



**National Aluminium Company Ltd.
(A Schedule-A Navratna CPSE)**

CITIZEN'S CHARTER

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1. PREFACE

NALCO's Citizens' Charter aims to inform the public about its business, products and services, communication channels, the avenues available to connect with our officials, service standards, and grievance redressal mechanisms.

At NALCO, we firmly believe that a satisfied citizen, user, or stakeholder is among the most vital contributors to the sustainable growth and success of our business. It demonstrates NALCO's commitment to transparency, accountability, and service excellence.

The Charter highlights commitments to service standards, information access, citizen consultation and Grievance redressal mechanism

2. Business Overview

National Aluminium Company Limited (NALCO), a 'Navaratna' company under the Schedule 'A' category of CPSE's, was founded on 7th January, 1981 with its registered office in Bhubaneswar. As of 31st March'2025, the Indian government owns 51.28% of NALCO's equity capital.

The Company has a 68.25 lakh TPA Bauxite Mine & 21.00 lakh TPA Alumina Refinery located at Damanjodi in Koraput district of Odisha, and 4.60 lakh TPA Aluminium Smelter & 1200MW Captive Power Plant located at Angul, Odisha. As a part of green initiative, NALCO has installed 198 MW Wind Power Plants at various locations in India and 1020 kWp roof top Solar Power Plants at its premises. The Company also operates its port facility in Visakhapatnam for export of Alumina and import of Caustic soda.

The Company has regional sales offices in Delhi, Kolkata, Mumbai, Chennai and 7 operating stockyards at various locations in the Country to facilitate domestic consumers.

NALCO is the first Public Sector Company in the Country to venture into international metal market in a big way with London Metal Exchange (LME) registration since May'89. The Company is listed at Bombay Stock Exchange (BSE) since 1992 and at National Stock Exchange (NSE) since 1999. NALCO holds multiple ISO certifications, including ISO 9001 (Quality), ISO 14001 (Environment), ISO 45001 (Occupational Health & Safety), ISO 50001 (Energy), SA 8000 (Social Accountability) and ISO 27001 (Information Security).

3. VISION, MISSION, CORE VALUES of the Company

Vision:

To be a Premier and Integrated company in the Aluminium value chain with strategic presence in Mining both domestic & global, Metals and Energy sectors.

Mission:

To sustainably grow multi-fold in Mining, Alumina and Aluminium business along with select diversification in Minerals, Metals and Energy sectors, while continuously improving on efficiency and business practices thus enhancing value for all stakeholders.

The company strives to achieve its Vision & Mission through the following Core values.

Core Values: BEST

Benefitting Stakeholders: We provide our customers, suppliers and other stakeholders with utmost level of value, service and satisfaction.

Excellence and quality: We ensure that our products, manufacturing & business processes adhere to the highest quality levels and standards.

Sustainability: We relentlessly pursue sustainable practices and create a positive impact on the communities we engage with.

Trust & Integrity: We conduct ourselves with dignity, integrity, equity, transparency and accountability to build trust.

4. Our Operations, Products/ Services

The details of NALCO's operations, products/services provided to customers and stakeholders:

- Mining Operations: Responsible extraction and management of bauxite and coal from captive mines (e.g., Panchpatmali Bauxite Mines & Utkal- D&E coal mines) which are used captively in our own operation.
- Production and Supply: Manufacturing and supplying high-quality alumina and aluminium products (ingots, wire rods, billets, rolled products etc.) for domestic and international markets.
- Power Plant: Generation of power through captive thermal power plant (1200 MW) at Angul, Odisha to meet the requirement in its Smelter plant.
- Renewable Energy: 198 MW wind power plants and 1020 kWp rooftop solar plants to reduce the Company's carbon footprint.
- Export and Trade: Facilitating exports of alumina and aluminium through bulk shipment facilities through Vizag and Kolkata ports ensuring competitive pricing and timely delivery.
- Corporate Social Responsibility (CSR): Implementing community development projects, including infrastructure upgrades, education, healthcare, rural development, skill development, environmental conservation in operational areas like Koraput and Angul district of Odisha.
- Information Access: Providing access to information under the Right to Information Act, 2005, through our RTI portal and Citizen Corner, ensuring transparency in our operations.

5. Stakeholders:

❖ Services provided to Stakeholder

Shareholders/Investors:

- Payment of Dividend/interest and related activities.
- Transparent Financial Reporting
- Grievance Redressal Mechanism
- Digital Access and Communication services
- Corporate Governance and Compliance

Supplier: Provides several services and support systems to its suppliers to ensure smooth procurement and business operations.

- E-Procurement Services
- Vendor Support and Grievance Handling
- Timely Payment
- Logistics and Material Handling

Customer: NALCO sales its Alumina & Aluminium products both in domestic and international market. customer-centric services to ensure satisfaction, timely delivery, and strong business relationships is the key focus of NALCO.

- Product Offerings and Customization
- Sales and Distribution Support
- Customer Support Services
- Logistics and Delivery Management
- Quality Assurance
- Digital Services
- Grievance Redressal and Feedback

Peripheral areas/people: Implementation of community development projects, including education, healthcare, rural development, skill development, and environmental conservation in operational areas like Koraput and Angul, Odisha

❖ Expectation from stakeholder

Shareholders/Investors:

- Long-term Commitment
- Engagement in AGMs, voting processes,

Supplier of goods & services:

- Timely Delivery
- Quality Compliance
- Accurate Documentation
- Regulatory and Safety Compliance
- Compliance with contractual obligation

Customer:

- Timely Payments
- Accurate and Complete Documentation
- Compliance with Contractual Obligations
- Ethical and Transparent Dealings
- Constructive Feedback and Communication

Society:

- Active participation in community development programs and feedback for improvement.
- Maintenance of social harmony and adherence to laws around NALCO's operational areas.
- Co-operation with company in all its Business endeavours.

