



Citizen's Charter

(Excellence in Public Service Delivery)

Version-1.2



**RASHTRIYA ISPAT NIGAM LIMITED
ADMINISTRATIVE BUILDING
VISA KHAPATNAM STEEL PLANT
VISA KHAPATNAM – 530031**

Website : <http://vizagsteel.com>

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PREAMBLE

Citizens are understood as any stakeholder with significant impact and influence on the Company ranging from Customers, Vendors, Investors, Alliance partners, Government to Society at large.

RINL's Citizen's Charter contains three broad areas. First part outlines Scope of the Charter and General Information about the Company. Second part contains the information on Management Commitment to the Citizens, details of Company business and Citizens' obligations, thereby making Citizens better informed and empowering them to demand better products and services. In the last part, it describes Citizens' Service Delivery by managing the key ingredients for good product and service delivery and building its own capacity to continuously improve delivery through feedback mechanism.

PART I: GENERAL

1.1 Scope of Citizen's Charter

The Charter demonstrates our ability to consistently provide quality products and efficient and responsive services that meet requirements of our Citizens with applicable legal, statutory and regulatory requirements. It aims to enhance Citizens' satisfaction and to continually improve our products and service delivery process.

1.2 General Information about RINL

Organization

Rashtriya Ispat Nigam Limited (RINL) is a ₹12141 Cr network, Navratna CPSE being the corporate entity of Visakhapatnam Steel Plant (VSP) - an Integrated Steel Plant, located at Visakhapatnam, in the State of Andhra Pradesh., which was fully commissioned in 1992 with a capacity of 3 Mtpa liquid steel, is now on the verge of commissioning and stabilizing its 6.3 Mtpa facilities.

The Plant operates with a high level of Operational Efficiency.

The process of steel making at VSP is through the BF-BOF route and has the distinction of being the first integrated steel plant in the country to adopt 100% continuous casting in the Steel Melt Shop. Technologies adopted during the inception of plant were the first of its kind in the Indian steel industry. The products enjoy market reputation for quality and about 80% of products produced are in Value Added Category. The Company is the market leader for long products in India.

An initial investment of ₹468 Cr was made on clean technologies which was 5.5% of the total project cost and the thrust on clean technologies continues even during the current expansion to 6.3 Mt with a total investment of ₹1283 Cr., which is 10% of the total project cost. In addition to that ₹521.98 Crs. has been spent towards the Environmental Improvement Projects. Installed capacity of green power in RINL, at present is 36% of total captive power generation capacity through utilization of waste energy and the same is likely to go up to 62%, after the completion of 6.3 Mt expansion and other ongoing projects.



A pioneer in the steel industry in adoption of system standards, VSP is accredited for all three system standards i.e. ISO 9001:2008, ISO 14001:2004 and OHSAS18001:2007 and is the first Indian integrated steel plant to implement ISO 50001 standards for Energy Management system & 5S- Work place management is implemented through the plant and the manpower employed as on 30th April, 2015 is around 18300 employees.

PART II: COMMITMENT

Commitment between two entities i.e. RINL and Citizens requires mutual appreciation of objectives of Citizen's Charter, Management Commitment and obligation of Citizens to facilitate the process of service delivery.

2.1 Objectives of Citizen's Charter

The significant objectives of the Citizens Charter of RINL are summarised as given below:

- ◆ Ensuring Citizen-centric focus across all its processes by adopting Excellence enabler for improvement of products and services.
- ◆ Ensuring effective Citizen Communications Channels.
- ◆ Demonstrating Transparency and Openness of its business operations by hosting the Citizens Charter on the RINL's web site i.e. www.vizagsteel.com.
- ◆ Working towards delight of Citizens by fail-safe processes and in case of exigencies leveraging its Service Recovery Processes like Grievance Redressal, Handling Complaints etc.

2.2 Management's Commitment

The Management of RINL is totally committed to excellence in public service delivery through good governance by a laid down process of identifying Citizens, our commitment to them in meeting their expectations, and our communication to them of our key policies in order to make the service delivery process more effective. For achieving this, we shall endeavor towards the following Commitments:

- ❖ Produce quality steel and related products/services to the specifications and standards stipulated by laid down norms.
- ❖ Ensure delivery of our products/services as per agreed terms and delivery schedule.
- ❖ Build world class workforce by training, motivating & encouraging personnel at all levels; to identify delivery problems and to suggest solutions and take remedial measures.
- ❖ Attain national and international benchmarks in all spheres of working and strive to attain international standard to become globally competitive through sustained R&D efforts.
- ❖ Remain sensitive to environment management and safety.



- ❖ Maintain the highest ethical standards in all our endeavors, business and economic activities.
- ❖ Commit to do duties to the best of our ability, intensity and efficiency with the prime motto of fulfilling the Citizens' requirements and to rise to their expectations and beyond.
- ❖ To meet the statutory/regulatory requirements related to products, services, safety, security, finance and Human Resources.
- ❖ Make sincere efforts in meeting all our social obligations towards our Citizens.
- ❖ Prompt redressal of Citizens grievances .

Vision, Objectives & Core Values of Our company(VOC) and Our Business

The details of VOC and our business comprising of products manufactured at our plant, JV partners and Subsidiaries are provided in **Annexure I**.

2.3 Expectations from the Citizens

To provide efficient services to the Citizens and satisfying their expectations, RINL perceives the following expectations from various categories of Citizens:

Customers

- ❖ Full participation in development & manufacturing process, quality control, periodical reviews and financial commitments.
- ❖ Be acquainted with the policies, systems, technologies & maintenance procedures and product performance criteria.
- ❖ Indicate realistic & reasonable schedule and make prompt payment.
- ❖ Comply with product/service instructions & timely maintenance procedure.

Government

- ❖ Timely clearances/approvals from controlling agencies/ministries/ Departments.
- ❖ Adherence to the statutory rules and regulations.
- ❖ Periodic review/interaction between RINL and Ministry of Steel.

Vendors/Project Contractors

- ❖ Strict adherence to time and delivery schedule as per tenders or purchase orders.
- ❖ Adherence to the Statutory safety guidelines.
- ❖ Achievement of economy on products/services without compromising the quality standards.
- ❖ Maintenance of reasonable and competitive rates through continuous improvement, re-engineering and restructuring.
- ❖ Elimination of wasteful practices, to reduce rejection and to ensure zero defects.



- ❖ Up-gradation & expansion of employee knowledge and skills and create an ambience for nurturing & growing talents.

Investors, Shareholders, Bankers etc.,

- ❖ To supply complete and correct information to enable correct decision making.
- ❖ To adhere to fair, transparent and consistent practices/code in financial dealings.

Alliance/JV Partners

- ❖ Compliance with terms of agreement/memorandum of understanding.
- ❖ Strict adherence to time and delivery schedules as per tenders or purchase orders.
- ❖ Strive to achieve best in class quality standards in terms of products, services and employee skills.

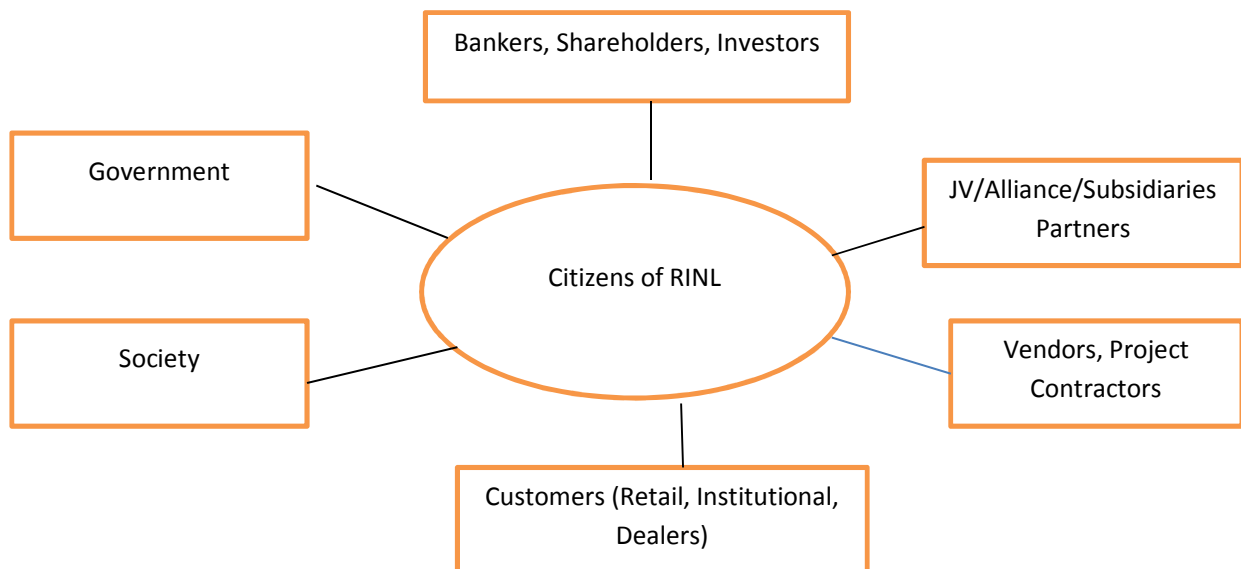
Society

- ❖ Appreciation of services delivered under the corporate social responsibility and environment policies.
- ❖ Increased use of the feedback mechanism under the Citizen's Charter in order to assist the company to incorporate better service standards

PART III: CITIZEN SERVICE DELIVERY

Based upon their impact and influence on RINL, the various categories of Citizens as defined by us are provided in the Exhibit-1 below and the details of products/services being provided to them are laid down in **Annexure II**.

Exhibit 1 : Citizen Categories



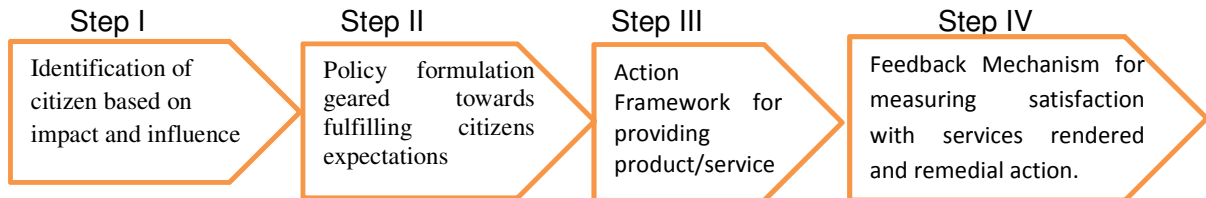


3.1 Service Delivery Process

Citizen Management

The existing Citizen Management process comprises a four step model drawing on the elements of the Sevottam model:

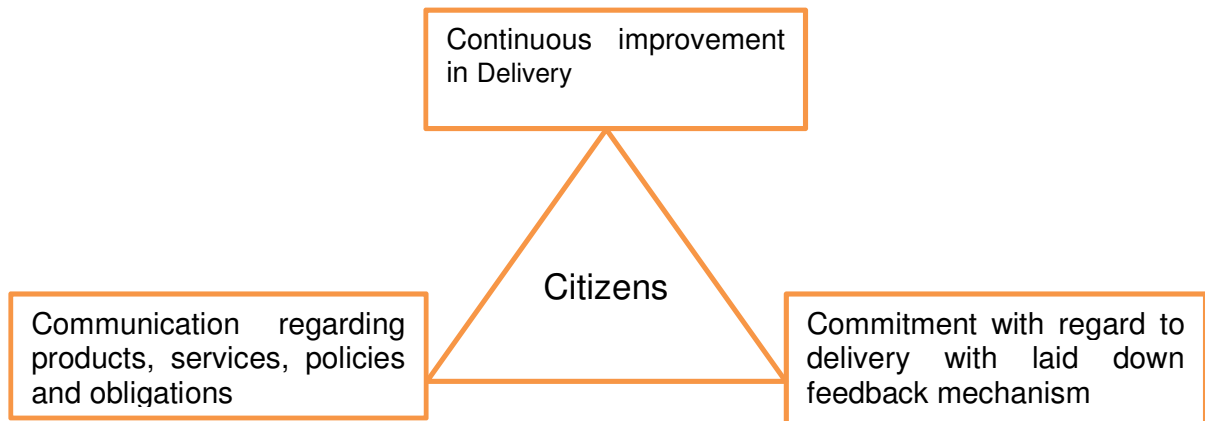
Exhibit 2: Citizen Management Steps



Citizen Identification

Based on the Citizen's management process, RINL has established a mechanism to identify its stakeholders with a view to lay down policies in order to serve them, and also incorporated a feedback mechanism for its stakeholders in order to increase customer satisfaction and improvement in service delivery.

