

MOIL LIMITED

Citizens'/Clients' Charter

[1] **DETAILS OF BUSINESS TRANSACTED BY THE ORGANISATION :**

MOIL is a “A” Schedule Mini Ratna Company under administrative control of Ministry of Steel, Government of India. It is primarily engaged in the mining of Manganese ore from the Company's operating 10 Manganese Mines and also producing value added items through EMD Plant and Ferro Mn Plant. The Company has been producing different grades of ore by technical development beneficiation facilities in Company's Plants. About 95% of the total production of the Company is directly or indirectly used in the Steel Industries. Manganese ore produced by MOIL has been sold almost in all the states where Ferro Manganese Plants are existing. Company is also producing Ferro Manganese for Steel Industries. The electrolytic Manganese Dioxide produced from Company's EMD Plant also consumed for dry battery and chemical industries. There is no direct dealing of the Company with the general citizens, as the Company is engaged in producing Manganese Ore and value added products which are sold to industrial manufacturers.

[2] **VISION & MISSION STATEMENT**

MOIL is having the historical background and dynamics of operating environment. The Company is having broad vision in the industrial horizons. The **vision** of the Company is as under:-

Vision - To sustain market leadership in Indian Manganese industry and be a globally diversified enterprise, through strategic alliances and technological up-gradation.

Mission – Our mission is to create long-term value for our stakeholders, through exploration and development of natural resources, in an efficient, safe, cost effective and eco-friendly manner.

[3] **QUALITY POLICY:**

The Company committed towards satisfaction of the citizens/ clients in respect of maintaining service standards of quality material in time, non-discrimination, accessibility, grievance, redressal and value for money. MOIL is making a systematic effort to maintain the quality policy.

The quality policy is –

- To maintain quality at all stages.
- To create quality consciousness amongst all employees.
- To maintain quality leadership in our products.
- To enhance Total Customer Satisfaction through prompt delivery of quality material and services.
- To bring in Quality Management through performance leadership.
- To continuously maintain and improve the effectiveness of the Quality Management System. The vision and mission of the MOIL is primarily to satisfy the citizens/ clients while achieving the production targets, diversifying in the mineral sector and production of Manganese based chemical technology through internal resources and Joint Ventures globally.

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[4] **GRIEVANCE REDRESSAL MECHANISM :-**

- Under the public grievance mechanism, the General Manager (Personnel) as Grievance Officer at corporate office and Mine Managers are the Grievances Officers at respective Mines.
- The grievances may be submitted orally or by dropping the grievances in grievance box kept at prominent place at unit & Corporate Office. The grievance can be submitted by post or by online.
- Grievance Officer are making all effects for timely redressal of the Public Grievance expeditiously so that the grievance of the aggrieved party / individual is redressed at the earliest, but not beyond stipulated period of 60 days.

[5] **PROMPTNESS FOR ATTENDING GRIEVANCES :-**

Quality of work is accorded top priority and works are executed to such standards, so that, complaints do not arise. In cases if complaints arise, the same shall be attended on priority. MOIL is having a well formulated system of handling grievances. If any grievance received from the citizens/clients, they are dealt with as per the laid down procedure of the Company. The decision on the grievances received from citizens/clients are informed to them.

[6] **DETAILS OF CITIZENS/CLIENTS AND SERVICES PROVIDED :-**

Manganese Ore is supplied to the Ferro producers, Chemical grades Industries, Steel Plants. Ferro Manganese is sold to the Steel Plant and Electrolytic Manganese Di Oxide is sold to the Dry Cell Battery manufacturer & Chemical Industries. Manganese Ore/EMD/ Fe Mn ore produced by the MOIL supplied to the Company's citizens/clients are broadly divided in following:

- A] Steel Plants
- B] Ferro Manganese Producers
- C] Chemical Industries
- D] Dry Cell Battery manufacturers

MOIL is also selling Ferro Manganese and certain grades of Manganese ore through e-sales which are conducted every month. This has helped MOIL in wide citizens/clients participations and better improved product price.

[7] **EXPECTATIONS FROM THE CITIZENS**

MOIL is committed to provide quality material in time to the Citizens/clients and satisfying their expectations. In this regard, co-operation & co-ordination is expected from the citizens/clients.
