

THE NORMS SET BY RINL/VSP FOR DISCHARGE OF FUNCTIONS

The Company has well defined procedures and guidelines for discharge of various functions. These are highlighted below:

1) Delegation of Powers

The Board of Directors has delegated power to the Chairman-cum-Managing Director of the Company who in turn delegated power to the Functional Directors/Officers of the Company at various levels for discharging their functions and responsibilities within the powers delegated to them.

2) Structured Policies and Guidelines

RINL is having well structured policies and guidelines governing major activities of the Company. While discharging the functions, the officers follow these laid down policies and guidelines.

3) Guidelines of Department of Public Enterprises

RINL being a Public Sector Undertaking follows the guidelines of Department of Public Enterprises and directives of Government of India issued from time to time.

4) Guidelines of Central Vigilance Commission

RINL being a Public Sector Undertaking follows the guidelines of Central Vigilance Commission.

5) Compliance of provisions of Statutes, etc.

While discharging the respective functions, officers are required to comply with the provisions of all applicable Statutes and Rules and Regulations.

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.

PROCEDURE OF REDRESSING PUBLIC GRIEVANCES

The grievances concerned to RINL lodged by any citizen of India in CPGRAMS portal are transferred to RINL by the Ministry of Steel.

The Public Grievance Officer of RINL downloads the grievance from CPGRAMS portal and sends it to concerned department seeking reply/comments/clarifications.

The draft reply received from department will be put up for approval of Competent Authority.

After approval, the reply will be uploaded online into CPGRAMS portal which can be accessed by both Ministry and the Complainant.