

## **CITIZENS' CHARTER OF RCF LTD.**

Rashtriya Chemicals and Fertilizers Limited is a Company incorporated on 6th March, 1978 under Companies Act, 1956. The Company was formed after the re-organisation of FCI into 5 Companies, Fertilizer Corporation of India Limited, Hindustan Fertilizer Corporation Limited, Projects & Development India Limited, National Fertilizers Limited and Rashtriya Chemicals and Fertilizers Limited.

Rashtriya Chemicals and Fertilizers Limited (RCF), a Government of India Undertaking is a leading fertilizer and chemical manufacturing company with about 80% of its equity held by the Government of India. It has two operating units, one at Trombay in Mumbai and the other at Thal, Raigad district, about 100 KM from Mumbai. Government of India has accorded "Mini-Ratna" status to RCF.

### **1.0 MISSION AND OBJECTIVES:**

The Citizen's Charter of the Organization flows from the declaration of its Vision, Mission and Standards of Services of the Company which are as follows:

#### **1.1 VISION STATEMENT**

"To be a world class Corporate in the field of Fertilizers and Chemicals with dominant position in Indian market, ensuring optimal utilization of resources taking due care of environment and maximizing value of stake holders."

#### **1.2 MISSION STATEMENT**

"Exponential growth through business excellence with focus on maximizing stakeholder value by manufacturing and selling Fertilizers and Chemicals in a reliable, ethical and socially responsible manner".

#### **1.3 VALUE STATEMENT**

"RCF shall deal in all aspects of business with integrity, honesty, transparency and with utmost respect to the stake holders, by honouring our commitments, providing results and striving for the highest quality."

#### **1.4 OBJECTIVES OF THE COMPANY:**

The main objectives of the Company are as under:

- 1.4.1 To produce and market fertilizers and chemicals efficiently and economically in an environmentally sound manner.
- 1.4.2 To maintain optimum levels of efficiency and productivity in the use of resources and to secure optimal return on investment.
- 1.4.3 To take up and implement the schemes for saving energy.

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- 1.4.5 To promote self-reliance in Company's operations including process know-how, design, Engineering, Erection, Commissioning, Operation and Maintenance of Plants and marketing of products with special emphasis on Research and Development.
- 1.4.6 To aim at International standards of excellence in production and quality of products and services
- 1.4.7 To continuously upgrade the quality of human resources and promote Organizational and Management Development
- 1.4.8 To enhance Safety standards.
- 1.4.9 To care for and protect the Environment and minimize the harmful effects of the emissions, atmospheric discharges and effluents by confirming and also improving on the standards laid down by Pollution Control Authorities.
- 1.4.10 To ensure corporate growth by expansion as well as diversification.
- 1.4.11 To care for the community around especially SC/ST and other Backward Classes.

## **1.5 CLIENTS OF THE ORGANISATION:**

- 1.5.1 Shareholders and other stake holders of the Company.
- 1.5.2 Employees, Ex-employees and their families/dependents.
- 1.5.3 Farmers and Dealers.
- 1.5.4 Government in General and Deptt. of Fertilizer in particular.
- 1.5.5 Recognized and other registered Trade Unions.
- 1.5.6 Act Apprentices, other Trainees, Management Trainees.
- 1.5.7 Contractor, Vendors, Contract Labour and Mathadi Labour.
- 1.5.8 Other Govt./Semi-Govt. authorities, PSUs, outside agencies like LIC/Banks.
- 1.5.9 Citizens staying in the vicinity and society at large.

## **2.0 OUR COMMITMENT:**

Our commitment to excellence would not only include the quality of our products, continuous upgradation of technologies modernization of plant and machinery, maintenance of pollution free environment around our plants and colonies but also of the most valuable performing assets namely Human Resources.

### **3.0 MANUFACTURING FACILITIES:**

RCF is one of the earliest Units set up in the country with a vision of growth in fertilizer production for food security. It manufactures Urea, Complex Fertilizers, Bio-fertilizers, Micro-nutrients, 100 per cent water soluble fertilizers, soil conditioners and a wide range of Industrial Chemicals. It produces 23 lakhs MT Urea, 6.5 lakhs MT Complex fertilizers and 1.6 lakhs MT of Industrial Chemicals every year. The company is a household name in rural India with brands "Ujjwala" (urea) and "Suphala" (complex fertilizers) which carry high brand equity. RCF has countrywide marketing network in all major states. Apart from the own manufactured products, the Company is also engaged in marketing of SSP and imported fertilizer inputs like, DAP, MOP & NPK fertilizers. Besides fertilizer products, RCF also produces almost twenty industrial chemicals that are important for the manufacture of dyes, solvents, leather, pharmaceuticals and a host of other industrial products.