Exhibit 3



3.2 Policies of the Company

Based upon the identification and management of stakeholders, a comprehensive set of policies has been adopted by RINL in order to meet their expectations. Details of policies have been given in Annexure III.

3.3 Feedback Mechanism

RINL endeavor to issue a prompt acknowledgement and redresses complaints of its Citizens. A formal procedure and robust mechanism is in vogue for most of its Citizens.

The Citizen may lodge its complaint either in the prescribed format or by an ordinary letter or even on telephone at nearest contact points, not necessarily the exact point of delivery.



In the case of telephonic complaint, the concerned executive or the executive attending the telephone call, shall request the Citizen to furnish the detailed information to facilitate immediate settlement of the complaint.

3.4 Monitoring & Improvement of Citizen's Charter

RINL recognizes the importance of the Evaluation and Monitoring of the Citizen's Charter in improving standards of services. The evaluation and monitoring of the "Citizen's Charter" shall take place as and when the dynamics of the stakeholder requirements changes. A practice of self-assessment shall be put in place enabling the staff to assess how well they think they are delivering the products/services. This will then be compared with the feedback. Regular evaluation and monitoring of the performance standards builds confidence among the users of the service and standards may be made more acceptable. Evaluation report shall be widely publicized within the organization.

3.5 Review of the Citizen's Charter and Service Delivery

Dynamic reviews follow effective implementation and monitoring to verify the effectiveness and continued relevance of the Charter. The Charter shall be reviewed annually based on the experiences and feedback received from Citizens.

The Citizen's Charter shall be reviewed with changing requirement to ensure its suitability, adequacy, efficiency and effectiveness. This review shall include assessing opportunities for improvement and the need for changes, including service quality policy and objectives. Records of management reviews shall be maintained.

The input for these reviews shall include information on:

- Follow-up actions from previous reviews,
- Inputs from Management Review (monitoring) meetings,
- Results of audit,
- Feedback from customer/stakeholders
- Changing Citizens' requirements,
- Extent to which objectives are achieved,
- Status of corrective actions,
- Recommendations for improvement.

This will help in ensuring that the review of the Citizen's Charter is participative and takes care of all Citizens. It will also ensure that the Charter is serving its purpose.

Review output shall include any decisions and actions related to:

- Improvement in product/service quality standards;
- Improvement in Citizen's satisfaction;
- Improvement in the management systems for service quality, Citizen's Charter, and complaints handling.



Annexure I

VISION 2025

To be the most efficient Steel Maker having the largest single location shore based steel plant in the country.

OBJECTIVES

- Achieve Gross Margin to Turnover ratio > 10%
- Plan for finishing mill to integrate with 7.3 MT capacity and commission the same by 2017-18.
- Achieve rated capacity of new & revamped units by 2017-18.
- Capture markets for high –end value added products by focusing on sector specific applications and customer needs.
- Globalisation of operations through acquisition of mines and setting up of marketing network abroad.
- Diversify through operationalizing of Bhilwara Mines, setting up of Pelletization Plant, DRI-EAF unit, Wheel & Axle Plants.
- Create high performance and safe work culture by nurturing talent and developing leaders.
- To grow in harmony with the environment & communities around us.

CORE VALUES

I	Initiative:	Have a self-propelled & proactive approach.
D	Decisiveness:	Decide with speed & clarity.
E	Ethics:	Be consistent with professional & moral values
A	Accountability:	Take responsibility for actions.
L	Leadership :	Lead by example
S	Speed :	Demonstrate swiftness and efficiency in everything we do.



Details of RINL Business

RINL-VSP is the largest long products producer in the country. The principal products include Plain Wire Rods, Rebars, Rounds, Squares, Structural, Billets, Blooms and PigIron. Company also markets by-products like coal chemicals (Ammonium Sulphate, Benzol products etc.) and slag. The leadership position in longs will be further strengthened with commissioning of Finishing Mills of the current expansion to 6.3 mtpa.

A network of 23 branch offices, 22 stockyards, and 6 Consignment Sales Agents(CSA) cater to the delivery requirements across the country, which is further complemented by Retailers and the mechanism of District Level Dealership Scheme (DLDS) and Rural Dealership Scheme (RDS) to ensure availability of quality steel in rural areas at affordable prices. RINL has developed a network of 634 Retailers and Dealers. For promotion of sales, RINL has also launched e- portal & One International Sales Office opened at Colombo, Sri Lanka.

RINL is on the verge of completion of its Expansion from 3 MTPA to 6.3 MTPA and also in the process of further increasing to 7.3 MTPA by revamping/modernising its existing Main Production Units like Blast Furnace, Steel Melting Shop & Sintering Plant

Strategic Units and JVs.:

RINL has also taken up various strategic / new ventures, towards growth and business diversification which include:

- ★ **Production of parts for Transmission line towers:** Manufacturing Unit for production of 1.22 Lakh tonnes / year is being setup at Visakhapatnam, for which MoU is signed with Power Grid Corporation of India Ltd (POWERGRID) under JV.
- ★ **Production of Railway Wheels:**
A plant at Rai Bareli is being setup to make One Lakh forged wheels in a year for Indian Railways, which will be first of its kind in India.
- ★ **Production of Axles:** Setting up of the 2nd largest Axle Forging Unit in the country for supply of 35000 axle forgings/Year for Indian Railways, for which off take agreement is to be signed with Indian Railways.
- ★ **Pellet plant and Slurry Pipeline :**
An MoU with NMDC was entered to explore the possibility of setting up a pipeline transport for raw materials from Nagarnar to Visakhapatnam and setting up a filtration plant and a pellet plant at Visakhapatnam. We are responsible for facilitating the necessary infrastructure and utilities at Visakhapatnam for setting up the filtration plant and the pellet plant, while NMDC will facilitate the necessary infrastructure and utilities for setting up the beneficiation plant and slurry project at Jagdalpur.



Subsidiary Companies.

Acquisition of 51% stake in Eastern Investments Limited (EIL) which is the holding company of OMDC and BSLC, for Raw Material Security.

Other Joint Ventures

RINL has promoted joint ventures in different areas as given below:

ICVL Joint Venture

On January 14, 2009, RINL entered into a joint venture with other CPSEs of GoI viz., SAIL, CIL, NTPC and NMDC, with the objective of acquiring coking and non-coking coal assets abroad. The GoI has given powers equivalent to Navaratna status to ICVL for making decisions on acquisitions. NTPC has chosen to exit the joint venture.

Joint Venture with MOIL

On May 7, 2009, we entered into a joint venture with MOIL, a GoI enterprise, to create RINMOIL Ferro Alloys Private Limited. The JVC will combine the technical expertise, skilled manpower and infrastructure of the two companies to produce Ferro-manganese, silico-manganese and other Ferro-alloys required for the production of steel. The JVC plans to set up a Ferro-alloys plant in Vizianagaram district in the state of Andhra Pradesh, located approximately 110 kilometres from Visakhapatnam. Once built, the plant is envisaged to produce 37,500 tonnes per annum of silico manganese ore and 20,000 tonnes per annum of Ferro manganese ore.

Joint Venture with POWER GRID

On 19th August, 2015 we entered in to a joint venture with Power Grid Corporation Limited, a GOI Enterprises to create RINL POWERGRID TLT PVT. LIMITED (RPTPL). The JVC produce overhead high voltage transmission line towers would cater to the needs of power transmission in India and abroad. The company would have numerous strategic advantages in terms of logistics, availability of quality raw material and growing market.

RPTPL is expected to emerge as one of the largest tower manufacturing facility in India which, in times to come, may also spread its wings in emerging markets of the Africa and Asian countries, given its locational advantage.

The plant would be equipped with the latest CNC line for fabrication of towers and microprocessor based temperature controlled eco-friendly systems for galvanization of tower members.



Others

Entering a consortium agreement with SAIL, NMDC JSW, JSPL and Monnet Ispat Energy Limited (MIEL) for submission of joint bid for the Hijigak Iron Ore deposit in Afghanistan.

Annexure II

Services Provided to Various Citizens

Citizen	Service provided	Remarks
Customers Retail. Institutional. Dealers.	Various kind of products related to construction engineering sectors and sale to export sectors.	1. Signing of purchase agreements. 2. Price fixation as per contract/tender agreement 3. Supply of steel products as per laid down quality standards.
Government ● Ministry of steel ● Department of Public Enterprises ● Ministry of Environment & Forests. ● Department of Personnel.	Submission of ● Information/Proposals for Clearances/Approvals. ● Investment approval. ● Forest Clearance. ● Environment Clearance.	Monitoring of Performance, through 1. Performance reviews. 2. Signing of MOUs. 3. Nomination of Directors in the Board of Directors.
Vendors/Project Contractors.	Proper execution of contractual terms and conditions in implementation of projects and procurement.	Follow procedure laid down in relevant Manual and Powers laid down in the Delegation of Powers.
Investor, Shareholder, Banker.	Compliance of Loan Covenants and performance indices.	Timely payment of dues.
Alliance Partner (JV Partner)	Proper execution of agreement terms and conditions in operations.	Follow procedure laid down in Business Plan/Memorandum of Understanding.
Society.	Adherence to highest standards of social responsibility and environment protection.	Pursue policies and programs for wider social development and minimum adverse impact on environment.



Policies of RINL

HR POLICY

RINL is committed to optimum utilization of Human Resources by realizing the full potential of employees.

