



Citizen's Charter

1. PREFACE

The main objective of the Citizen's Charter is to inform the public about the mandate of the Company, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. HCL strongly believes that a satisfied Citizen/ User/ Stakeholder is most important factors for growth of its business. HCL's Citizen's Charter represents a systematic effort to focus on the commitment of HCL towards its Citizens/ Users/ Stakeholders with respect to Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Avenue for Grievances Redressal and other related information

2. VISION, MISSION AND CORE VALUES OF THE COMPANY

[a] VISION

To strive to be a leading metal mining company and maximize total shareholder return by sustain ably finding, developing and mining copper ore and such other geologically associated minerals.

[b] MISSION

- To achieve sustainable growth in business through optimum & efficient use of existing resources and assets.
- To achieve rapid expansion of mining capacity through expansion of existing mines, re-opening of closed mines and green field projects.
- Detailed exploration of existing mines and new mining leases to expand mining capacity.
- To enhance the value of the Company by focusing on performance improvement.
- To assimilate state-of-the art technology in exploration, mining and beneficiation of ores for competitive advantage.
- To strive for continuous improvement in productivity and energy to bring at par with the best internationally.
- To continue innovation through research & development.



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[C] CORE VALUES

- Nurture the essence of Customer Relationship and Bonding.
- Foster Innovation with emphasis on value addition.
- Integrity and Trust as fundamental to functioning.
- Thrive upon constant Knowledge updating as a learning organization.
- Quality as a way of life.
- Collaboration in synergy through cross-functional Team efforts.
- Sense of ownership in what we do.
- Benchmark to learn from superior role models.

3. OVERVIEW

[a] THE COMPANY

HCL is a Schedule 'A' Miniratna Category - I Central Public Sector Enterprise under the administrative control of the Ministry of Mines, Government of India. It was incorporated on 9th November 1967. It is India's only vertically integrated Copper producing Company encompassing mining, beneficiation, smelting, refining and casting of refined Copper metal.

[b] HCL'S UNITS

The details of the Units of Hindustan Copper Limited are as under.

S/N	Name of the Unit	Location	District	State
1	Khatri Copper Complex (KCC)	Khatri Nagar	Jhunjhunu	Rajasthan
2	Indian Copper Complex (ICC)	Ghatsila	East-Singhbhum	Jharkhand
3	Malanjkhand Copper Project (MCP)	Malanjkhand	Balaghat	Madhya Pradesh
4	Taloja Copper Project (TCP)	Taloja	Raigarh	Maharashtra
5	Gujarat Copper Project (GCP)	Bharuch	Bharuch	Gujarat

HCL's Sales Offices are located in New Delhi, Mumbai, Bangaluru and Corporate Office is at Kolkata.



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4. SERVICES OFFERED

[a] HCL'S PRODUCTS

The main products of the Company are Copper Cathodes, Continuous Cast Copper Rod and Copper Concentrate. The by-products of the Company are Copper Sulphate, Anode Slime (containing Gold, Silver, etc.), Sulphuric acid, Reverts and Nickel metal.

[b] SERVICES PROVIDED TO CITIZENS

Citizen	Services provided	Remarks
Customers - Retail - Institutional - Dealers	Supplying raw materials to electronics, defence and engineering sectors etc.	Signing of purchase agreements. Price fixation as per contract / tender agreement and marketing policy. Supply of Copper products as per laid down quality standards.
Government - Ministry of Mines - Department of Public Enterprises - Ministry of Environment & Forests - Department of Personnel	Submission of Information / Proposals For Clearances / Approvals regarding Investment / Forest Clearance / Environment Clearance	Monitoring of Performance through Performance Reviews / Signing of MOUs / Nomination of Directors on the Board of Directors
- Vendors - Project Contractors	Payment in due time after procurement / execution of the Contract.	Follow procedure laid down in Contract Manual and Powers laid down in the Delegation of Powers.
- Shareholder - Banker	Compliance of Loan Covenants and performance indices	Timely payment of dues
- 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

5. ACCESS TO INFORMATION

Details and information on the activities of the Company as well as services offered is available in the various publications brought out by the Company from time to time. These may be obtained from Officers detailed at Annexure 'A Part-I' under public interface. Information regarding operations of the Company, financial highlights and other important activities are also available at HCL's Website at www.hindustancopper.com. Company publishes details of its operational results in leading newspapers every quarter/year as required under company law.



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6. HCL'S COMMITMENT & PERCEPTION

[a] HCL'S COMMITMENT

HCL is committed to:

- its suppliers and financiers for payment in due date and time.
- the Government for fair and responsible management of resources, creating wealth for Government, pay dividend, complies with the Law, Rules and Guidelines.
- the society by taking up various social upliftment initiatives as part of its Corporate Social Responsibilities for betterment of the citizens of the country.
- its highly dedicated workforce and takes care of their welfare, training, growth and development.
- its participative shareholder family and has always keeps shareholders interest in the conduct of business as prime focus.

[b] EXPECTATIONS FROM CITIZENS / GOVERNMENT

- Government: HCL expects Government to support its initiative for rendering better services to the industry, intervene into its working and guide wherever the Government feels necessary.
- Creditors: HCL expects creditors to trust HCL on the basis of its credit repayment performance, its status as Government Company and stand behind the company in case of need.
- Society: HCL expects the society to recognize HCL, respect HCL and cooperate with various endeavors of HCL, which it is making in its growth and diversification of business.
- Shareholders: HCL expects the shareholders to repose faith in the management of the Company that they have done for the last 49 years and support the management in its testing times.



