

## **SCHEME OF MOIL – SEVOTTAM**

The second administrative reforms commission in its 12<sup>th</sup> report “Citizens Centric Administration” – the Heart of Governance” in paragraph 4.6.2 recommended for making organization transparent, accountable and citizens friendly through making citizens charter more effective and mandatory. The department of Administrative Reforms and Public Grievances has developed a model for benchmarking Excellence in Public Service Delivery (Sevottam). The model provides the frame work to organizations to assess and improve the quality of service delivery for the citizens. It involves the identification of the services delivered to the citizens, quality of service, its objective, improvement of quality, by using innovative methods for developing business process and more informative with the help of information technology. The frame work is a best-in-class in the world wide scenario and effective in the Indian Industrial scenario for achieving the expected targets, grievance redressal and service oriented towards citizens/clients and for fulfilling the commitment of the organization.

### **[1] DETAILS OF BUSINESS TRANSACTED BY THE ORGANISATION :**

MOIL is primarily engaged in the mining of Manganese ore from the Company’s operating 10 Manganese Mines and also producing value added items through EMD Plant and Ferro Mn Plant. At present the Company is entering into the Joint Venture Projects with SAIL near Bhilai and with RINL near Vishakhapatnam for establishment. About 93% of the total production of the Company is directly or indirectly used in the Steel Industries. Manganese ore produced by MOIL has been sold almost in all the states where Ferro Manganese Plants are existing. Company is also producing Ferro Manganese for Steel Industries. The electrolytic Manganese Dioxide produced from Company’s EMD Plant consumed for dry battery and chemical industries. The Company has been producing different grades of ore by technical development beneficiation facilities in Company’s Plants.

### **[2] VISION & MISSION STATEMENT**

MOIL is having the historical background and dynamics of operating environment. The Company is having broad vision in the industrial horizons. The **vision** of the Company is as under:-

<b>Vision</b>	To sustain market leadership in Indian Manganese industry and be a globally diversified enterprise, through strategic alliances and technological up-gradation
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**Mission** – The mission of organization is as under:-

<b>Mission</b>	Our mission is to create long-term value for our stakeholders, through exploration and development of natural resources, in an efficient, safe, cost-effective and eco-friendly manner
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**[3] QUALITY POLICY:**

The Company's vision and mission is committed to us a satisfaction of the citizens/ clients in respect of maintaining service standards, non- discrimination, accessibility, grievance, redressal and value for money. The organization, MOIL is making a systematic effort to maintain the quality policy. The quality policy is –

- To maintain quality at all stages.
  - To create quality consciousness amongst all employees.
  - To maintain quality leadership in our products.
  - To enhance Total Customer Satisfaction through prompt delivery of quality material and services.
  - To bring in Quality Management through performance leadership.
  - To continuously maintain and improve the effectiveness of the Quality Management System.
- The vision and mission of the MOIL is primarily to satisfy the citizens/ clients while achieving the production targets, diversifying in the mineral sector and production of Manganese based chemical technology through internal resources and Joint Ventures globally.

**[4] PROMPTNESS FOR ATTENDING GRIEVANCES :-**

Quality of work is accorded top priority and works are executed to such standards, so that, complaints do not arise, in a few cases where complaint arise they are attended on priority. MOIL is a well formulated system of handling grievances. If any grievance received from the clients/citizens, they have been dealt as per the laid down procedure of the Company and the result of the grievances handling procedure has been informed to the client/ customer.

**[5] DETAILS OF CUSTOMERS/CLIENTS AND SERVICES PROVIDED :-**

Manganese Ore is supplied to the Ferro producers, Chemical grades Industries, Steel Plants.

Ferro Manganese is sold to the Steel Plant and Electrolytic Manganese Di Oxide is sold to the Dry Cell Battery manufacturer. Manganese Ore/EMD/ Fe Mn ore produced by the MOIL supplied to the Company's customers are broadly divided in following :

- A] Steel Plants
- B] Ferro Manganese Producers
- C] Chemical Industries
- D] Dry Cell Battery manufacturers

MOIL is also selling Ferro Manganese and certain grades of Manganese ore through e-sales which are conducted every month. This has helped MOIL in wide customers participations and better improved product price.

[6] **SAFETY** :

MOIL gives a very high priority to the safety of employees and always maintain the record of safety first then production. For safe working, at all the mines, working is being regularly supervised by Competent Supervisors like Mine Mate, Mine Foremen & qualified Mining Engineers.

Safety Inspections are also being carried out during the working shift by Workmen Inspector, Safety Officer, Mine Manager & Agents. Internal Safety organization headed by General Manager (Safety) at H.O. level is coordinating with DGMS & Inspecting the mine from time to time.

Regular Safety Committee meetings are held at mines where day to day Safety aspects are discussed with the participation of workers representative. Unsafe work and Mine Accidents are analyzed in details to avoid any recurrence.

[7] **ENERGY & ENVIRONMENT MANAGEMENT** :

MOIL is concerned about the increasing environmental pollution particularly due to industrialization and increased smoke & dust. For maintaining ecological balance in the environment, MOIL has been handling eco-friendly projects. MOIL has installed wind turbine projects for generation of electricity through non-conventional energy source, where electricity is being generated through wind turbines located at Nagda Hills of Dewas District.

Apart from the above, Company's strategy towards eco-friendly mining encompasses the following :

- Scientific Mine Planning.
- Effective Pollution Control Measures.
- Optimization of resources utilization.
- Regular monitoring of Air, water, noise & vibration quality.
- Biological reclamation of degraded land.
- Rehabilitation of reclaimed areas.
- Rural and community development.

The current level of emission/pollution for Air, Water, Noise and Hazardous waste is prescribed by State Pollution Control Board. Regular monitoring of these components is carried out inhouse as well by the SPCB officials. The emissions/ pollutants are reported to be below the standards prescribed by the competent agencies