To Accomplish this, the Company shall,

- ★ *Make Efforts to attract the best of the talents,*
- ★ *Enhance the motivational levels of the employees,*
- ★ *Establish transparent Systems,*
- ★ *Create an Environment of learning*
- ★ *Provide opportunities for skill upgradation, behavioural and attitudinal development of employees so as to ensure effective contribution towards excellence and continuous improvement.*

(Dr.GBS Prasad)
Director (Personnel)

Dt.09.10.2014

Corporate Social Responsibility & Sustainability Policy

Our Company recognizes its responsibilities to the communities in the regions where we operate. RINL, since inception laid utmost importance on environmental and societal concerns and in the forefront of addressing the societal needs of peripheral areas of its business activities. CSR in RINL is integrated into the Company's Vision & Objectives. We have been allocating atleast 2% of average net profits made during three immediately preceding financial years for taking up CSR activities in the peripheral areas.

RINL has taken up construction of school building, toilets, infrastructure, Adult literacy, vocational training programs, organizing medical camps, medical infrastructure, and drinking water schemes, Plantation etc. The budget allocation and carrying out of CSR activities is as per Companies Act 2013. RINL has a well laid CSR & Sustainability Policy formulated in line with the Companies Act 2013. The Companies (CSR) Rules 2014 and DPE Guidelines 2014 which is placed at **Annexure-IX**.



RASHTRIYA ISPAT NIGAM LIMITED
VISAKHAPATNAM STEEL PLANT
VISAKHAPATNAM – 530031

QUALITY, SAFETY, HEALTH, ENVIRONMENT & ENERGY (QSHE) POLICY

We at Visakhapatnam Steel Plant within the defined scope and boundaries are committed:-

- To meet the needs and expectations of customers and other interested parties;
- To prevent incidents of injury and ill health of persons at workplace;
- To optimally utilize the various forms of energy; and
- To minimize impact of steelmaking operations on climate change & environment pollution.

To accomplish above, we will

- ❖ Supply quality goods and services to customers' delight.
- ❖ Document, implement, maintain & periodically review the QSHE management systems including the policy, objectives and targets and continually improve the effectiveness and performance of QSHE MS.
- ❖ Use natural resources/energy efficiently and effectively with concern for environment.
- ❖ Harness renewable and alternative energy sources to comply with national policies & energy security.
- ❖ Comply with all relevant legal and other requirements applicable to products, activities, services and process in respect of Quality, Safety, Occupational Health, Environment & Energy aspects.
- ❖ Support the purchase of safe, environment friendly and energy efficient products as well as services and also design for energy performance for continual improvement.
- ❖ Encourage involvement & participation of employees in innovative and development activities.
- ❖ Maintain high level of Quality, Safety, Occupational Health, Environment, & Energy consciousness amongst employees and contract workers by imparting education, training and awareness.
- ❖ Ensure to make the policy available to public and communicate to all concerned for making them aware of their individual obligations towards QSHE MS.

Date :20/02/2014

(P.Madhusudan)
Chairman-cum-Managing Director



IT POLICY

RINL/VSP is committed to leverage Information Technology as the vital enabler in improving the customer-satisfaction, organizational efficiency, productivity, decision making, transparency and cost effectiveness and thus adding value to the business of steelmaking. Towards this, RINL shall.

- Follow best practices in Process Automation & Business Processes through IT by in house efforts / outsourcing and collaborative efforts with other organizations / expert groups / institutions of higher learning, etc, thus ensuring the quality of product and services at least cost;
- Follow scientific and structured methodology in the software development processes with total user-involvement and thus delivering integrated and quality products to the satisfaction of internal and external customers;
- Install, maintain and upgrade suitable cost-effective IT hardware, software and other IT infrastructure and ensure high levels of data and information security;
- Strive to spread IT-culture amongst employees based on organizational need, role and responsibilities of the personnel and facilitate the objective of becoming a world-class business organization;
- Enrich the skill-set and knowledge base of all related personnel at regular intervals to make employees knowledge-employees;
- Periodically monitor the IT investments made and achievements accrued to review their cost effectiveness.

CUSTOMER POLICY

Objective : To be the best Company to do business with.

Salient Features :

- To remain continuously committed to meet the needs and expectation of the Customers.
- To maintain transparency in all our dealings with Customers.
- To continuously strive to improve the quality of products and services.
- To treat Customers as partners in our business and growth.
- To bring customer delight in supply of materials and meet the contingent requirement of Customers.
- To create a healthy business environment and work towards win-win situation with Customers.
- To strive for enhancing value for the money and value the relationship with complete care and concern.



RASHTRIYA ISPAT NIGAM LIMITED
VISAKHAPATNAM STEEL PLANT

Energy Policy

We at, Rashtriya Ispat Nigam Limited as a responsible Corporate Citizen, are committed to optimally utilize the various forms of energy to minimize impact of steelmaking operations on climate change.

To accomplish this we will

- ❖ Document, implement, maintain and periodically review the energy management system including the policy, objectives and targets.
- ❖ Comply with Energy Conservation Act 2001 and other statutory and legal requirements.
- ❖ Make energy conservation a way of life at RINL by promoting awareness among all.
- ❖ Harness renewable energy sources in line with national objectives/policies.
- ❖ Deploy appropriate energy efficient technologies including waste heat recovery and adopt best energy conservation practices to reduce Green House Gas emissions on a continual basis.
- ❖ Support the purchase of energy efficient products and services and ensure energy performance improvement in the design of new facilities as well as up gradation of existing facilities.
- ❖ Look for alternative sources to achieve energy security of the plant.

This policy is communicated to all persons working under our control and is made available to interested parties on request.

(P.Madhusudan)
Chairman-cum-Managing Director

Date : 20/02/2014



Annexure IV

Customer Relationship Management of RINL

Our Products

Production at RINL (VSP) comprises mainly of long steel products, such as plain wire rods, rebars, rounds and structurals, and semi-finished steel products, such as billets and blooms. Our products are made with 100% virgin steel, and we have adopted modernised technology to help improve product quality.

1. Wire Rod Mill rolls rebars and plain wire rods.
2. Light and Medium Merchant Mill rolls rebars, rounds, light structurals and billets.
3. Medium Merchant and Structural Mill rolls rounds, squares and structurals.

Semi-finished Products

Blooms

Blooms are semi-finished products used for the manufacturing of long steel products. We produce blooms at our steel melt shop, which are then rolled to produce billets. Blooms not used by us are sold to downstream steel producers, who further process them into steel products that are utilised in a wide variety of construction and manufacturing sectors.

Billets

Billets are one of the first steel products produced in the steel manufacturing chain. They are semi-finished products used in the manufacturing of long steel products, such as bar products, rods and wires. Billets can be used as feedstock for rolling mills for the production of long products. Steel billets are also used extensively in forge shops and machine shops for the production of engineering goods.

Our Company manufactures billets for further rolling into bars and plain wire rods. We sell our non-rollable billets to downstream steel producers who further process them into steel products that are utilised in a wide variety of construction and manufacturing sectors.

FINISHED PRODUCTS, AVAILABLE AND ITS APPLICATIONS:

Plain Wire Rods

Plain wire rods are a type of long steel product with a wide variety of functions such as making wires for welded mesh, nails, hangers, screws, chain link fencing, wire nets and barbed wires. Plain wire rods are produced both in the mild steel (a type of carbon steel) and value added steel categories. Our Company sells plain wire rods to a broad range of large, medium and small scale users, who in turn use them for wire drawing, bright bar, fastener and construction purposes. Plain wire rods are also used in the manufacturing industry.



Figure 1. **WRC from 5.5 to 14mm**

Wire Drawing – Barbed wire, GI Wire, Vibration screens / Mesh, Screws, Nails, Electrodes, Cable Armour wire, Pins, Clips

Bright Bar – Wheel spokes, Umbrella ribs, Tyre bead wires.

Fasteners – Nuts, Screws, Chain links, Steel wool.

AVAILABILITY : 0.4 mt (approx.)

Rebars

Rebars are long steel products used for reinforcement in construction and infrastructure projects. They provide tensile strength to concrete sections subject to a bending load, and they normally have ribbed profiles on their surface to improve bonding with concrete. We have adopted the quenching and self-tempering technology for making our thermo mechanically treated rebars, which are marketed under the registered trademark of “VIZAGO TMT”. We produce rebars in our Wire Rod Mill and Light and Medium Merchant Mill, depending on the size of the rebar. Rebars are mainly sold to project users.



Figure 2 **Rebars from 8 to 36 mm**

Construction – Reinforcement

AVAILABILITY : 0.6 mt (WRM),

0.7 mt(LMMM) (approx.)

Rounds

Rounds are a type of long steel bar product used mainly in the engineering and automobile industries. We produce rounds in our Light and Medium Merchant Mill and Medium Merchant and Structural Mill, depending on the size of the round. We sell rounds to a broad range of large, medium and small scale users, many of whom further reroll the rounds to their desired sizes.

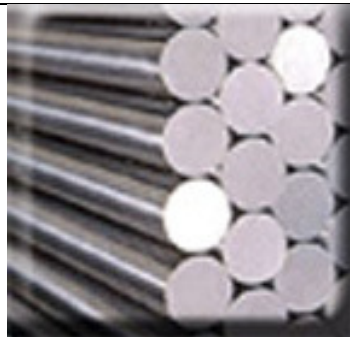


Figure 3. **Rounds From 16 to 80mm.**

Fasteners – Nuts, Screws, Bolts, Chain links, Engineering Industries.

Bright bar – Automobile, Axle, Shaft, Engg. Applications.

Forging – Helical Springs, Flanges, Wheels, Gears, Hand tools .

Re-rolling – Rounds & Structurals

Railways – Elastic Railway Clips (ERC)

Construction – Reinforcement

AVAILABILITY : 02 mt (LMMM)

0.3 mt (MMSM) (approx.)



Structurals

Structurals are long steel products that include angles, channels and beams. Like rebars, structural products are mainly used in the construction and infrastructure sectors.



Figure 5 **Structurals.**

Construction - Fabrication / Auto leaf spring flats.

AVAILABILITY : 0.3 MT (approx.)

Squares

Squares are a type of long steel product used for rerolling and forging. We produce squares in our Medium Merchant and Structural Mill. Our Company sells squares to a broad range of large, medium and small scale users.



Figure 4 **Squares 65 to 90 mm**

Bright bar – Automobile, Engg. Industry

Forging – Automobile, Engg. Industry

Re-rolling – Rounds, Rebars &

Structurals,

profiles, TLT structures

AVAILABILITY : 0.4 MT (approx.)

Pig Iron

We produce hot metal from high grade iron ore and low ash coke. Surplus hot metal produced from blast furnaces is cast into pig iron. Our Company sells pig iron to steel manufacturers as well as foundries.

By-products

A number of by-products are generated in the process of steelmaking. These products include coke products, benzol products, tar products, ammonium sulphate, granulated blast furnace slag, lime products and gases, Coke by brick industries. Benzol by-products are used in the solvent, paint, dye, drugs and detergent industries. Tar by-products are sold to the aluminum and manufacturing industries. Ammonium sulphate is used as fertilizer. Granulated blast furnace slag used for manufacturing slag cement. Lime by liquid oxygen are sold for medical and industrial purposes while liquid nitrogen is used for industrial purposes.



Production Process

Our Company's production facilities process iron ore and other raw materials into steel products. Our production processes can be broadly broken down into three iron making, steel making and product rolling.