The Company produces several products as indicated in **annexure- A**.

### **4.0 QUALITY OF PRODUCTS:**

The quality of the products manufactured and marketed by RCF are of highest quality adhering to International standard. The quality of fertilizers produced is also in conformity with Fertilizer Control Order (FCO). It is the promise of RCF to its customers that no compromise shall be made in the quality or services rendered by the Company.

### **5.0 MARKETING DIVISION:**

The company has its Marketing Head Quarters at Mumbai. A whole time Director heads the entire marketing operations of the Company, assisted by Executive Director, General Managers and other Senior Officers. The Marketing Set-up consists of Regional offices as detailed in **Annexure -B**. The products are distributed through a wide dealership network through rail and road dispatches.

#### **5.1 Marketing Division's Objectives:**

The Company's Marketing Division's Objectives flow from its Corporate Mission and includes:

- ◆ To focus on consumers' requirements through offering an ideal product mix to satisfy maximum needs while ensuring Company's profitability.
- ◆ To increase the total sales volume and market share, particularly in the primary marketing zone of the Company.
- ◆ To provide extension and education services to the farmers to improve their agricultural productivity.
- ◆ To tap the market potential available through trading operations.

## 5.2 The Company assures its ultimate customers that it would undertake:

- Timely availability of wide range of quality Chemicals and Fertilizers Products including Micronutrients, Bio-fertilizers, Solid Soluble Fertilizers (Foliar & Drip), etc. both from indigenous and imported sources.
- To provide the products at competitive rates,
- To impart agricultural knowledge to the farmers and organize such knowledge programmes, at its two Farmers Knowledge Centers one at Nagpur (Maharashtra) and the other one Thal, Alibaug (district Raigad, Maharashtra). The curriculum at a typical knowledge session covers broader aspects of farm management and specifics of farm technology, with special reference to regional needs.
- Soil Testing activity which is acknowledged as the back-bone of Marketing division & has provided major thrust to the National Agricultural productivity & Food security program.
- To provide Soil testing services to the farming community through its 12 Static and 6 Mobile Soil Testing Laboratories, Pan-India.
- To conduct Dealers' Training Programmes.
- To organise "Agriculture Knowledge Programs" in association with Local Krishi Vigyan Kendras.
- To offer "Toll free Call Facility" to the farming community.
- To print and publish a Farmer Knowledge Magazine "RCF Sheti-Patrika".

## 6.0 OTHER SERVICES OFFERED:

RCF also undertakes Project Management and renders O&M services to its clients in Fertilizer/Chemicals Industry with the following services:

**Project Management Contracts:** RCF offer Turn-key projects which involve total management, which services includes preparation of: project report, budgetary offer detailed engineering, know-how, license tie-up along with performance guarantee, civil and mechanical erection with instrumentation including procurement of equipment , Commissioning , guarantee trial runs and successful operation thereafter if desired.

**Joint Ventures:** In fertilizers, industrial chemicals and petrochemicals area.

**Feasibility Studies:** Study of market demand local as well as global, techno-economic feasibility report, profitability, returns on investments, etc. are done.

**Plant Services:** consultancy assignments on plant start-up, operation and maintenance schedule for existing or new plants. Optimization of the process, plant machinery and process capability study is also done to identify bottle-necks for smooth economical operation.

## **7.0 PRODUCT PRICES:**

Urea is a controlled product and the price is fixed by the Government from time to time. The price fixed by the Government is exclusive of all Taxes and other applicable local Duties which are collected at actuals.

Complex fertilizers such as Suphala 20:20:0 and Suphala 15:15:15 are also sold at market determined but at reasonable price for these fertilizers the subsidy is fixed by the Government.

Industrial chemicals sold to Dealers and downstream actual user Industries on Ex-works price fixed by an internal Committee of the Company to ensure that quality products are made available at reasonable and Competitive prices.

## **8.0 SOCIAL RESPONSIBILITIES AND ENVIRONMENT CONTROL:**

RCF has a high level of social consciousness and in particular to the environment Pollution Control. The Company has set up facilities to ensure that emission standards of various gases that emanate from its units are below the emissions standards determined by Maharashtra Pollution Control Board.