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7. GRIEVANCE REDRESSAL SYSTEM

In HCL, there is a constant effort to enhance customer satisfaction level. Accordingly, many initiatives have been taken to address product support issues effectively. To enable the citizens/ users/ stakeholders to voice their grievances or offer suggestions for improvement, HCL has laid down the following measures in place for redressing grievances in a responsible and effective manner.

HCL being a multi-product, multi-unit company, adopts a decentralized approach to redress citizens/ users/ stakeholders grievances. In case citizens/ users/ stakeholders have any grievances and would like to seek redressal, the matter may first be brought to the notice of the concerned Unit level nodal officer for immediate redressal giving full details of the case. The details viz., names, designations, addresses, telephone/fax numbers of Nodal Officers dealing with citizens/ users/ stakeholders grievances are given in Annexure 'A Part-II'. Time limit for settlement of grievance is as detailed below.

8. TIME LIMIT FOR SETTLEMENT OF GRIEVANCES

SN	Activity	Time-limit
1	Forwarding of the Grievance petition to the Concerned authority	1-2 days
2	Issue of acknowledgement / interim reply	7 days
3	Final reply to the Petitioner	4 weeks

If the person who raises the grievance still feels unsatisfied with the responses received, he can address his/her grievance to the Corporate Nodal Officer as detailed in Annexure- 'A', designated to deal with citizens/ users/ stakeholder's grievances giving full details of the case.

A senior officer is designated as DGM (Public Grievances) (particulars available/ displayed at Reception) as detailed in Annexure- 'A', who is available for the purpose.

9. GRIEVANCES THAT WILL NOT BE TAKEN UP INCLUDE:

- Anonymous / Pseudonymous complaints / Frivolous cases / others in respect of which inadequate supporting details are provided.



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- Cases involving decisions / policy matters in which the aggrieved has not been affected directly / indirectly.
- Cases where quasi-judicial procedures are prescribed for deciding matters or cases that are sub-judice.
- A grievance that has already been disposed of.

10. COMPLAINT MANAGEMENT SYSTEM ON HCL WEBSITE

The public can register their complaints / feedback through HCL's Corporate Website i.e. www.hindustancopper.com. After a complaint is registered on the website it automatically goes to the Concerned Officer of the company for further action. Upon Redressal, the Concerned Officer sends a reply to the complainant.

11. CORRUPTION FREE SERVICES

We Shall

- Adopt systems and procedures which leave no scope for any corrupt practice
- Maintain absolute confidentiality of the information/complaints
- Believe that means and ends cannot be separated. Good end calls for good means. Good means cannot but lead to good ends. There shall be no need for anyone at any time to offer bribe or any other inducement for doing business with us. We shall promptly and expeditiously enquire into all genuine and legitimate complaints of corruption against any employee of our organisation
- Shall always be honest and transparent and would like to be seen as honest. We shall not claim any judicial privilege for our documents and records except in rare cases and that too in the interest of national security.
- Shall implement all the policies and directives of Central Vigilance Commission.

11. CONSULTATION WITH OUR USERS/ STAKEHOLDERS

We welcome suggestions from our users. Please enter your details at our website www.hindustancopper.com indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.



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We hold periodical meetings with users/user representatives and if you wish to be associated with this, please contact Shri D. K. Mahajan, ED (M & C), Corporate Office.

12. REVIEW OF THE CHARTER & PERFORMANCE AUDIT

The performance of the Charter shall be reviewed once in a year based on the experience gained in the previous year. We are committed to constantly revise and improve the services being offered under the Charter.

LET US JOIN HANDS IN MAKING THIS CHARTER A SUCCESS!



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ANNEXURE 'A'

PART-I: PUBLIC INTERFACE

WHERE TO CONTACT

- 1 For Units; Unit Heads, whose details are available on HCL's Website i.e. www.hindustancopper.com
- 2 For Regional Offices; Regional Managers, whose details are available on HCL's Website
- 3 For Corporate Office;
Shri Kamlesh Soni
Deputy General Manager (HR)/ (Public Grievances)
HINDUSTAN COPPER LIMITED
'Tamra Bhawan', 1,
Ashutosh Chowdhury Avenue,
Kolkata-700019
(O)- 033 -22870376

PART –II: NODAL OFFICERS- PUBLIC GRIEVANCE REDRESSAL at Units and Corporate Office.

S/N	Unit/ Office	Nodal Officer [Name (Mr / Ms) & Desig.]	Contact No.
1	ICC, Ghatsila, District-Purvi Singhbhum (Jharkhand)	A. K Maharana, SM (HR)	06585 225768
2	MCP, Malanjhand, District-Balaghat (MP)	Krishan M Pasi, SM (HR)	07637 257042
3	KCC, Khetri Nagar, District-Jhunjhunu (Rajasthan)	O. S. Shekhawat, CM (Admn.)	01593 220029
4	TCP, Taloja, District- Raigarh (Maharashtra)	Swadhina Patnaik, M (HR)	022 27411532
5	Corporate Office, Kolkata	Chitra Subramaniam, DM (HR)	033 22832226