Iron making

Coking coal is heated in the coke ovens to produce coke, while iron ore fines, limestone, dolomite and coke are heated in the sinter plant to produce sinter, which is the major input for the blast furnaces. Afterwards, the coke, sinter and sized iron ore are charged in the blast furnace, with the coke acting as a main fuel and reducing agent for the smelting of the iron. The process converts the iron ore into liquid iron form, and sent to converters to make steel.

Steel making

Steel is made in our steel melting shop in LD converters by blowing oxygen into the converter until the desired carbon content is achieved and impurities are reduced to acceptable levels. Alloying elements like manganese, chromium, silicon and nickel are also added to achieve the required grade of liquid steel. Liquid steel is tapped from the LD converter and transported to a continuous casting machine, where it is cooled gradually and then cast into blooms. We believe that we were one of the first integrated steel plants to adopt 100% continuous casting on a large scale in India. When the oxygen reacts with the carbon in the LD converters, the reaction releases large quantities of monoxide. The gases released from the converter are collected, cooled, cleaned and recycled for use as fuel in our steel plant.

Product rolling

Blooms which are cast are delivered to their respective rolling mills for the production of finished or semi-finished steel products in a multitude of sizes and shapes. The Wire Rod Mill rolls rebars and plain wire rods, the Light and Medium Merchant Mill rolls rebars, rounds, light structurals and billets, and the Medium Merchant and Structural rounds, structurals and squares. Finished steel products are then packed in the required bundles and transported to customers by rail, road and sea.

Several of our customers have been in long term relationships with us.

Marketing and Distribution

Our Company's customers are divided into three segments: project users, industrial users and retailers.

Project users consist of infrastructure and construction companies. We provide mainly rebars and structural products to project users;

Industrial users, which includes actual users of our Company's products across various industry segments, consist of a wide range of large, medium and small scale industries, who



mainly purchase plain wire rods, rounds and squares; and Retailers are parties who mainly procure products to sell to end users.

We sell our steel products either directly to customers or through stockyards located across the country. Our Company has a wide marketing distribution network spread across the country. We have five regional offices located at Visakhapatnam, Chennai, Mumbai, Delhi and Kolkata. Furthermore, we have 23 branch offices and 22 stockyards. Four stockyards, located at Mumbai, Chennai, Visakhapatnam and Hyderabad, are owned by us, and the remaining 18 are operated by consignment agents. The consignment agents are chosen through an open national tender, a process by which prospective agents are selected by our Company, and MCOs in 7 placed at Allahabad, Jammu, Panaji, Ranchi, Trichy and Vijayawada with six consignment sales agents, where we do not have branch offices. There are also more than 205 retailers spread across the country. The diagram below illustrates our marketing network.

RINL Network

<u>Regional Offices & other divisions</u>		
<u>Branch Sales Offices</u>	<u>Stockyards</u>	<u>Consignment Sales Agencies</u>
<u>Retailers</u>	<u>District Level Dealers</u>	<u>Rural Dealers</u>
<u>Marketing Contact Offices</u>		

NOTE ; The details of Regional / Branch offices are tabulated below:

REGIONAL OFFICES		
Regional Manager, (Andhra) – Project Sales/Retail Sales Rashtriya Ispat Nigam Limited, Marketing Department, 1 st Floor, , ' C Block', Administrative Building, Visakhapatnam Steel Plant, Visakhapatnam	Off – 0891-2700274/0891-2706944 Fax No. 0891-2518316 roandhra@vizagsteel.com M. No.918332983252/ 917893077883	
Regional Manager, (East), Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant 1, ACHARYA J.C. BOSE ROAD , 2 nd Floor, Kolkata	Off – 033-22820049/40033802 Fax No. 033-22827896 roeast@rediffmail.com , roeast@vizagsteel.com M. No.919007583437	
Regional Manager, (West), Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant , 101, Free Press House, 10th Floor Free Press Journal Road, Nariman Point , Mumbai-400021	Off – 022-22851591/0981/22023011 Fax No. 022-22850982 rowest@vizagsteel.com vsprowest@gmail.com M. No.919867211047	
Regional Manager, (South), Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant , Rashmi Towers, 4th Floor, No. 1 Village Road, Nungambakkam, Chennai.	Off – 044-28240-555/557/ 562 Fax No. 044-28240556 rosouth@vizagsteel.com rmsouthrs@yahoo.com M. No.918870022447/ 919840026866	
Regional Manager, (North), Project Sales/Retail Sales Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, NBCC Tower, 4th Floor Pushpvihar, Sector-5 , New Delhi	Off – 91-11-29565525/29563511 Fax No. 91-11-29565616 ronorth@vizagsteel.com M. No.919650306866/ 917838351101	



BY-PRODUCTS DIVISION		
	Regional Manager /Sr. Branch Manager, By Products, Mktg. Department, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant , Room NO-58, D-Block , Project Office, VISAKHAPATNAM : 530031	Off – 0891-2518030 Fax No. 0891-2518474 mktgpb@vizagsteel.com M. No.917893082424, 918886577789
EXPORTS DIVISION		
	Exports & International Marketing Division, Rashtriya Ispat Nigam Limited, Marketing Department, 1 st Floor, ‘ C Block’, Administrative Building , Visakhapatnam-530031	Off No.0891-2518226 Fax No.0891-2518691/2518316 rinlexp@vizagsteel.com M No. 918331016229
BRANCH SALES OFFICES		
WEST	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel, NBCC House, 1st Floor, Near Sahajanand College, Opp: Kamdhenu Complex , Ahmedabad	Off :079-263025293/ 26308287 Fax No. 079-23603124 Mobile No.918128994814 ahmedabad.bso@vizagsteel.com
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel, 101 Apollo Avenue, Opp. Palasia Police Station, 30B Old Palasia , Indore	Off -0731-2566683 Fax No. 0731-2566682 indore.bso@vizagsteel.com Mobile No.919770888868
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel, 101, Free Press House, 10th Floor Free Press Journal Road, Nariman Point , Mumbai	Off -022-22835760 Fax No. 022-22850982 mumbai.bso@vizagsteel.com Mobile No.918454946757
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel, 317, RT Road, Civil Lines , Nagpur	Off -0712-6535423 Fax No. 0712-2553352 nagpur.bso@vizagsteel.com Mobile No.918408900221
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel, 3025/8, 1st Floor, Sreenidhi Chamber, Near Symbiosis College, Senapati Bapat Road , Pune	Off -020-25676153 Fax No. 020-25671653 pune.bso@vizagsteel.com Mobile No.917738143839
SOUTH	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel, D.No. 304/305/306, 3rd floor, West Wing, Raheja Towers,26-27, Mahatma Gandhi Road , Bengaluru	Off -080-25597056/25597055 Fax No. 080-25597058 bangalore.bso@vizagsteel.com Mobile No.919483524403
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, Rashmi Towers, 4th Floor, No. 1 Village Road, Nungambakkam , Chennai	Off -044-28240567 Fax No. 044-28240556 chennai.bso@vizagsteel.com Mobile No.918978116868
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, 2nd Floor, Chakos Towers, Padma Junction, Padma-Pullepady Road, Ernakulam , Kochi	Off -0484-2361643/2374316/ 2380020 Fax No. 0484-2372154 kochi.bso@vizagsteel.com Mobile No.919446050345
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, Suguna Building 1st Floor, 707, Avanashi Road, Coimbatore - 641018	Off -0422-2221169/2223524 Fax No. 0422-2221328 coimbatore.bso@vizagsteel.com Mobile No.919487653468



EAST	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, IPICOL House, Annexe Building, 2nd Floor, NEAR Rupali Square, Janpath , Bhubaneswar,	Off -0674-2547596 Fax No. 0674-2544329 bhubaneswar.bso@vizagsteel.com Mobile No. 9437035982,9554800003
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, 1, ACHARYA JC Bose Road, 2nd Floor , Kolkata	Off -033-22820048/40033812 Fax No. 033-22827896 kolkata.bso@vizagsteel.com Mobile No.917044066833
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, West Canal Boring Road, Patna	Off -0612-2541086 Fax No. 0612-2541086 patna.bso@vizagsteel.com Mobile No.919934099200
NORTH	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, 2nd Floor, F.C.I.Building 60/4 Sanjay Place , Agra	Off -91-562-2853252 Fax No. 91-562-2522854 agra.bso@vizagsteel.com Mobile No.917895739955
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, SCO NO.141-42, 2nd Floor, Sector 8-C , Chandigarh	Off -91-172-2544372/2544554 Fax No. 91-172-2546007 chandigarh.bso@vizagsteel.com Mobile No.919779902911
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , Visakhapatnam Steel Plant, 27,I st Floor,E.C.Road , Dehradun	Off -91-135-2655824 Fax No. 91-135-2655825 dehradun.bso@vizagsteel.com Mobile No.919412050056
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , Visakhapatnam Steel Plant, SCO-3, 1st Floor, HUDA Complex, Sec 19, Mathura Road(NH-2), Faridabad , Faridabad	Off -91-129-2227772 Fax No. 91-129-2221774 faridabad.bso@vizagsteel.com Mobile No.918800207575
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , Visakhapatnam Steel Plant, B5, RDC, Shri Ravi Shankar Plaza, Raj Nagar, Ghaziabad , Ghaziabad	Off -91-120-2752618 Fax No. 91-120-2754290 ghaziabad.bso@vizagsteel.com Mobile No.919910058964
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , Visakhapatnam Steel Plant, 3rd Floor, Meghalaya Tower, Church Road , Jaipur	Off -91-141-2360265 Fax No. 91-129-2364920 jaipur.bso@vizagsteel.com Mobile No.919784004499
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , Visakhapatnam Steel Plant, SAI ARCADE, 16/34, Bhargava Estate, Civil Lines , Kanpur	Off -91-512-2302586 Fax No. 0512-2302508 kanpur.bso@vizagsteel.com Mobile No.918756399920
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , Visakhapatnam Steel Plant, Master Chamber, 5th Floor, 19, Feroze Gandhi Market , Ludhiana - 141001	Off -91-161-2774207 Fax No. 91-161-2428558 ludhiana.bso@vizagsteel.com Mobile No.918289025695
	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , Visakhapatnam Steel Plant, NBCC Plaza, 4th Floor, 4th Tower, Pushpvihar, Near Saket , New Delhi	Off -91-11-29563520 Fax No. 91-11-29565524 delhi.bso@vizagsteel.com Mobile No.918130841199
	ANDHRA REGION &TELANGANA	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , Visakhapatnam Steel Plant,10-3- 311/A, Khanij Bhavan, NMDC Building, 6th Floor,Masab Tank , Hyderabad