### **8.1 CSR and Sustainability Activities in Farming Community:**

- Farmer Training Centers
- Soil Testing Facilities
- IRDP Activities – Adoption of Villages
- Basic Need Development Programmes
- Public Health and Village Sanitation Programmes
- Agricultural Need Development Programmes
- Subsidiary Occupation Development Programme
- Farm Labour Training
- Social Forestry and Waste Land Development
- Youth and Women Development Programme
- Social and Cultural activity Programme

### **8.2 Other social responsibilities:**

RCF is contributing to the development activities around its production units at Trombay (Mumbai) and Thal (Raigad district, Maharashtra).

RCF considers its social obligations seriously and has undertaken several social welfare measures for upliftment of society and also for their total wellbeing such as:

- (i) support for water conservation programmes
- (ii) Educational facilities
- (iii) Health and sanitation
- (iv) Afforestation, wasteland development and promotion of environmental enrichment activities

- (v) Animal Husbandry
- (vi) Development of agriculture and cottage industries
- (vii) Support to vocational training institutions for upgrading the skill of the local people
- (viii) Support to economic activities around production complexes for weaker sections of the society
- (ix) Literacy programme
- (x) Grant of scholarships and assistance to deserving young pupils belonging to the weaker sections of the society.

## **9.0 GRIEVANCE REDRESSAL:**

**9.1** Whilst it would be our sincere endeavour to ensure that the citizens will have no grievance against the Company, considering the complexities of modern day business, we envisage a few complaints occasionally in respect of :

- ◆ Quality of material/packing
- ◆ Timely availability of material
- ◆ Availability of information pertaining to latest developments in agriculture, methods to increase yield, etc.
- ◆ Timely settlement of bills
- ◆ Timely communication on arrival /dispatch of material.

The list of names and address of Senior Management Personnel is enclosed as **Annexure –C** , who would be approachable, if need arises.

**9.2** The Company has an effective Grievance Redressal System. Any citizen having complaints in respect of the production or services rendered may directly approach the Company at convenient locations in the Area offices/Administration buildings at Trombay and Thal. Citizens can record their grievances in respect of matter like failure of the quality, prices, conduct of its officers and employees. For the public grievances, the company has initiated “Online Grievance Registration system” on the company’s Website.

**9.3** Any aggrieved citizen can approach the Company and address his/her Grievances to the Nodal Officer of the Company, who acts as Coordinating Officer for Redressal of the grievances. The name and address of the Nodal Officer is as follows:

**Mr. Sanjay Jagtap**

Asst. General Manager(CC&CSR)

Rashtriya Chemicals & Fertilizers Ltd.

Ground Floor, Priyadarshini, Eastern Express High way,

Sion, Mumbai-400 022.

Phone No. 022-25523138 / 24045012,

Email id: [SRJAGTAP@RCFLTD.COM](mailto:SRJAGTAP@RCFLTD.COM)

The Nodal officer will immediately take up the issue with the concerned department and appropriate action will be taken within 7 days from the date of receipt of the complaint or an appropriate reply is sent within 7 days as the case may be.

#### **9.4 GRIEVANCE REDRESSAL SYSTEM OF HUMAN RESOURCE DEPARTMENT:**

Grievances are redressed at various levels as follows:

- 9.4.1 Grievance Cell has been established at Welfare Centre to facilitate the employees to record their grievances. Women Cell is also set up for female employees. Complaint Register is also maintained for SC/ST categories.
- 9.4.2 For the public grievances, the company has initiated "Online Grievance Registration system" on the company's Website.
- 9.4.3 Any aggrieved citizen can approach the Company through a number dedicated for the grievance registration in HR Department, which is 25522020.
- 9.4.4 For Grievances are also redressed by the representative Union leaders in various meeting with the Management.
- 9.4.5 Individual employee also writes through the departmental head or directly to the HR Deptt. The concerned HR Officer immediately solves the genuine grievance as per the laid down policy.
- 9.4.6 Grievance Redressal Committee is also formed under Industrial Disputes Act (Amendment 2010), comprising equal representatives of Management and Workers (including one female representative).
- 9.4.7 RCF Internal Complaint Committee (ICC) is also set up under 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013' as per the guidelines in this regard to look in to the complaints received regarding sexual harassment at work place.

