

**HINDUSTAN COPPER LIMITED
CORPORATE OFFICE
KOLKATA**

No. HCL/CO/HR/Misc./2025

Dated: 10.03.2025

CIRCULAR

Sub: SPOC for queries / issues pertaining to Ex-employees of HCL - reg

In order to have a streamlined communication, faster resolution, and consistent responses to all queries / issues of ex-employees, a Single Point of Contact (SPOC) is being appointed for the purpose as detailed below.

Name	Contact No:	Mail Id:
Mr. Rupam Paul	9681822858	hclxemp_helpdesk@hindustancopper.com

The SPOC will serve as the central coordinator for addressing ex-employees' queries and issues related to CPRMS, ex-employee portal, PRMS, pensions, and other allied matters. The SPOC will also liaison with the respective Units/Offices/Departments to ensure prompt and effective resolution of the queries / issues of ex-employees.

Further, in cases where the queries / issues of ex-employees are not resolved at the SPOC level, the matter can be escalated to the next level of contact (Level 2) for further review and necessary action. If the issue remains unresolved at Level 2, ex-employees may escalate the matter to the final level of contact, ensuring a structured escalation mechanism to address concerns in a timely and efficient manner.

The details of Escalation Level 2 and the Final level are furnished as under:

Escalation Level	Name	Mobile	Email
Level 2	Mr. Ranajit Chatterjee	9433843183	hcl_medical@hindustancopper.com
Final level	Mr. Ashutosh Sharma	9903433007	ashutosh_s@hindustancopper.com

All HCL Ex-employees are requested to communicate accordingly for redressing their queries / issues, if any.


(Anil Kumar Singh) 10/3/25
General Manager- M&C (HR)

Distribution:

1. All Unit Heads
2. All HODs at CO
3. All Unit HR Heads - for wide circulation amongst Ex-Employees
4. RM-RSO(N)
5. AGM (Systems) / CO- for uploading in HCL website

Copy for kind Information:

1. CMD-I/c & D(F)
2. D(M)
3. D(Op)
4. CVO