I.M.O SRI LANKA	Sr.Branch Manager, Rashtriya Ispat Nigam Limited , International Marketing Division L08/ET/01, East Tower, World Trade Centre, Echelon Square, COLOMBO, SRI LANKA	Off – Fax No. Mobile No.0094 766685950
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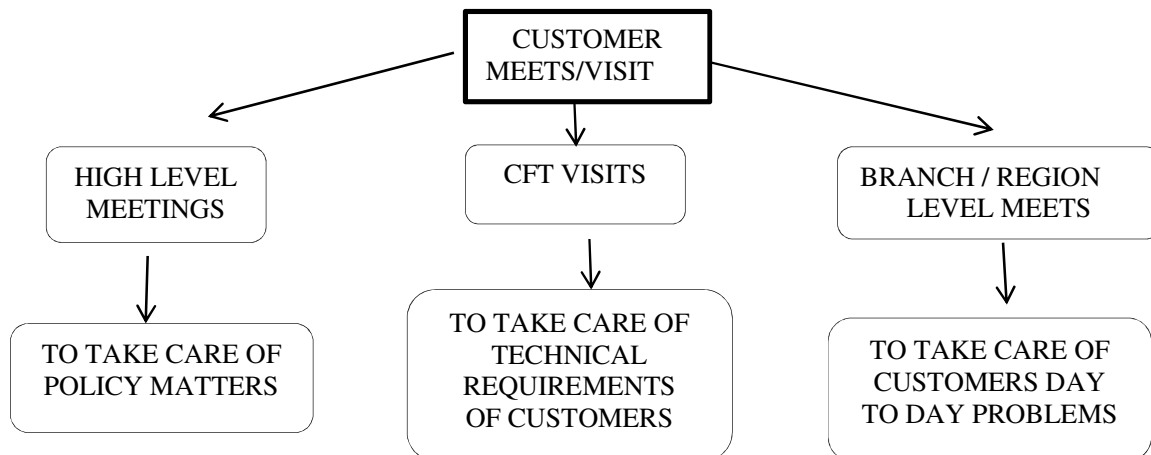
We rely on a variety of marketing methods, such as sales through MoUs, direct sales to projects through participation in tenders, sales to state small industries corporations and national small industries corporations as per government allocation, e-auctions and spot sales. We also use our brand name to market our products. For example, rebars are branded as “VIZAG TMT,” and structural products are branded as “Vizag UKKU,” (“Ukku” means steel in the Telugu language).

Our core concern is Quality Product and Quality service to customer. We value our customer at most and consider him as our partner. To maintain good relationship with all our customers and to keep the Customer Satisfaction level at high we made our customer policy as customer friendly as brought out at **Page-15**

We maintain customer relationship by Customer Meets, Customer Complaint redressal and Customer Grievances settlement as per **Annexure-1&2**.

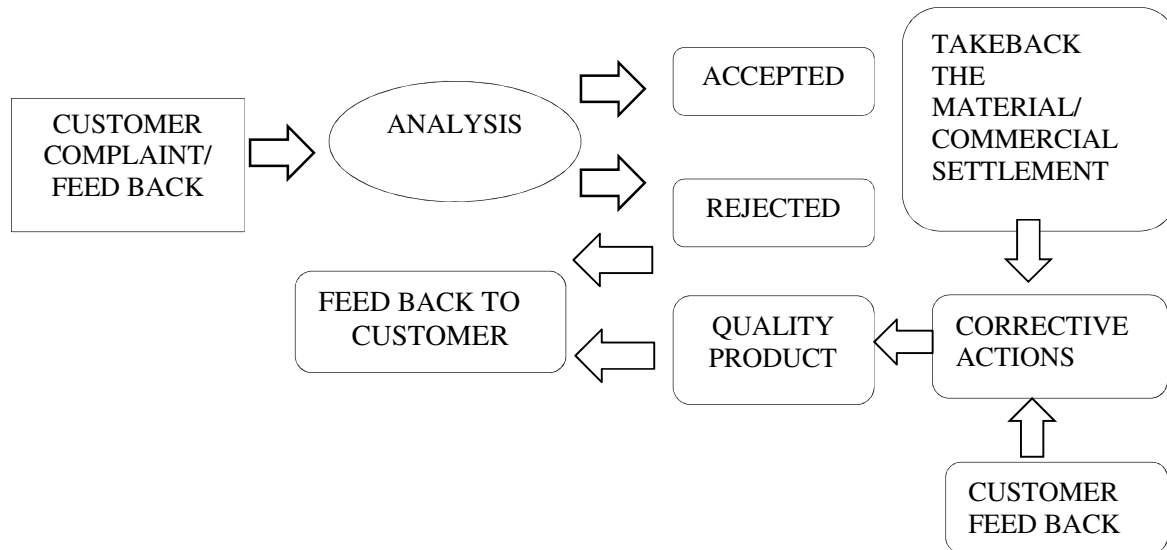
Annexure-1

MEETINGS WITH CUSTOMERS





CUSTOMER COMPLAINTS / FEED BACK



Anneuxre –2

GRIEVANCES SETTLEMENT MECHANISM FOR RINL/VSP's CUSTOMERS

Message for all existing / prospective RINL/VSP customers It is our endeavor to give highest priority to our Customers and to ensure that their grievances / complaints are kept to the minimal. However, in case you are not satisfied with our services and have any complaint, you are most welcome to meet our Grievance Settlement Officers on the designated days and time as per following details:

Region	Grievance Settlement Officer	Address	Telephone no. & e-mail address	Scheduled day & time
EAST	Shivanand Regional Manager(East)	RINL,VSP 1, ACHARYA JC Bose Road, 2nd Floor, Kolkata - 700020	033-22820049; 033-40033802 rroeast@rediffmail.com roeast@vizagsteel.com	Second Wednesday of every month. (In case second Wednesday of the month happens to be a holiday. Second Thursday of the month)
WEST	SUMIT DEB Regional Manager (West)	RINL,VSP 101, Free Press House,10th Floor Free Press Journal Road, Nariman Point, Mumbai- 400021.	022-22843750 rowest@vizagsteel.com	
NORTH	Piyush Tiwari, RM(Proj.Sales) Arvind Pande, RM(Retail Sales)	RINL,VSP NBCC Plaza,4th Floor,4th Tower,East Side Sector-5, Pushp Vihar New Delhi 110017	011-65093132;011- 65179392 (Off) ronorth@vizagsteel.com	
SOUTH	Regional Manager (South)	RINL,VSP Rashmi Towers, 4th Floor, No. 1 Village Road, Nungambakkam, Chennai- 600034	044-28240555 n.ramprasad@rediffmail.c om rinsouth@yahoo.co.in rosouth@vizagsteel.com	
ANDHRA	P.Eshwaraish,, RM(Retail Sales) Gunajit Roy, RM(Proj.Sales)	MarketingDepartment, Room No.250 Admn. Building, Vizag Steel Plant, Visakhapatnam 530031	0891-2700274 roandhra@vizagsteel.com Fax No.08912518316	



Byproducts	P.Venkata Raju Regional Manager (By Products)	Marketing Department, Project Office "D" Block, Vizag Steel Plant Visakhapatnam 530031	Ph.0891-2518030 Byprod.mktg@vizagsteel.com Fax 0891-2518474	
In case your grievance is still not resolved to your satisfaction at the Regional level, you can approach our HQs Grievance Redressal Officer as per following details:				
HQs	G.JOGESWAR RAO GM (Mktg)PS	RINL,VSP, Admn. Building, 1st Floor,'B' Block, Visakhapatnam- 530031.	0891 - 2518016 gjrao@vizagsteel.com	Second Wednesday of every month. (In case second Wednesday of the month happens to be a holiday. Second Thursday of the month)
	Dr. S.N.Rao GM (Mktg)RS		0891- 2518714 ysudhakar@vizagsteel.com	
	S.K.Chakrabarthy, GM(Mktg) AU		0891-2518386 skchkrabarthy@vizagsteel.com	

Annexure - V

Investor Relationship Management of RINL

Since RINL is fully owned by Government of India, the entire Share Capital is owned by the President of India and hence has to deal with the Ministry of Steel, Govt of India.

Annexure – VI

Vendor/Contractor Relationship Management of RINL

RINL realizes vendors and contractors are one of the priority stakeholders for the company. It has devised a comprehensive program in order to achieve excellence in service delivery to vendors resulting in vendor satisfaction and better market reputation.

Vendor Groups

Vendors in RINL have been divided into the following groups:

- ◆ Suppliers – Raw Materials,
- ◆ Service Providers – Transporters,
- ◆ Contractors

Services provided

The various services provided by RINL to the various investors can be summarized as follows:

- ✓ Suppliers – Supplier Contracts, Quality and commercial specifications, Transportation of material to RINL plant, time and schedule of material delivery, integrity pact etc.
- ✓ Service Providers – Service Contracts, Quality and commercial specifications, time and schedule of service delivery, integrity pact etc.



- ✓ Contractors – Material and labour contracts, time and schedule of delivery, Quality and commercial specifications, safety and environmental standards, integrity pact etc.

Grievance Redressal Mechanism for Vendors etc.,

The grievance redressal mechanism depending upon the category of vendor and nature of complaint (quality, commercial etc.) is handled at the Branch, Regional or Head Quarters levels separately based on established mechanisms.

Annexure - VII

Employee Management of RINL

RINL realizes employees are one of the priority stakeholders for the company. It has devised a comprehensive program in order to provide a challenging career for them and remain as an employer of choice for many. The HR strategy followed by RINL in order to meet these objectives is:

- Enhancing competitiveness through manpower productivity
- Learning organization through improvement in work practices and multi skilling
- Motivation and involvement through reward policies
- Corporate responsibility through conducive IR scenario
- Change management through human resource planning

Employee Motivation Schemes

Employee motivation schemes have been designed keeping in mind the common framework for the organization but at the same time allowing enough flexibility to units for customisation. The schemes have been designed for monthly and yearly rewards based on the following criterion:

- Production
- Cost
- Quality
- Profitability

The executive performance management system is implemented as per DPE guidelines wherein independent assessment is done by reporting and reviewing officers with quantifiable KPAs weighted with clear cut evaluation criteria.



Training initiatives for both technical staff and managerial cadre have been launched in order to build competency through training in basic engineering skills and management development programmes. Project based training in India and abroad for both categories of employees is also given on need basis.

In order to enhance the learning culture within the organization, a system to learn from internal best practices through workshops has been established.

Grievance Policy and Procedure

- A three stage grievance machinery is in vogue in the Company. In the first stage, the aggrieved employee presents his grievance to his immediate superior or to the Personnel Officer concerned. The grievance is looked into and a reply is given to the aggrieved employee at the earliest.
- If the employee fails to receive a reply to his grievance within the stipulated period or if he is not satisfied with the reply, he may take up the grievance to the second stage viz. the Head of the Department. The Head of the Department looks into the grievance in consultation with all concerned, including the Personnel Officer and may also give a personal hearing to the aggrieved employee, if necessary. After examining the grievance thoroughly, the Head of the Department gives a suitable reply to the aggrieved employee.
- If the employee is not satisfied with the reply received at Stage-II, he is free to take up the grievance at Stage-III, which consists of a bipartite committee with representatives from the Management and the recognized Union.

Grievances Redressal Mechanism for employees.

The employee grievances are handled by the respective Zonal HR Executive whom employees could approach for redressal of their grievances the company.



Annexure – VIII

Future Roadmap for Citizen's Charter

In order to ensure that the Citizens Charter is a dynamic document which will take into account the changes in the business environment of RINL, the following paragraphs lay down certain measures to ensure that the framework for the same is established in the organization.