#### **10.0 SYSTEMS FOR GETTING FEEDBACK FROM CLIENTS/CITIZENS**

RCF is committed to continuously improve its performance. In this connection Personal contact with the customers is given lot of importance and is viewed as an opportunity to obtain feedback about the Company's services and to assess the means to improve upon them. Some of the contact programmes organised are farmers/dealers meetings, visits, Krishi Melas, training programmes etc. The training programmes are organized at Thal and Nagpur Farmers Training Institutes for the farmers.

Regular visits of farmers /dealers are organized to the Company's factories, agricultural universities and to the agricultural research stations.

Farmers and Dealers are given opportunities to interact with the officials of bagging/production department and any suggestion on the issues regarding product/bag/stitching quality is given due consideration.

Prompt action is taken on the issues raised by them in such events at the earliest to satisfy them fully. Field Representatives' contact with farmers and dealers through personal visits are also used as opportunities.

'Sheti Patrika' is a famous magazine published the Company for keeping the farmers update on various issues and also for getting feedback from the farmers.

Customer Care toll free No. of the organisation is 1800223044.

## **11.0 INFORMATION FACILITATION COUNTERS (IFC):**

IFCs have been set up at the following locations of the company.

### **11.1. 1 Corporate Office**

**Mr. A. V. Nawade**  
Executive Director (HR)  
Rashtriya Chemicals & Fertilizers Ltd.  
Priyadarshini, Eastern Express High way  
Sion, Mumbai-400 022

### **11.1.2 Manufacturing Complex- Trombay :**

**Mr. Ajit S. Kashikar**  
Executive Director (Trombay)  
Rashtriya Chemicals & Fertilizers Ltd.  
Administration Building,  
Chembur, Mumbai-400 074

### **11.2.3 Manufacturing Complex- Thal**

**Mr. Millind M. Deo**  
General Manager [Technical]-Thal  
Rashtriya Chemicals & Fertilizers Ltd  
Administration Building, Thal  
District- Raigad.  
Pin Code- 407 208

### **11.2.4 Marketing Offices : As per Annexure –C**

**11.2.5 The IFC provides:**

- Information on services rendered, programmes, schemes, relevant Rules and Procedures, etc.
- Forms needed in the transaction with the Company.
- Information regarding the standards of quality of services, time norms by the company.
- Receipt of any complaints for Redressal of grievances.
- Receipt of other applications/forms etc. and providing information as their status /disposal.

**11.2.6** Wherever IFC has to furnish information on status of grievance, applications other information, IFC would endeavour to obtain information from the concerned department within a period of 3 days but in any case not later than 7 days from the request.

**12.0 WEB SITE:**

**12.1** The Company has web site with the address '[www.rcfltd.com](http://www.rcfltd.com)'. The citizen's charter as well as all important information of the Company are available at the site under "About us" Section.

**12.2** Provision is also made for receiving the grievances as well as any other communications with the Company through the site. Besides the website has the following links for our external customers:

**12.2.1** A link is provided for the Suggestions / Complaints under the Portal section on the website, on which the suggestions or complaints can be emailed.

**12.2.2** In addition to this, we also have a separate link as 'Customer Portal' for our IPD and Fertilizer Customers.

**12.2.3** We have a forum under the Portals section for our retired employees. The events or information for the retired employees is shared on this forum.

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## Annexure -A

SR. NO	PRODUCTS	ANNUAL PRODUCTION (Metric Tonnes)	
		2015-16	2016-17
1	Ammonia (Trombay-I)	136,060	47,245
2	Ammonia (Trombay-V)	378,130	356,747
3	Ammonia (Thal)	1,314,940	1,330,700
4	Urea (Trombay-V)	449,540	407,590
5	Urea (Thal)	2,096,800	2,144,000
6	Suphala 15:15:15 - Complex Fertilizer	461,385	465,307
7	Suphala 20:20:0 - Ammonium Nitro phosphate	175,365	0
8	Methanol	0	0
9	Ammonium Bicarbonate	28,808	26,827
10	Argon (million NM3) - Trombay	2.14	1.99
11	Argon (million NM3) Thal	3.81	4.10
12	Nitric Acid (100%)-(HPNA)	109,220	39,602
13	Nitric acid (100%)(MPNA)	251,890	237,113
14	Sulphuric Acid (98%)	81,823	81,618
15	Phosphoric Acid	19,026	0
16	Dilute Sulphuric Acid	90471	91,973
17	Sodium Nitrate/Nitrite	0	0
18	Concentrated Nitric Acid	23,664	22,084
19	Methylamines - (Trombay)	1,217	0
20	Methylamines - (Thal)	10,552	12,462
21	Ammonium Nitrate (100%)	108,510	101,827
22	Dimethyl formamide	1,092	0
23	Di Methyl Acetamide	1,627	1,570
24	Carbon Monoxide Plant (million NM3)	1.51	0
25	Biola (Liquid) (Ltrs)	125,700	84,720
26	Microla (Ltrs)	395,200	155,300
27	Formic Acid	1,664	0
28	Sujala 19:19:19	6,310	5,000

