

1. Fan less cooling tower
2. Downsizing of motor capacities in specific areas
3. Introduction of VFDs
4. Lighting system modification
5. Steam heating arrangement for furnace oil for CPP in place of Electric heaters, etc

[11] **RIGHT TO INFORMATION ACT 2005:**

**KIOCL Limited** has taken concrete actions to provide information to the citizens of the country in accordance with the Act. This section of KIOCL’S official website along with other relevant sections contains information as required to be published under Section 4 of the Act.

As a public authority KIOCL has designated the Board level, the rank of Director (Commercial) the Appellate Authority and the following officers as Public Information Officers and Assistant Public Information Officer.

**PUBLIC INFORMATION OFFICERS/APPELLATE AUTHORITIES**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **Name (S/Sri)** | **Designation/Designation** |  |
| **Bangalore** | | | |
| 1 | T. Saminathan | Director (Commercial) | Appellate Authority |
| 2 | Shankar Karnam | DGM (HR&A) | Chief PIO & Nodal Officer |
| 3. | R Manjesh | Jt. GM (Materials) | Asst. PIO |
| 4. | RK Mishra | DGM (Fin-Treasury, Internal Audit & Pension) | Asst. PIO |
| **Kudremukh** | | | |
| 1 | Roque D’Souza | General Manager I/c PPU (Mangalore) | Appellate Authority |
| 2 | Ravindra TS | Manager I/c (Kudremukh) | PIO & Nodal Officer |
| 3 | Jayakar Shettigar S | Manager (O), Shops, (Kudremukh) | Asst. PIO |
| **Mangalore** | | | |
| 1 | Roque D’Souza | General Manager I/c PPU (Mangalore) | Appellate Authority |
| 2. | Devananda Pai A | General Manager I/c (Production) | PIO & Nodal Officer |
| 3. | T Gajanana Pai | Jt. GM (Proj.) | Asst. PIO |
| 4. | CS Shashi | DGM (F&A) | Asst. PIO |
| 5. | Murgesh S | Manager (HR&A) | Asst. PIO |

Applications received are properly processed and suitable reply is sent to the concerned person/agency. A detailed procedure regarding filing of applications, format, application fee, mode of payment etc. with the details of Appellate Authority have been displayed in our official website.

[12] **REVIEW:**

The policy and guidelines as above will be applicable prospectively & will be reviewed periodically and appropriate modifications will be made to the policy statement and the guidelines, as and when required based in lessons learnt during implementation. However such review shall not be earlier than six months.

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