Action to be taken to implement the Charter

Based upon the experience of implementing Citizen's Charter in various organizations, the following lessons have been learnt:

- ❖ As with any new effort, the Citizen's Charter initiative is bound to be looked at initially with skepticism by bureaucrat as well as Citizens. Hence, an effective awareness campaign amongst all the stakeholders at the initial stage is essential to overcome this skepticism. These awareness campaigns should be designed and delivered innovatively and effectively.
- ❖ The issuance of Citizen's Charter will not change overnight the mindset of the staff and the clients, developed over a period of time. Therefore, regular, untiring and persistent efforts are required to bring about attitudinal changes.
- ❖ A new initiative always encounters barriers and misgivings from the staff. Involving and consulting them at all the levels of formulation and implementation of Citizen's Charter will go a long way in overcoming this resistance and will make them an equal partner in this exercise.
- ❖ Instead of trying to reform all the processes at once and encounter massive resistance, it is advisable to break the tasks into small components and tackle them one at a time.
- ❖ The Charter initiative should have a built-in mechanism for monitoring, evaluating and reviewing the working of the Charter, preferably through an outside agency. Therefore, for RINL, the implementation of the Citizen's Charter needs to incorporate the following important guidelines:
- ❖ The language of the Charter should be simple in order to clearly communicate nature of the Organization and its commitments.
- ❖ Win the confidence of the stakeholders with small measures initially, but which have visible and significant impact.
- ❖ Be responsive to the need of the continuous evolution of Charter based on dynamic stake holder expectations.



- ❖ Set up systems for independent scrutiny and feedback.
- ❖ Train the organization staff regarding Charter and delegate powers to specified nodal officers for effective implementation.

Roadmap for Implementation

The following roadmap needs to be adopted in order to implement the Charter:

- Formation of Task Force or Core Group.
- Identification of all Stakeholders and major services to be provided by Organization be listing areas on interface.
- Consultation with Clients/ Stakeholders/ Staff (Primarily at cutting-edge level) and their representative associations in order to win their confidence and involvement and invite suggestions for the formulation and implementation of Charter.
- Preparation of Draft Charter
- Circulation for comments/ suggestions
- Modification of Charter to include suggestions
- Consideration of the Charter by Core Group in order to prepare a master plan and possible budget for implementation.
- Modification of Charter by the Organization on the basis of suggestions/observations by the Core Group.
- Approval by the Ministry in charge of the Organization.
- Submission of a copy of the Charter to the Department of Administrative Reforms and Public Grievances.
- Formal issue/release of Charter and putting up on website.
- Sending copies to People's Representatives, branch offices, plants etc. and all stakeholders in order to inform customers of the proposed commitments.
- Appointment of a Nodal Officer to ensure effective implementation. The nodal officer preferably should be of the rank of a joint secretary or equivalent and should be appointed keeping in mind the suitability of the candidate in terms of the job requirement.



Information and Facilitation Counters (IFC's)

In the next stage of introducing reforms directed at Citizen satisfaction, a nation-wide network of Information and Facilitation Counters (IFC's) needs to be set up in order to provide speedy and easy access of information to the public at large. The interface with the Citizen preferably should be through a computerized interface, aimed at dissemination of information either for a fee or free of charge. The salient features of the IFC's would be:

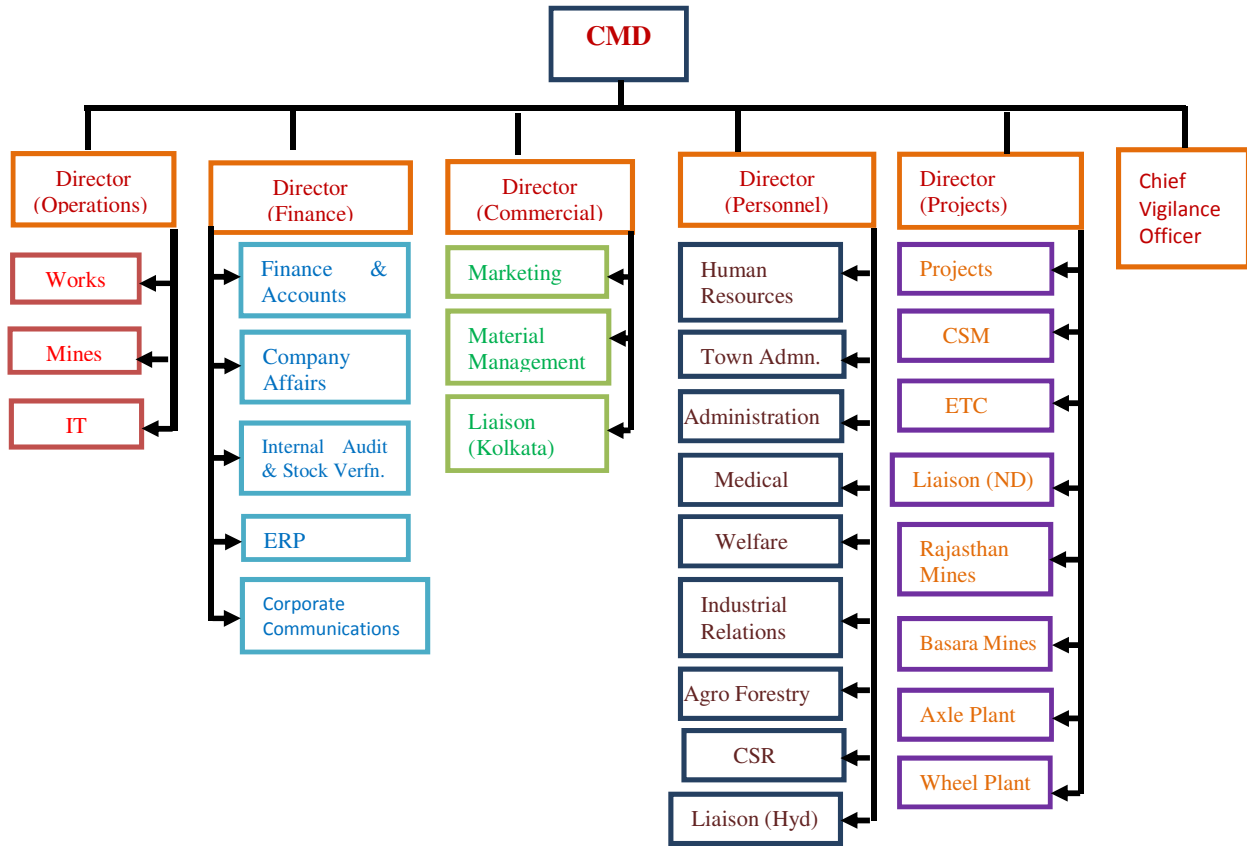
- ◆ Provide information regarding services, schemes and procedure through brochures, booklets, reports, printouts etc.
- ◆ Forms which are to be utilized for various procedures should be available at the Facilitation Centre, even if the processing is to be done elsewhere.
- ◆ Receive complaints and issue acknowledgment slips for the same (indicating the section dealing with the complaints).

These IFC's should be manned by trained staff with courteous approach, fluent in the use of English and the local language and skilled in computer usage. The IFC should be supervised by a contact officer who will act as the link between the mother organization and the IFC. The contact officer preferably should be of the rank of Deputy Secretary or above and should report directly to the HOD. The role of the contact officer can be summarized as below:

- ✓ Planning – Plan and install the source and flow of information, supporting system and infrastructure required, steps to create public awareness about IFC's etc.
- ✓ Organizing – Recruiting, motivating and training personnel manning the IFC's, ensure availability of support tools like computer hardware and software, other support infrastructure (suggestion boxes, photocopiers etc.), connectivity etc.
- ✓ Controlling – Ensuring availability of relevant information material like Annual reports, brochures, Citizen's Charter, Telephone Directory, application forms etc., ensuring punctuality and discipline among personnel at IFC.
- ✓ Supervising-Keeping track of grievances received through various means, analyze suggestions, supervising behavior of staff at IFC's and sensitizing senior officials in the office about the IFC.



The hierarchy of the IFCs can be illustrated as below: (Tentative only)



Training programmes/workshops proposed for proper implementation of Charter

For any Charter to succeed the employees responsible for its implementation should have proper training and orientation, as commitments of the Charter cannot be expected to be delivered by a workforce that is unaware of the spirit and content of the Charter. It is important to create conditions through interaction and training for generating a responsive climate.

The five important areas that need to be covered during training of employees in Citizen's Charter are as follows:

- Reliability, i.e. consistency in performance.
- Responsiveness, i.e. timely service.
- Credibility, i.e. having customer interest at heart.
- Empathy, i.e. attention to customer's needs.
- Courtesy and care, i.e. physical evidence of willingness to serve.

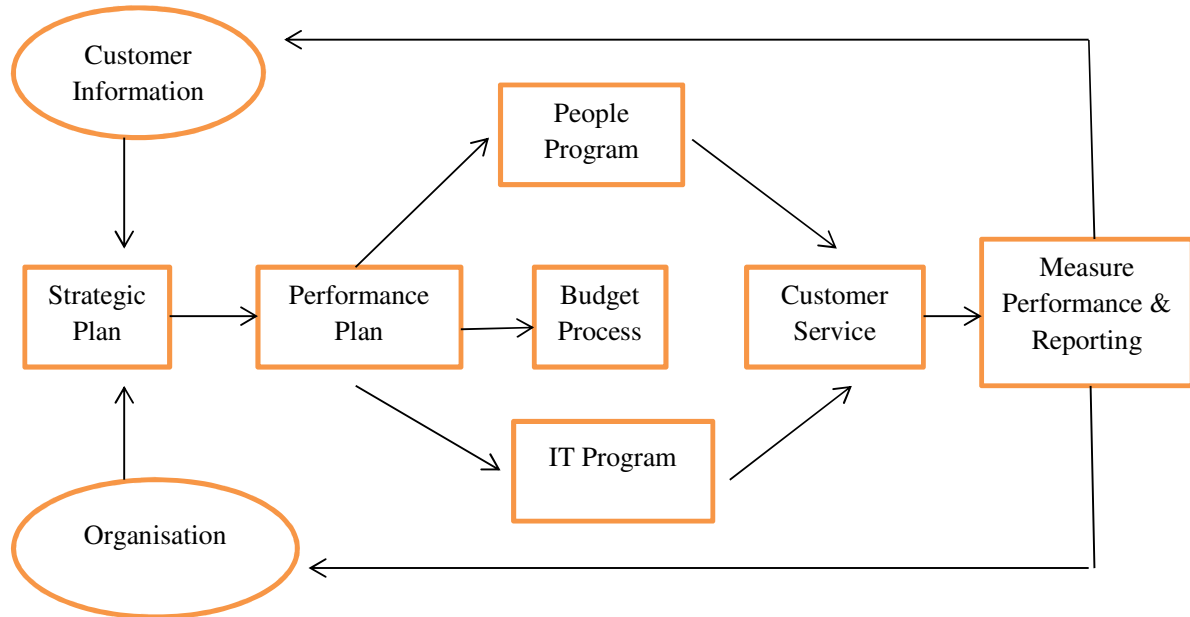
The various state administrative staff training institutes are well equipped to impart training regarding capacity building of organizations in order to implement the Citizen's Charter. Initially, the nodal officers can be trained in the same and they can act as master trainers for



the employees in the organization in order to achieve standards of excellence in service delivery.

The change in the behavior of the officers subsequent to proper coaching and training can be reinforced through devising of an incentive system to reward officials with exemplary record of service delivery.

