



**National Aluminum Company Limited**  
(A Government of India Enterprise)  
**Corporate Office, Bhubaneswar**

### **WORKING OF PUBLIC GRIEVANCE MACHINERY IN NATIONAL ALUMINIUM COMPANY LIMITED**

Grievance Cells for dealing with public grievance are functioning effectively in the Company's Corporate Office/Complexes since March 1985 for redressal of public grievances promptly, objectively and in a fair and just manner.

Shri Amiya Patnaik, General Manager (HRD & Administration ), NALCO, Corporate Office, Bhubaneswar is overall in-charge of dealing with the Public Grievances as Director of Public Grievances of the Company assisted by Shri A.K. Ray, Manager (HRD).

In addition, at the Complex and Corporate Office level, the HRD & Administration heads are functioning as Public Grievance Officers in the respective Complex/Office in the following order:

<b>Name of the Complex/Office</b>	<b>Name of the Public Grievance Officer</b>
Mines & Refinery Complex, Damanjodi	Shri Rajiv Kumar Mishra, GM (HRD & ADMN)
Smelter & Power Complex, Angul	Shri PK Mohanty, GM (HRD & ADMN).
Corporate Office, Bhubaneswar	Shri SK Mishra, GM (HRD & ADMN)

Grievance prone areas and the evaluation of the functioning of grievance redressal system are reviewed by the Chairman-cum-Managing Director on quarterly basis. Quarterly reports for both i.e., (i) Public Grievances received; (ii) Statement of pending Grievance cases and (iii) Public Grievances appeared in the newspaper columns are sent to the Ministry regularly as per the prescribed format.

Besides the above, the following action plan is being adhered to by our Company:

1. It is clarified that in the context of Public Grievances "Public" is a generic term used to indicate various types of Stakeholders, be the Ministries/Departments/ Organizations providing service to or having interface with any other Ministry/ Department/Organization or State Governments or a group of Individuals, Associations, Industrialists, Professionals, Non-Governmental Organizations or Members of the Public. Hence, grievances received from any of them would constitute "Public Grievances".

*Grievances received from retired/serving employees would be treated as "Staff Grievances".*

2. A grievance register is maintained in the respective offices and complexes.
3. All concerned Public Grievance officers observe every Wednesday as meeting day and ensure availability in their respective offices between 2.30 PM and 5.30 PM. If a Wednesday happens to be a holiday, then the next working day is being observed as the meeting day for the purpose.

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4. In case an officer is required to be away from the office, the next responsible officer is being kept informed to act on his/her behalf.
5. The Security Personnel are instructed suitably about the meeting day so as to allow the public to meet the officers without prior appointment. In order to facilitate the process of handling public grievance, any aggrieved citizen coming on Wednesday between 2.30PM and 5.30PM are allowed to contact concerned Private Secretary for having the meeting with the Public Grievance Officer.
6. A locked complaint box is placed at the reception for the convenience of complainants and this box is being opened by the Public Grievance Officers on weekly basis.
7. Actions are initiated to settle the grievances as early as possible depending on the nature of grievances. Where redressal is likely to take longer, we send an interim replies to the complainants explaining the steps taken and assuring that necessary action should be taken in due course.
8. A suitable page on the working of public grievance redressal machinery has been incorporated in the NALCO's website for general awareness.
9. Time limit for disposal of public grievances has been fixed within 60 days and suitable instructions have been issued to all concerned to strictly adhere to the same.
10. As directed vide DO letter No.5/22/03-PG dated 28<sup>th</sup> September 2007 and even No. dated the 11<sup>th</sup> October 2007 of Joint Secretary to the Government of India, Ministry of Mines, Department of Mines, we have since introduced the new Centralised Public Grievances Redress & Monitoring System (CPGRAMS), a web-enabled system, developed by Department of Administrative Reforms & Public Grievance (DPARG).

Public Grievance Portal is available at <http://pgportal.gov.in>. The aggrieved Citizens can access the portal and can submit on line grievances and will be replied online after examination.

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