

# CITIZEN'S CHARTER

## INDEX

<b>PREAMBLE</b>	
<b>SCOPE</b>	
<b>Part I - GENERAL INFORMATION ABOUT MSTC</b>	
<b>A.</b>	Vision and Mission Statement
<b>B.</b>	Brief history and status
<b>C.</b>	Details of business transacted
<b>D.</b>	Details of Clients
<b>E.</b>	MSTC's Policies
<b>F.</b>	Standard of Services & Deliverables
<b>Part II - MSTC'S COMMITMENT &amp; PERCEPTION</b>	
<b>A.</b>	MSTC's Commitment
<b>B.</b>	Expectations from citizens.
<b>Part III - PUBLIC GRIEVANCE &amp; REDRESSAL</b>	
<b>A.</b>	Details of grievance redressal mechanism and how to access it
<b>B.</b>	Method of implementation and monitoring of the citizen's charter

## PREAMBLE

MSTC believes that business is an extension of the society and any business cannot sustain itself ignoring social values. MSTC has always maintained its position as a good corporate citizen. The citizen's charter shall thrive to define the stakeholders, company's commitment to such stakeholders who are in any form, the citizens of the country and representatives of the society at large.

MSTC commits to all citizens transparency, fair dealing, ethical business practice, compliance of regulations and guidelines both in letter and spirit and aims at functioning as a good corporate citizen.

## SCOPE

For the purpose of clarity and logical presentation, the charter has been divided into three parts as below:

- I. General information about MSTC.
- II. MSTC's commitment to the citizens as stakeholders and empower the citizens with knowledge and awareness of the services provided by MSTC along with expectations from them.
- III. MSTC's commitment to service delivery and undertake consequences of failure of commitment.

## **I. GENERAL INFORMATION ABOUT MSTC**

### **Objectives of Citizen's Charter**

- To ensure fairness, transparency and other citizen centric positive practices in dealing with people and its customers.
- Ensure effective, prompt and appropriate service delivery to all sections of stakeholders.
- Maintain effective and easily accessible communication channels.
- Maintain transparency, openness in sharing its policies by hosting all policies on the website.
- To make citizens aware of the mandate of the Company and seek remedy in case of any grievance.

### **I-A. Vision & Mission Statement**

#### **Vision**

To emerge as a dominant B2B player in the area of trading and e-commerce with particular emphasis on Steel Industry.

#### **Mission**

To endeavor, to organize and expand a market for various commodities handled by it making transactions as transparent as possible through extensive use of e-commerce.

### **I-B. Profile**

MSTC has completed 50 years of its existence on 9<sup>th</sup> September 2014 after traversing a long journey of rise and rise. MSTC has achieved its growth from being a small trading company into e-commerce giant, catering its services to almost all sectors for raw material support and e-commerce services with innovated approach to various PSUs, Central Govt. /State and private sector companies.

MSTC today is category-I Mini Ratna Public Sector schedule 'B' company under the administrative control at Ministry of Steel, Govt. of India.

MSTC facilitates in recycling of scrap for industrial use as raw material and, thereby, reduces input cost, conserves energy and natural resources and ultimately protects the environment.

### **I-C. Details of business transacted**

#### **Company's Business**

MSTC has two core business segments, namely, e-commerce & trading. In e-commerce, the Company is a market leader in this sector. It has the distinction of serving majority of Central/State Govt. Departments/CPSUs/SPSUs and also Private Institutions by providing a transparent, fair & seamless service to its clients.

e-Commerce business consists of forward e-Auction and e-Procurement. In forward e-Auction there are selling agency business for scrap, condemned items, old plant & machinery, surplus stores, land parcels, NPAs etc and e-sales for minerals like coal, lignite, barytes, chrome ore, iron ore and also commodities like Raw Pet Coke, human hair to name a few.

In e-procurement, MSTC provides e-Tender and e-Reverse auction services backed by mandatory STQC certificate for quality requirements. MSTC is poised for a significant growth in this area.

## **Trading Business**

Trading is one of the core businesses of the Company. MSTC procures raw materials in bulk on behalf of secondary steel producers and petrochemical industry and thereafter customers pay and lift the materials as per their requirements under cash and carry mode.

### **I-D. Details of Clients**

The list of Principals includes Ministry of Defence, Ministry of Coal, State Governments, Forest Department and PSUs like Indian Oil Corporation Ltd., Oil & Natural Gas Corporation Ltd., State Electricity Boards, State Electricity Generation and Distribution companies, Bharat Sanchar Nigam Ltd., Hindustan Petroleum Corporation Ltd., Tirupati Tirumala Devasthanam etc. MSTC also e-auctions coal from Coal India Ltd. & Singareni Coalfields Ltd. (SECL), Ferro Manganese and Manganese Ore from Manganese Ore India Ltd. (MOIL). MSTC also conducts e-Auction for sale of Iron Ore in Karnataka, Goa, Odisha and Chrome Ore for M/s Odisha Mining Corporation Ltd., a Government of Odisha enterprise.