The system to be aligned to serve customers can be illustrated below:



The implementation of the above system will help in changing the mindset of the official from someone with power over the public to someone with the right sense of duty in spending the public money collected through taxes and in providing Citizens with necessary services.

[Awareness campaigns organized on Charter for Citizens](#)

Some of the publicity efforts which will assist in creating awareness about the Charter are:

- The Charter should be made available on the corporate website and copies sent to the controlling ministry, Department of Administrative Reforms and Public Grievance(DARPG), branch offices, employee offices and people's representatives. The Charter needs to be displayed prominently at the main notice boards of the corporate and the various regional offices.
- The Charter should also be published in the annual report. Employees can be rewarded for exemplary performance in respect of service delivery and the same can be widely publicized.



- The various branch offices can organize a “Meet the Citizen” programme on a regular basis for addressing the grievances of the customer and thus making them aware of the various services provided by RINL as provided in the Citizen’s Charter.
- Creating customer friendly environment in the offices by establishing a “May I help you” Counter and improved accessibility of staff through published allocation of time for Citizen interaction would also assist in publicizing of the Charter.

Periodic internal and external evaluation of implementation

Regular evaluation is necessary to improve the standards of the services provided by the organization. It also builds confidence among the customers/stakeholders regarding the quality of service and assists in building standards for service performance. The results of the evaluation if widely publicized will enable process review and re-engineering of bottlenecks in respect of service delivery. Evaluation can be made more effective through computerization and online access of information for top management and a provision of rewarding employees who render exceptional service quality.

Internal Evaluation

Some of the measures for internal evaluation should be as follows:

- The core group should monitor organization’s performance vis-à-vis commitments made in the Charter on a regular basis (once every three months) and keep the relevant HOD informed in case of any issues.
- Publish data related to performance of the organization with regard to commitments made in the Citizen’s Charter in the annual report and share it with customers/stakeholders through appropriate media.
- Evaluate data received from customer/stakeholder questionnaires and list out services requiring further improvement.

External Evaluation

The external evaluation validates internal evaluation and improves transparency. It can even make known customer expectations and assist in fixing of correct user charges and willingness to pay.

- This evaluation should be done through assessment of level of satisfaction among customers/stakeholders and the findings should be shared in the board meetings atleast once a year.



- The satisfaction survey can be done by an external agency or by directly distributing questionnaires to a random sample of various stakeholders. The survey should be done on a regular basis.
- A report card can be developed to quantify the level of satisfaction with the services on the basis of the questionnaire.

Periodic review/revision of the Charter

It is necessary to ensure that activities related to formulation/implementation of Citizen's Charter form a part of the Annual Action Plan of the Organization. Based on the feedback/assessment/evaluation, necessary steps should be taken for review/revision of the Citizen's Charter.

The focus of the review should be on formulating small but significant changes in the organization thus making service delivery process more visible and satisfactory. The annual report of the organization should include details of implementation of Citizen's Charter and the same can be incorporated in employee performance review. The key parameters which should form the basis of review should include:

- Training of staff
- Decentralization and delegation of authority
- Technology upgradation
- Process review and restructuring
- Customer confidence building measures

As and when a certification system for Citizen's Charter like a "Charter Mark" is in place, efforts should be made by the organization to obtain certification of the same



RASHTRIYA ISPAT NIGAM LIMITED
VISAKHAPATNAM STEEL PLANT



**RINL: Corporate Social Responsibility and
Sustainability Policy (CSR & S Policy)**

(With reference to DPE Guidelines dated 21st October 2014.)





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1. Company brief:

- Rashtriya Ispat Nigam Limited (RINL) - the corporate entity of Visakhapatnam Steel Plant, is a Navratna PSE under the Ministry of Steel. Visakhapatnam Steel Plant - popularly known as 'Vizag Steel'. Founded in 1971, it is the first Shore based Integrated Steel Plant in the country with a capacity of 3 Mtpa, currently being expanded to 6.3 Mtpa and simultaneously being modernized which would enhance the capacity to 7.3 Mtpa.
- The company has its operations primarily in Visakhapatnam with mines present in Jaggayyapeta, Madharam, Garbham, Sarepalli & Bhilwara and the marketing & distribution facilities in all parts of India.

2. Preamble

- CSR & Sustainability is a company's commitment to its stakeholders to conduct business in an economically, socially, and environmentally sustainable manner that is transparent and ethical. The ecosystem approach in business has bloomed lately wherein one accords prime importance to its "stakeholders", which further aids in creating partnerships.
- The focus of CSR is to share the profits derivative from the Society to the well-being of Society.
- The provisions of the Companies Act (CSR Policy) Rules 2014 and DPE guidelines empowered the Companies to contribute on CSR which is the essence of this Policy document.
- The latest DPE Guidelines is the force and directive in framing this Policy.

3. Brief history of CSR in RINL

3.1 RINL, since inception, through its Peripheral Development dept. laid utmost importance on environmental and societal concerns and has been in the forefront of addressing the societal needs predominantly of peripheral areas of its business activities.

3.2 Since 1993 emphasis upon Peripheral development was put and projects were implemented for the same under the Town Administration department. With the experience of Peripheral development, VSP embarked on the path of CSR after allotment of requisite budget and fulfilling legal obligations under the Companies Act.



3.3 To boost up the CSR activities, a separate Department was formed in March 2007 and RINL CSR Foundation Trust was registered under the Companies Act, 1956 and IT Exemption (80 G /12 AA) obtained for the trust.

3.4 Earlier, RINL was following its own the CSR Policy, subsequently; the guidelines issued by DPE, Govt. of India from time to time became the guiding light. Further the New Companies Act-2013 and The Companies (Corporate Social Responsibility Policy) Rules-2014 which has come into force w.e.f. 1st April 2014, has further brought clarity in terms of processes as well as outcomes. The present CSR and Sustainability Policy of RINL has been drawn up incorporating the statutory provisions of the Companies Act (2013) and revised DPE guidelines issued on 21st October 2014 by the Ministry of Heavy Industries & Public Enterprises, Govt. of India, New Delhi.

4. Vision & Objectives:

RINL affirms its deep commitment to inclusive growth and the fulfillment of its role as a socially responsible corporate entity. The principle of CSR is embedded within its core values which are: “Concern for Society, Environment & Sustainability.”

4.1 Vision

“To be the most efficient steel maker, having the largest single location shore based steel plant in the country”.

4.2 Objectives:

1. Achieve Gross Margin to Turnover ratio > 10%.
2. Plan for finishing mill to integrate with 7.3 Mt capacity and commission the same by 2017-18.
3. Achieve rated capacity of new & revamped units by 2017-18.
4. Capture markets for high-end value added products by focusing on sector specific applications and customer needs.
5. Achieve leadership in Energy consumption by achieving 5.6 Gcal/tcs by 2017-18.
6. Globalization of operations through acquisition of mines and setting up of marketing network abroad.



7. Diversify through operationalizing of Bhilwara Mines, setting up of Pelletization plant, DRI-EAF unit, Wheel & Axle Plants.
8. Create a high performance and safe work culture by nurturing talent and developing leaders.
9. To grow in harmony with the society, environment and sustainability.

5. Sustainability:

- Sustainability intends to give due emphasis on meeting human and environmental needs. CSR does not emanate directly from external demands but instead from organizationally embedded processes..
- RINL has inculcated the theme of Sustainable Development since establishment and has also been applauded at several platforms for that. This is accentuated by the fact that RINL was the first Indian Steel Plant to adopt green technologies in its manufacturing processes. RINL-VSP is further the first integrated Steel Plant to be certified for ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 standards. It is also the first PSE to be certified for ISO 50001 - Energy Management Systems and CMMI Level 3 Certification for Software Development.
- It has been publishing sustainability reports in line with GRI Guidelines 3.1 and compiled in accordance with GRI Application Level-A.

5.1 Sustainability Policy:

The Sustainability Policy of the company as approved on 11thDecember 2012 is as follows:

RINL shall adopt a well-integrated approach for Sustainable Development across the value chain to improve resource efficiency, minimize the impact of its operations on environment and promote the wellbeing of society.

In this endeavor, RINL shall continuously strive for:

- a. Reducing and recycling waste, improving yields and productivity;
- b. Identifying opportunities for reducing energy consumption and thereby reducing carbon footprints;
- c. Improving efficiency in water consumption and gradually achieving zero discharge;



- d. Improving ambient air quality in and around its area of operations;
- e. Adopting best practices for implementation and reporting SD initiatives;
- f. Sensitizing and engaging its employees and other stakeholders on aspects related to SD and maintaining utmost transparency in disclosure of relevant information to them.

In order to do so, RINL shall put in place, appropriate systems to aid in identification of relevant projects, their implementation and evaluation, for which it shall partner with agencies promoting SD standards and best practices.

6. CSR Objectives

The CSR Objectives of the company are intended to serve the larger goal of inclusive growth and sustainable development in the communities around and beyond.

- 6.1 Creating shared value for the company and the stakeholders of the CSR projects.
- 6.2 Sensitize and involve the employees of the company and their families to the concepts and approaches to CSR.
- 6.3 Maintaining regular network with other PSUs, Ministry of Steel (MoS), Department of Public Enterprises (DPE) and Ministry of Corporate Affairs (MCA)etc., to keep updated with latest developments in CSR domain.
- 6.4 Continuous monitoring of the implementation of CSR projects.
- 6.5 Carry out Impact survey after implementation of larger projects and use the results for scalability / replication of the same including improvements in future projects.
- 6.6 Continuation of RINL-CSR Foundation Trust.
- 6.7 To have a compact, dedicated and empowered team of CSR Department

7. Organizational Structure:

7.1 The Companies Act 2013 mandates the creation of a **CSR Committee** herein referred to as, **Board Sub Committee on CSR & Sustainability (BSC- CSR & S)** consisting of at least one Independent Director to undertake the following functions:

- 7.1.1 Formulate and recommend a CSR & Sustainability policy for the organization.
- 7.1.2 Recommend activities and expenditure from time to time.



7.1.3 Monitor the policy and its implementation in a proper manner from time to time.

7.1.4 Meetings shall be held on a quarterly basis as and when required.

7.1.5 The BSC-CSR & S Committee has to function in coordination with the Company's Board.

7.2 **CSR Department:** In addition there is a team of designated officials which is headed by a HOD, who is also further a member of the Trust. The team of professionals shall assist the HOD in smooth implementation of the policy and the activities thereon.

8. Budget:

8.1 The financial component of CSR will be at least 2% of the average net profits of the company made during the three immediately preceding financial years calculated as per section 198 of the Companies Act, 2013 for which necessary budget will be allotted.

8.2 In the event of the company not qualifying under the eligibility criteria based on threshold limits of net - worth , turnover or net profit as specified by section 135, but made profit in the preceding year, then the company shall allot a CSR Budget of at least 2% of profit made in preceding year.**

8.3 The expenditure to be incurred on the CSR projects/programs planned for a year will be recommended by the BSC - CSR & Sustainability Committee for the approval of the RINL-Board once in a year.

8.4 The ongoing projects/programs taken up during previous years under CSR shall be reviewed and recommended by the BSC - CSR & Sustainability Committee for the approval of RINL Board.