6. Our Commitments and Service standards

Commitment to Citizens and Stakeholders:

"NALCO, as a responsible public sector enterprise and a key player in India's industrial landscape, is committed to delivering high-quality products and services, promoting transparency, ensuring environmental sustainability, and contributing to socio-economic development. This Citizens' Charter outlines our commitments, services, and responsibilities to the public, customers, employees, and the communities we serve."

We pledge to:

- **Ensure Quality and Efficiency:** Maintain our position as one of the world's lowest-cost producer of bauxite and alumina while delivering products that meet international standards.
- **Promote Sustainability:** Reduce our carbon footprint through green initiatives, such as wind and solar power projects, and adhere to environmental regulations.
- **Enhance Customer Satisfaction:** Provide timely, reliable, and cost-effective products and services to domestic and international customers through our regional sales offices (Delhi, Kolkata, Mumbai, Chennai) and stockyards across India.
- **Engage with Communities:** Support local development through CSR activities, focusing on the welfare of the poorest and most vulnerable, in line with Mahatma Gandhi's principles, as reflected in our guiding spirit, "Let all be happy."
- **Ensure Transparency and Accountability:** Respond promptly to public grievances, RTI queries, and vigilance complaints through dedicated online portals and contact points.
- **Foster Employment and Skill Development:** Create job opportunities through our expansion programme.

Service Standards

We commit to the following product/ service standards:

Products	Quality/Standard	Delivery timeline	Services/ Benefits offered
Calcined Alumina	Metallurgical Smelter grade	Export: As per Export tender Schedules Domestic: As per signed MoU with customer	The products delivered by NALCO contributes in meeting the raw material need of the different segments of Aluminium value chain in the Indian and International markets thereby facilitating value generation.
Alumina Hydrate	-	As per signed MoU with customer	
Special grade Hydrate	-	As per signed MoU with customer	
Ingots (Standard Ingots / Sow Ingots / T-Ingots)	Exports: P1020A LME Specification Domestic: BIS (IS 4026: 2023 & IS 2590:1987	Export: As per Export tender Schedules Domestic: As per signed MoU with customer	
Wire Rods	BIS (IS 5484:2023)	As per signed MoU with customer	
Billets	Alloy grade	As per signed MoU with customer	
Rolled Products	BIS (IS 737:2024)	As per signed MoU with customer	

7. Right to Information

The Right to Information Act, 2005 has been enacted on 15th June 2005 for setting out the practical regime of Right to Information for the citizens of India to secure access to information under the control of Public Authorities in order to promote transparency and accountability in the working of every Public Authority.

NALCO as a responsible corporate citizen and a Public Authority under the Ministry of Mines, Government of India believes in practicing good Corporate Governance, attaining maximum level of transparency, accountability and equity in all facets of its operations and in all its interactions with all its stakeholders viz. shareholders, employees, customers, Government, bankers, society at large etc. and also believes in providing access to information under its control to the citizens of India under the provisions of the Right to Information Act, 2005.

8. Grievance Handling Mechanism

National Aluminium Company Limited (NALCO), a public sector enterprise under the Ministry of Mines, Government of India, is committed to ensuring transparency, accountability and responsiveness in its interactions with citizens. This commitment is reflected in its Citizens' Corner, which outlines the company's comprehensive framework for addressing grievances related to the following categories.

– Vigilance Matters:

Grievances/Complaints must relate strictly to vigilance matters with supporting evidence and identity. Anonymous or pseudonymous complaints are not entertained. Only issues involving corruption, misuse of position, or gross negligence are examined. Complaints can be submitted via email, post, or drop-box, following CVC guidelines to ensure transparency and due process.

- **Public Grievance:**

At NALCO, grievances from all stakeholders are addressed promptly, with a 30-days resolution target. A dedicated portal via CPGRAMS also enables citizens to submit and track complaints online for timely redressal.

A senior level official is designated as Director of Public Grievances of the Company who is the overall in-charge of dealing with the Public Grievances.

- **Ex-Nalconian:**

In recognition of the valuable contributions made by our former employees, NALCO has established a dedicated “Retired Employee Grievance Corner” on its official website. Retired personnel can conveniently access this portal by logging in using their employee number and password. This exclusive platform enables them to submit grievances directly, ensuring their concerns are addressed with the dignity and priority they deserve.

- **Economically Weaker Section (EWS):**

As part of our inclusive approach to stakeholders welfare, NALCO has appointed designated Grievance Redressal Officers at each unit and office to specifically address issues raised by members of the Economically Weaker Sections (EWS). These officers are tasked with handling such grievances with urgency and empathy, ensuring swift and fair resolution in a time-bound manner.

9. Contact Information

For more information, visit us at:

- **Website:** www.nalcoindia.com
- **Registered Office:** NALCO Bhawan, Plot No. P/1, Nayapalli, Bhubaneswar – 751061, Odisha, India.
- **Manufacturing Plant:** Mines, Alumina Refinery, Smelter, Captive Power Plant
- **Regional Offices:** Delhi, Kolkata, Mumbai, Chennai.

Feedback and Continuous Improvement

We value your feedback to improve our services. Citizens and stakeholders can provide suggestions through:

- Our “Citizen Corner” on the website.
- Annual stakeholder meetings and surveys.
- Social media channels and public forums.

DISCLAIMER

This Citizen Charter is a commitment to service excellence and transparency. However, services may be subject to change based on government policies, market conditions, or operational constraints. NALCO reserves the right to update this charter periodically.