

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

Grievance Cells, for dealing with public grievances, 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), Corporate Office is overall in-charge of dealing with the Public Grievances as Director of Public Grievances of the Company assisted by Sh. MP Samal, DGM(H&A) and Sh. H Samantaray, Manager(HRD).

In addition, concerned HRD & Administration heads are functioning as Public Grievance Officers in the respective complex/Office as per the followings:

Name of the Complex/Office	Name of the Public Grievance Officer
Corporate Office, Bhubaneswar	Shri S K Mishra, GM(H&A/CP)
Smelter & Power Complex, Angul	Shri S N Sahu, GM(H&A)I/c
Mines & Refinery Complex, Damanjodi	Shri RN Upadhaya, GM(H&A)

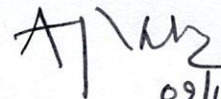
Functioning of grievance redressal system is reviewed by the Chairman-cum-Managing Director on quarterly basis for its effectiveness. Quarterly reports on (i) Public Grievances received, (ii) Statement of pending Grievance cases and (iii) Public Grievances appeared in the newspaper columns are sent to 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 they 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.

  
09/10/2019



3. All concerned Public Grievance officers observe every Wednesday as meeting day and ensure availability in their respective offices between 3.00 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.
4. In case a Public Grievance Officer is required to be away from the office, the next responsible officer is kept informed to act on his/her behalf.
5. The receptionist and 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 of any aggrieved citizen coming on Wednesday between 3.00 PM and 5.30 PM, the receptionist will contact the secretariat for arranging a 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 interim replies to the complainants explaining the steps taken and assuring that necessary action will be taken in due course. However, it is ensured that the final reply is given within the stipulated time period.
8. A suitable page on the working of public grievance redressal machinery has been incorporated in the NALCO's official 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, which are replied online after examination.

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09/10/2019