MSTC is also engaged in e-procurement of raw materials and services on behalf of various public sector Companies, like National Hydro Power Corporation, Manganese Ore India Ltd., Andrew Yule & Co., Calcutta Port Trust, Haldia Dock Complex, Hindustan Insecticides Ltd., Spices Board, New Mangalore Port Trust, V. O. Chidambaram Port Trust, Cement Corporation of India etc.

### **I-E. MSTC's Policies**

MSTC has following policies which are hosted on the website:-

- 1) Corporate Social Responsibility and Sustainable Development Policy.
- 2) Whistle Blower Policy.
- 3) Conduct & Discipline Rules for its Employees.
- 4) RTI - detail mechanism in place.
- 5) Public Grievance & Redressal Procedure.
- 6) Fraud Prevention Policy (FPP).

Apart from the above there are internal policies for better and effective working of the organization. These include Risk Management Policy (RMP), Marketing Manual for Foreign Trade and Domestic Trade, I.T. Policy etc.

### **I-F. Standard of Services and Deliverables**

MSTC's e-Commerce Division has ISO 9001:2008 certification and the System Department in ISO 27001:2005 certified and in process of migrating to 27001:2013. STQC, an annex Department of Information Technologies under the Ministry of Communication and IT, GOI conducts periodical audit for our e-commerce system. MSTC strictly adheres to CVC guidelines and the provisions of IT Act 2000 and its subsequent amendments in 2008.

In addition, MSTC has the distinction of holding copyright for its e-commerce module developed by in-house team. Furthermore, MSTC has achieved landmark status of CMMI level 3 appraised, which catapults the Company at a 'defined level' for continuous process improvement in the areas of application software. All the above attributes give a confidence to clients both existing and future in Government Departments and PSUs for engaging MSTC as a dependable, secure and reliable e-commerce service provider for their business transactions.

## **II. MSTC'S COMMITMENT & PERCEPTION**

### **II-A. MSTC's Commitment**

- MSTC is committed to the industry for procuring raw materials in the most transparent manner.
- MSTC is committed to the principals, who engage MSTC as selling agent for scrap, obsolete items, prime products etc, for best price based on robust and transparent web based price discovery mechanism free from any human intervention.
- MSTC is committed to the Government for fair and responsible management of resources, creating wealth for Government, pay dividend, comply with the Law, Rules and Guidelines.
- MSTC is committed to its suppliers and financiers for payment in time.
- MSTC is committed to the society by taking up various social upliftment initiatives as part of its Corporate Social Responsibilities for betterment of the citizens of the country.
- MSTC is also committed to its small but highly dedicated workforce and takes care of their requirements, appointments training and growth.
- MSTC is committed to its small but participative shareholder family and has always rewarded the shareholders by way dividends and return on investments.

### **II-B. Expectations from citizens**

#### **Government**

MSTC expects Government to support its initiative for rendering better services to the industry, intervene into its working and guide wherever the Government feels it necessary.

#### **Creditors**

MSTC expects creditors to trust MSTC on the basis of its credit repayment performance, its status as Government Company and stand behind the company in case of need.

#### **Society**

MSTC expects the society to recognize MSTC, respect MSTC and cooperate with various endeavors MSTC is making in its growth and diversification of business.

## Shareholders

MSTC expects the shareholders should repose faith in the management of the Company which they have done for last 50 years and support the management in its rough times.

### **III. PUBLIC GRIEVANCE & REDRESSAL**

#### **III-A. Details of Grievance Redressal Mechanism**

An exclusive corporate portal [www.mstcindia.co.in](http://www.mstcindia.co.in) has been set up integrating a link to facilitate the Public Grievances, where the Buyer/ Principal can register their grievances and those are monitored online. Some of the grievances are also received at the Central Grievance Cell by post.

Grievance Cells have been constituted at all regional and branch offices. Any grievance lodged is attended immediately and utmost efforts are taken to settle/resolve the cases within a fortnight. Regular follow-ups are also done with Regions/ Branches for expediting settlement.

The Grievance Cells meet at periodical intervals to review case which are pending for more than three months. Quarterly and Monthly Reports on the status of grievances received/disposed/pending are being forwarded to the Administrative Ministry in the formats prescribed.

Moreover the Company has also instituted a Centralized Grievance Redressal Mechanism System (CPGRMS) as per instructions received from the Ministry which is monitored by the officials nominated for the purpose.

The development of sevottam complaint Citizen's Charter has been put in place in our corporate website also.

#### **III-B. Method of Implementation and Monitoring of the Citizen's Charter**

MSTC has robust mechanism of monitoring the policies framed by the company. Any deviation from the Internal Rules and Guidelines are highlighted by departmental officers from Human Resources, Vigilance etc.

Code of Conduct for the Board Directors and senior officers are in place which is required to be affirmed every year. Employees are subject to Conduct and Discipline Rules of the Company.

The implementation of monitoring of the commitments of MSTC shall be done by senior officers, full time Directors, Head of HR, Chief Vigilance Officer, CMD and ultimately by the Board of Directors.

This Citizen's Charter shall be reviewed from time to time with change in situation and also to verify its effectiveness.