**List of Regional/Marketing offices**

<b>ANDHRA PRADESH</b>	
<p>HYDERABAD (Regional Office) SRILAXMI COMPLEX, 10-2-289/25, SANTINAGAR, HYDERABAD-500 028 Tel : 040-23314259/23397084 Fax : 040-23316566 email: <a href="mailto:rcfhydmi@yahoo.co.in">rcfhydmi@yahoo.co.in</a></p>	<p>KADAPA 6/1470-A, Opp. Rajasree Kalyana Mandapam, Sankarpuram KADAPA - 516 002 (AP) Tel : 08562-244695 Fax : 08562-244855 email: <a href="mailto:rcfkadapa@yahoo.com">rcfkadapa@yahoo.com</a></p>
<p>KHAMMAM 11-3, 128/2, NEHRU NAGAR, KHAMMAM-507 001 Tel : 08742-243664 Fax : 08742-225056</p>	<p>NIZAMABAD (Area Office) 4-6173, PRAGATHI NAGAR, NIZAMABAD - 503 003 Tel : 08462-236850/234382 Fax : 08462-236850 Email: <a href="mailto:rcfzd@yahoo.in">rcfzd@yahoo.in</a></p>
<p>VIJAYWADA 60-6-16/1, 1ST FLOOR, 3RD LANE, SIDDARTHA NAGAR, PINNAMANENI POLY CLINIC ROAD, VIJAYWADA - 520010. Tel : 0866-2472995/2474098 Fax : 0866-24729955 email: <a href="mailto:rcfvja@rediffmail.com">rcfvja@rediffmail.com</a></p>	<p>VISAKHAPATNAM (VIZAG) 7-8-12, 'PADMALYA' 1ST FLOOR, HARBOUR PARK ROAD, VISHAKHAPATNAM (VIZAG) - 530 003. Tel : 0891-2539948/2553423 Fax : 0891-2565441 email: <a href="mailto:rcfvizag@yahoo.co.in">rcfvizag@yahoo.co.in</a></p>
<b>BIHAR &amp; JHARKHAND</b>	
<p>B-31, Satyam Apt. Nageshwar Colony, Kavi Raman Peth, Boring Road, PATNA - 800 001 Tel : 0612-2524128 Fax : 0612-2236420 email: <a href="mailto:rcfbihar@gmail.com">rcfbihar@gmail.com</a></p>	
<b>CHHATISGARH</b>	
<p>RAIPUR K-10, Anupam Nagar, RAIPUR - 492 007 Tel : 0771-2284833/2411442 Fax : 0771-2283981 Email : <a href="mailto:rcfcg@sifymail.com">rcfcg@sifymail.com</a></p>	
<b>DELHI</b>	
<p>LIAISON OFFICE - DELHI H-9, GREEN PARK EXTENSION, NEW DELHI - 110 016 Tel : 011-26195363/26195099 Fax : 011-26195097 email: <a href="mailto:rcfdelhi1@gmail.com">rcfdelhi1@gmail.com</a></p>	