8.5 The expenditure incurred by RINL in building CSR capacities of its personnel as well as those of the implementing agencies shall not exceed 5% of total CSR expenditure in a year as stipulated in the Companies Act (Corporate Social Responsibility Policy) Rules 2014.

8.6 Re-Appropriation of budget from one project/program to another, as per need, will be done with the approval of the original approving authority.

8.7 The surplus arising out of the CSR Project or Program or activities shall not form part of the business profit of RINL.



8.8 Any expenditure which is taken up towards furthering the Sustainability initiatives of the company shall not be qualified as CSR spend. **

9. Planning

9.1 Scope

9.1.1 Scope herein refers to the geographical scope as well as the wide array of activities which qualify as CSR.

9.1.2 While undertaking CSR activities preference will be accorded to the local area and subsequently the areas situated in the rest of the country.

9.1.3 Local Area herein refers to

- The district where the plant operates i.e. Vishakhapatnam district as well as the surrounding districts namely Vizianagaram, Srikakulam, East Godavari and West Godavari.
- The Districts where the Captive Mines are located/ operated
- The districts in which the Stock-yards and Marketing branches of the company are located**

9.1.4 Priority will be given to the local areas (As defined above) in terms of allocation of funds however an indicative ratio of 80:20 wherein 80 refers to the percentage of budget to be spent in the local area and 20 to the rest of the country shall be maintained. **

9.1.5 The activities that qualify as CSR activities are listed broadly in the Schedule 7 to The Companies Act 2013, as reproduced below:

- I. Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care, sanitation and making available safe drinking water;
- II. Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects;
- III. Promoting gender equality, empowering women, setting up homes and hostels for women and orphans; setting up old age homes, day care centers and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups



- IV. Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agro forestry, Conservation of natural resources and maintaining quality of soil, air and water including contribution to the Clean Ganga Fund set up by the Central government for rejuvenation of river Ganga.
- V. Protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art; setting up public libraries; promotion and development of traditional arts and handicrafts
- VI. Measures for the benefit of armed forces veterans, war widows and their dependents
- VII. Training to promote rural sports, nationally recognized sports, Paralympics sports and Olympic sports
- VIII. Contribution to the Prime Minister's national relief fund or any other fund set up by the central government for socio-economic development and relief and welfare of the SC, ST, Other backward classes, minorities and women
- IX. Contributions or funds provided to technology incubators located within academic institutions which are approved by the Central Government;
- X. Rural development projects
- XI. Slum Area Development
- XII. Any other need based project / program which is covered under the Schedule VII of Section 135(3)(a) of the Companies Act, 2013 as amended from time to time is also taken up

10. CSR process

a) Selection Criteria

CSR initiatives in RINL are taken up through a well laid process which spells out the treatment of project proposals in a transparent and comprehensive way as summarized below:

1. The projects, identified through baseline survey and /or proposals received from different voluntary agencies or others with need assessment and estimates will be considered for qualifying.



2. While selecting CSR activities priority will be accorded to projects which can be monitored through in-house expertise. **
3. The proposals covered in the scope at 9.1.5 must be submitted in the prescribed format (Project Proposal Format) which will be available on the RINLCSR portal.
4. Preferably, projects whose outcome could be measured quantitatively and/ or qualitatively will be identified.
5. The projects will be taken up based on the relevance to societal needs, outlay, beneficiaries, reach and coverage in the Companies Act 2013.
6. As per budget availability, the proposals will be processed by CSR Department for approval of the Competent Authority.

b) Implementation:

1. The approved projects will be implemented by entering into MOUs or placing of work orders. However, at the time of awarding a specific project/ activity to an agency, Work Order (WO) stipulating the necessary terms & conditions, will be issued.
2. The projects which are supposed to be implemented by a Central / State Govt. agencies will be taken forward on the basis of the mutually agreed terms and conditions.
3. Periodic site visits and inspections will be made by CSR Dept, and/ or other concerned Dept. of VSP.
4. After successful implementation, the project will be commissioned & dedicated to the beneficiaries.
5. The impact of the major CSR projects will be assessed to ascertain the fulfillment of the intended outcome.
6. The ultimate decision in the selection as well as implementation of CSR activities would be that of the RINL board.**
7. Implementation Strategy:
 - 7.1 The CSR projects/ activities shall be implemented in three ways:
 - Through concerned Central/State/District Authorities, PSUs and Autonomous bodies
 - Through NGOs / Trusts etc.
 - Directly by RINL-VSP.



- 7.2 Every project will specify the implementation schedule indicating the starting date, date of completion and likely benefits etc. The methodology of implementation under each strategy shall be as follows:
8. Through Concerned Central / State / District Authorities, PSUs and Autonomous bodies.
- 8.1 Based on the nature of CSR activity, the works may be carried out with the help of respective Central/State/District Authorities, PSUs and Autonomous bodies either in collaboration with RINL or otherwise.
- 8.2 The proposals received from the Central/State/District Authorities, PSUs and Autonomous bodies for specific CSR activities through Project proposal format will be examined by RINL and periodically put up to the Competent Authority for approval as per para 12.
- 8.3 The funds shall be released in suitable installments based on the progress and Utilization Certificate from the executing Agency / Beneficiary.
9. Through NGOs / other Trusts
- 9.1 The approved CSR proposals may also be considered for implementation through reputed NGOs/Trusts which fulfill the criteria indicated at 11, shall be identified based on their credentials and long standing performance in respective fields.
- 9.2 Every claim for payment for the work completed should be supported by proper bills and receipts/ documents and Utility Certificate in support of the claim.
- 9.3 Long term projects with respect to items as specified in the schedule VII of the Act will be taken up by entering into MOU, with respective institutions/agencies.
10. Directly by RINL/VSP
- 10.1 The CSR activities can be implemented by RINL/VSP directly by engaging an agency, wherein the relevant procedures of the company drawn up from time to time will be followed.



10.2 For the purchase of materials, medical equipment and supply of steel connected with CSR activities, the relevant procedures of the company drawn up from time to time will be followed.

10.3 Procurement of vehicles and other miscellaneous items will be done by tendering through respective Contracts department of RINL or by following well laid out policies from time to time.

c) Monitoring

1. Implementation and Monitoring of the CSR activities will be reviewed by the Board Sub Committee on Quarterly basis and as per need.
2. HOD of CSR Department will exercise constant vigil over the implementation of CSR initiatives by monitoring the projects regularly so as to achieve targets by scheduled dates.
3. The Head of CSR Dept. shall draw a schedule of inspection to be done by CSR Department from the date of award of the projects/programs. If any delay is noticed while monitoring the activity, remedial measures shall be taken for timely completion.
4. The CSR Projects taken up through NGOs/Trusts shall be evaluated and monitored by HOD of CSR.
5. The Projects taken up through respective Central/State/District Authorities, PSUs and Autonomous, Cooperative bodies shall also be monitored by both VSP and the respective departments either jointly or independently, depending upon the nature of the project in terms of the MOU entered into or as per stipulated terms and conditions.
6. HOD of CSR Dept. shall certify completion of the project and proper handing over to the user within the scheduled dates.
7. A certificate/undertaking will be taken from the stakeholders whoever are relevant, that the assets will be utilized for the purpose they have been created and shall also be run properly and efficiently. HOD of CSR Department will monitor to ensure the same.



d) Evaluation & Impact Assessment

1. Evaluation of all projects is done objectively with respect to the intended outcomes. Impact surveys will be conducted through third parties for selected projects and as per requirement and the Reports will be submitted to the Management periodically.
2. The expenditure incurred on baseline survey and impact assessment study should be within the overall limit of 5% of administrative overheads of CSR spend as provided for under the CSR Rules.
3. Impact assessment would be carried out for projects with a valuation of Rs.50 Lakhs & above.**

11. Qualification Criteria for Executing Agency (NGOs / Trusts)

An executing Agency / NGO / Trust should possess:

- 11.1 A permanent office / address in India and the members should be predominantly Indian citizens.
- 11.2 Certificate of Registration as per Societies' Registration Act 1860 or under the Public Trust Act 1950.
- 11.3 A valid Income Tax Exemption Certificate of 12AA, 80G etc.
- 11.4 Minimum 5 (five) years of sustained experience duly certified with audit reports and annual reports from the competent authorities.
- 11.5. With respect to the award of CSR projects at RINL, the turnover criteria will be as follows:
 - CSR Project up to Rs.20 Lakhs –Rs.10 Lakhs turnover in any of the preceding 3 years.
 - CSR Project beyond Rs.20 Lakhs-100% of Project value as turnover in any of the preceding 3 years.

12. Approving Authority:

The delegation of powers for approval of CSR projects will be as follows:-

Level	Approving Authority	Project Value
01	Functional Directors Committee for CSR consisting of D (P),D(F) and D(O) with HOD(CSR) as Convener.	Upto to Rs.50 Lakh.
02	Board Subcommittee on CSR & Sustainability (BSC-CSR & S)	Above Rs.50 Lakh



13. CSR Reporting

- 13.1 Appropriate documentation of the RINL-CSR Policy, annual CSR activities and expenditure incurred will be made available in the public domain and as well as in RINL website. (Monthly Updates).
- 13.2 CSR initiatives will also be reported in the Annual Report of the Company, along with the reasons for unspent amount if any, as well as the Annual Sustainability Report, as per the provisions of the Companies Act 2013 and Companies (Corporate Social Responsibility Policy) Rules, 2014, DPE Guidelines and any other guidelines or changes issued by GOI from time to time.

14. MOU Parameters

RINL being an entity under, the Ministry of Steel, it is bound to the Memorandum of Understanding (MoU) which is signed each year with the ministry. The MoU consists of the performance in terms of the number of projects undertaken, speed at which these projects are finished and the meetings held with the stakeholders. The parameter regarding the meetings held with the stakeholders is assessed jointly in terms of the performance of the CSR as well as CSM Department of the company.

15. General

- 15.1 The provisions of the CSR policy will be subject to revision/amendment in accordance with Companies' Act 2013, Rules and Guidelines on the subject as may be issued by GOI from time to time.
- 15.2 Any changes in provision of this policy will be subject to approval of RINL -Board.
- 15.3 The Board Sub Committee on CSR & S will inter-alia carry out the function of the CSR Committee specified in Section 135 (3) of the Companies Act. 2013.
- 15.4 Any deviation required in the eligibility criteria of NGOs mentioned at 11 will be put up to the BSC-CSR & Sustainability for approval.
- 15.5 A detailed procedure for processing the CSR proposals approved by CMD of RINL will be implemented.



15.6 In addition to the Schedule VII, any contribution made to the Central/State fund, which is set up to meet unforeseen circumstances like natural calamities may be considered as part of the CSR expenditure.

16. Format for Proposed CSR projects/ Programs:

Broad activities of CSR will be prepared at the beginning of Financial year in the format given below:

<i>S.No</i>	<i>Details of the Project / Program (Mapping with the specified activities of Schedule VII, Section 135(3) of Companies Act, 2013)</i>	<i>Proposed Agency, if any</i>	<i>Executing Agency, if any</i>	<i>Value (in Rs. lakhs)</i>	<i>Time line</i>
				—	
				—	
				—	

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HOD(CSR)