<b>GUJARAT</b>	
<p><b>AHMEDABAD</b>  <b>PUSHPAK BUILDING,</b>  <b>5TH FLOOR, Op. Cama Hotel</b>  <b>KHANPUR,</b>  <b>AHMEDABAD-380 001</b>  <b>Tel : 079-25602010/25601022</b>  <b>Fax : 079-25600275</b>  <b>email: rcf1234@rediffmail.com</b></p>	
<b>KARNATAKA</b>	
<p><b>BANGALURU (Regional Office)</b>  <b>174,Second Floor, M.L.A. LAYOUT,</b>  <b>80 FT. ROAD, R.T.NAGAR,</b>  <b>BANGALORE -560032.</b>  <b>Tel : 0802-3439037</b>  <b>Fax : 0802-23542045</b>  <b>email: rcfkarnataka@gmail.com</b></p>	<p><b>HASSAN (Area Office)</b>  <b>CONGRES BHAVAN,</b>  <b>B.M. ROAD, HASSAN - 573 201</b>  <b>Tel : 08172-268957</b>  <b>Fax : 08172-265871</b>  <b>email: <a href="mailto:rcf_hassan@rediffmail.com">rcf_hassan@rediffmail.com</a></b></p>
<p><b>HUBLI (Area Office)</b>  <b>NO.6, BTM HOUSE,</b>  <b>VIJAYANAGAR,</b>  <b>HUBLI - 580 032</b>  <b>Tel : 0836-2357139</b>  <b>Fax : 0836-2355144</b>  <b>email: <a href="mailto:rcfhubli@yahoo.com">rcfhubli@yahoo.com</a></b></p>	<p><b>RAICHUR (Area Office)</b>  <b>1-10-140,</b>  <b>KALLUR COLONY,</b>  <b>STATION ROAD,</b>  <b>RAICHUR-584 101.</b>  <b>Tel : 08532-230805</b>  <b>Fax : 08532-225142</b>  <b>email: <a href="mailto:rcfchkar@yahoo.co.in">rcfchkar@yahoo.co.in</a></b></p>
<b>MADHYA PRADESH</b>	
<p><b>BHOPAL</b>  <b>HX- 119, E-7 EXTENSION,</b>  <b>ARERA COLONY,</b>  <b>BHOPAL - 462 016.</b>  <b>Tel : 0755-2420607/2464797</b>  <b>Fax : 0755-2464788</b>  <b>email : rcfbhopal@sify.com</b></p>	
<b>MAHARASHTRA</b>	
<p><b>PUNE (Regional and State Office)</b>  <b>685/2A, MAHALAXMI COMPLEX,</b>  <b>BIBWEWADI, SATARA ROAD,</b>  <b>PUNE-411 037</b>  <b>Tel : 020-24213526/24212928</b>  <b>Fax : 020-24210782</b>  <b>email: rcfmaharashtra@yahoo.com</b></p>	<p><b>SOLAPUR (District Office)</b>  <b>4308, DALE GALLI,</b>  <b>BHONSALE CHAUK KAIKADI MAHARAJ</b>  <b>MATH,</b>  <b>PANDHARPUR- 413304</b>  <b>Tel No.02186-223590/223021</b>  <b>Fax No.02186-223690</b></p>
<p><b>KONKAN (Area Office)</b>  <b>ROOM NO. 126/127,</b>  <b>ADMINISTRATIVE BUILDING,</b>  <b>CHEMBUR, MUMBAI - 400 074.</b>  <b>Tel : 022-25548300/25546628</b>  <b>Fax : 022-25548863</b></p>	<p><b>RAIGAD (District Office)</b>  <b>Sale cum Service Centre</b>  <b>RCF Kurul Colony,</b>  <b>B/23/3, Alibaug,</b>  <b>Raigad- 402 209</b>  <b>Tel No. 02141-224933</b></p>

<p><b>SINDHUDURG (District Office)</b> Sales cum Service Centre, MIDC, Plot No.P-7, P-8, Kudal, Dist. Sindhudurg 416 520</p>	<p><b>NASIK (Area Office)</b> 1ST FLOOR, GURUKRUPA, KULKARNI COLONY, OPP.NELSON CHILDREN'S HOSPITAL, SHARANPUR ROAD, NASIK-422 002 Tel : 0253-2318744/2575937 Fax : 0253-2318744 email: <a href="mailto:rcfnasik2012@gmail.com">rcfnasik2012@gmail.com</a></p>
<p><b>JALGAON (District Office)</b> Building "E", Flat No.04, 2nd Floor, Ganesh Colony, Jalgaon 425 001 Tel : 0257-2252574 Fax : 0257-226875</p>	<p><b>KOLHAPUR (Area Office)</b> KANCHANJANGA COMPLEX, 204-E, NEW SHAHUPURI, KOLHAPUR - 416 001. Tel : 0231-2650010/2654083 Fax : 0231-2660029 email: <a href="mailto:rcf_kolhapur@dataone.in">rcf_kolhapur@dataone.in</a></p>
<p><b>SANGLI (District Office)</b> Sachiv Bhavan, Market Yard, Sangli 416 416 Tel No. 0233 2670681</p>	<p><b>SATARA (District Office)</b> RCF Bhavan, Radhika Road, Market Yard, Satara 415 001 Tel No. 02162 238886</p>
<p><b>AURANGABAD (Regional Office)</b> Kanchan Chambers, First Floor, New Osmanpura, Station Road, Aurangabad 413 005 Tel No. 0240 2333563/2352015 Fax No.0240 2357798 Email : <a href="mailto:rcfabad@yahoo.co.in">rcfabad@yahoo.co.in</a></p>	<p><b>JALANA (District Office)</b> Jindal House, Raut Nagar, Jalna 431 203 Tel No.02482 231280/232022</p>
<p><b>PARBHANI (District Office)</b> Talreja Complex, Station Road, Parbhani 431 401 Tel No.02452 223563</p>	<p><b>HINGOLI (District Office)</b> Sale cum Service Centre C/o. Sri Balaprasad R. Toshniwal Tapadia Estate, NTC Dr. Lane, Hingoli 431 602</p>
<p><b>NANDED (District Office)</b> Sales cum Service &amp; Soil testing Laboratory, C/o. Smt. Surekha S. Tuptewar, Naya Mondha, Nanded 431 602</p>	<p><b>AHMEDNAGAR (Area Office)</b> Survey NO.20, I.I. LINES, BEHIND MAHESH TALKIES, AHMEDNAGAR - 414 001. Tel: 0241- 2430150/2430754/2431070 email : <a href="mailto:rcfnagar@yahoo.com">rcfnagar@yahoo.com</a></p>
<p><b>SRIRAMPUR</b> Asara Niwas, Ward No.2, Shivaji Road, Srirampur, Dist. Ahmednagar 413709 Phone No.02422 223546</p>	<p><b>BEED (District Office)</b> Janki Niwas, Sahayog Nagar, EDP Road, Beed 431 122 Phone No. 02442 223219</p>
<p><b>LATUR (District Office)</b> Kisan Bhavan, Market Yard, Latur- 413 512 Phone No. 02382 243609</p>	<p><b>OSMANABAD (District Office)</b> Naik Niwas, Second Floor, Shivaji Chowk, Osmanabad 413 501 Phone No 02472 222670</p>

<p><b>NAGPUR (Vidarbha Regional Office)</b>  <b>DANDIGE LAYOUT,</b>  <b>SHANKAR NAGAR (EAST)</b>  <b>NAGPUR - 440 010.</b>  <b>Tel : 0712-2534348/2542496</b>  <b>Fax : 0712-2556126</b>  <b>email: <a href="mailto:rcfnagpur@dataone.in">rcfnagpur@dataone.in</a></b></p>	<p><b>WARDHA (District Office)</b>  <b>Mohan Nagar, Nagpur Road,</b>  <b>Wardha 442 001</b>  <b>Phone No.07162 242235</b></p>
<p><b>BHANDARA (District Office)</b>  <b>Sainath Nagar, Takia Road,</b>  <b>Nagpur Naka,</b>  <b>Bhandara 441 904</b>  <b>Phone No.07184 252101</b></p>	<p><b>CHANDRAPUR (District Office)</b>  <b>C/o. H. N. Jambule, Hanuman Nagar,</b>  <b>Tukam, Chandrapur - 442401</b></p>
<p><b>GADCHIROLI (District Office)</b>  <b>AMRAVATI(Area Office)</b>  <b>Jafarji Jin, Jai Babari Buidling,</b>  <b>Goyal House, Old Cotton Market,</b>  <b>Amravati 444 601</b>  <b>Phone No.0721 2560833</b>  <b>Fax No. 0712 2560833</b>  <b>Email : <a href="mailto:rcfamravatircf@gmail.com">rcfamravatircf@gmail.com</a></b></p>	<p><b>AKOLA (Area Office)</b>  <b>Laxmi Venkatesh Apartment,</b>  <b>Athalye Marg, Jatharpeth,</b>  <b>Akola 444 005</b>  <b>Tel : 0724-2490663</b></p>
<p><b>WASHIM (Area Office)</b>  <b>C/o. Shamrao Kochewar,</b>  <b>Ward No.4, House No. 915,</b>  <b>Plot No.100,</b>  <b>IUDP Phase II,</b>  <b>Washim 444 505</b>  <b>Phone No.0725 2232170</b></p>	<p><b>KHAMGAON- BULDHANA (Area Office)</b>  <b>Near TV Centre, Waman Nagar,</b>  <b>Khamgaon,</b>  <b>Dist. Buldhana 444 303</b>  <b>Phone o. 0726 325 4047</b></p>
<p><b>YAVATMAL (Area Office)</b>  <b>C/o. House of Shri Bhupendra Sarad, Pate</b>  <b>Colleges Road, Veer Wamanrao Chowk,</b>  <b>Tilakwadi, Yavatmal 445 001.</b>  <b>Phone No.07232 244102</b></p>	
<b>TAMILNADU</b>	
<p><b>CHENNAI (Regional Office)</b>  <b>NO.1, 4TH MAIN ROAD,</b>  <b>UNITED INDIA COLONY,</b>  <b>KODAMBAKKAM,</b>  <b>CHENNAI-600 024. (Tamil Nadu)</b>  <b>Tel : 044-24721287/24880905</b>  <b>Fax : 044-24721286</b>  <b>email: <a href="mailto:rcfchennai@yahoo.co.in">rcfchennai@yahoo.co.in</a></b></p>	
<b>UTTAR PRADESH, UTTARANCHAL</b>	
<p><b>LUCKNOW</b>  <b>TC/10V, Vibhuti Anand, Gomtinagar,</b>  <b>Lucknow 226 010</b>  <b>Tel : 0522-</b>  <b>2339224/2333221/2333225/2322023</b>  <b>Fax : 0522-2745587</b>  <b>Email: <a href="mailto:rcflucknow@yahoo.com">rcflucknow@yahoo.com</a></b></p>	<p><b>VARANASI</b>  <b>11, Gangapuri Colony,</b>  <b>Mehmoorganj,</b>  <b>Varanasi 221010</b>  <b>Phone 0542 2363121</b>  <b>Fax 0542 2363121</b>  <b>Email <a href="mailto:rcfgkp@sify.com">rcfgkp@sify.com</a></b></p>

<b>WEST BENGAL</b>	
<p>Kolkata  SHANTI NIKETAN,  FLAT NO.8, 16  5TH FLOOR,  8, CAMAC STREET,  KOLKATA-700 017  Tel : 033-22820089/22820852  Fax : 033-22821546  email: <a href="mailto:rcfkol@rediffmail.com">rcfkol@rediffmail.com</a></p>	
<b>RAJASTHAN</b>	
<p><b>JAIPUR</b>  40, Jadaun Nagar,  “B” Near Durgapura Railway Station,  Jaipur- 302 018  Phone No.0141 2720334  Fax No.0141 2554979  Email: <a href="mailto:rcfrajasthan@gmail.com">rcfrajasthan@gmail.com</a></p>	
<b>PUNJAB/HARYANA/HP</b>	
<p>SCO 52/53, First Floor,  Sector 34-A,  Chandigarh- 160022  Phone 0172 2600665  Fax: 0172 2600390  Email : <a href="mailto:rcfpunjab@gmail.com">rcfpunjab@gmail.com</a></p>	
<b>ODISHA</b>	
<p>H-2, BJB Nagar,  Lewis Road,  Bhubaneshwar- 751 014  Phone 0674 2435222  Fax 0674 3435222  Email <a href="mailto:rcf.bbsr@gmail.com">rcf.bbsr@gmail.com</a></p>	

**Annexure -C****List of Names of Senior Management**

<b>Sl. No</b>	<b>Name</b>	<b>Designation</b>	<b>Tel. Nos.</b>
1.	Shri U. V. Dhatrak	Chairman and Managing Director	24045100/24045110
2.	Shri Sudhir Panadare	Director (Technical)	24045191/25523115
3.	Shri Umesh Dongre	Director (Finance)	24045083/25523102
4.	Shri A. V. Nawade	Executive Director(HR)	24045068/25523057
5.	Shri N. H. Kurane	Executive Director (Mktg.)-I/c	24045448/25523145
<b>Co-ordinating Officers</b>			
1.	Shri P. G. Pawar	Dy. General Manager(Vigilance)	25523083/25523086
2.	Shri J. B. Sharma	Company Secretary	25523118/25523114
1.	Shri Sanjay Jagtap	Asst. General Manager(CC &CSR)	25523138/24045012