



Rashtriya Chemicals and Fertilizers Limited **CITIZENS' CHARTER**

Rashtriya Chemicals and Fertilizers Limited (RCF), a Government of India Undertaking incorporated on 6th March, 1978 under Companies Act, 1956. RCF is a leading fertilizer and chemical manufacturing Company with 75% of its equity held by the Government of India. The equity shares of the Company are listed on NSE and BSE.

Government of India has accorded "Navratna" status to RCF on 29th August 2023.

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 industrial chemicals efficiently, economically and in an environmental friendly manner.
- 1.4.2 To maintain optimum levels of efficiency in the use of resources for maximizing return on investment.
- 1.4.3 To take up and implement modernization and energy saving scheme
- 1.4.4 To continuously upgrade the quality of human resources and promote organizational and management development.
- 1.4.5 To increase customer satisfaction by providing quality products and services
- 1.4.6 To ensure corporate growth by expansion as well as diversification.
- 1.4.7 To impart training and education to farmer

1.5 CLIENTS OF THE ORGANISATION:

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

2.0 OUR COMMITMENT:

Our commitment to excellence, include the quality of our products, continuous upgradation of technologies modernization of plant and machinery, maintaining pollution free environment in and around our plants.

3.0 MANUFACTURING FACILITIES:

RCF has two operating units, one at Trombay in Mumbai and the other at Thal, Raigad district, about 100 KM from Mumbai.

RCF manufactures Urea, NPK Fertilizers, Bio-fertilizers, Micro-nutrients, 100% water soluble fertilizers, soil conditioners and a wide range of Industrial Chemicals.

Both the manufacturing units of RCF are accredited with ISO 9001 (Quality Management System), ISO 14001 (Environmental Management System), ISO 45001 (Occupational Health and Safety), ISO 50001: 2011 (Energy Management System) and ISO 27001 (Information Security Management).

RCF is operating a two Sewage Treatment Plants (STP) at Trombay unit. Both plants put together has a capacity to treat of 45.50 MLD (Million Liters per Day) of Municipal sewage and produce 30 MLD (Million Liters per Day) of treated water for our industrial use. RCF and BPCL have entered into MOU to supply around 40% of the treated water to BPCL.

RCF has set up GT HRSG (Gas turbine with Heat Recovery Steam Generation) plants both at Trombay and at Thal units. With this process, RCF generates power required to meet its captive requirement.

In its bid towards India's vision of achieving ecologically sustainable growth, RCF has already forayed into solar power generation including ground mounted and rooftop facilities. RCF has an aggregate capacity of 4.01 MWp of solar power generation resulting into generation of more than 5000 MWh per annum of green power.

RCF has a well-developed R&D set up primarily focused on innovation studies to develop new, efficient & safer processes, value added products, technology development, agronomical research to evaluate the efficiency of different fertilizers and Development and Implementation of Agro-input products to cater the need of Integrated Plant Nutrient system (IPNS). RCF Laboratories are NABL accredited for analysis of Urea, NPK fertilizers, Soil, and Micronutrients.

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:

RCF's products are marketed to the farthest corner of the country by extensive RCF dealers network spread across Pan India.

Our customer base comprises of Farmers and Dealers. RCF has undertaken several agriculture extension activities so as to educate the farmers on efficient use of agro-inputs and provide know-how on improved and scientific methods of cultivation contributing to increase in their farm yield. These include Soil Sample Analysis through static as well as mobile soil testing labs, establishing Kisan Suvidha Kendra (PMKSK), Dedicated Farmer Training centres at Thal and Nagpur, Field demonstrations, exhibitions, RCF Sheti Patrika, a monthly magazine etc. RCF also runs a Kisan Care Toll free number 1800 22 3044. "A self-service mobile app and

web portal “RCF Dealer Parivar” is developed to provide transactions details to dealers/customer.

RCF has established Pradhan Mantri Kisan Samruddhi Kendra (PMKSK) for disseminating knowledge about good agricultural practices, new technologies, and government schemes.

7.0 PRODUCT PRICES:

The MRP of urea is statutorily fixed by the Government of India. . The price fixed by the Government is exclusive of all Taxes and other applicable local Duties.

NPK fertilizer 15:15:15 grade is sold at market determined but at reasonable price. For NPK fertilizers Grade wise subsidy, under the NBS mechanism, is fixed by the Government from time to time.

Industrial chemicals are 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 is committed to upholding the highest standards of Corporate Social Responsibility (‘CSR’). The Company endorses the RCF’s purpose of improving the quality of life of the communities it serves through long-term stakeholder value creation. The Company believes in positively impacting the environment and supporting the communities it operates in focusing on sustainability of its programs and empowerment of its communities. The CSR commitment of RCF positions its social and environmental consciousness as an integral part of its business plan and its commitment to all its stakeholders including customers, shareholders, employees, local communities and the society at large. The Company has framed a CSR Policy in compliance with the provisions of the Act, as amended, which is available on the Company’s website at

https://www.rcfltd.com/public/storage/cmspages/cmspdfFile/F1565001231-CSR_POLICY.pdf

9.0 GRIEVANCE REDRESSAL:

Grievance Mechanism system including online grievances was strengthened through various forums and with the Statutory Appointments as Liaison Officer for SC/ST/ OBC/PWBD separately including Grievance Office for PWBD.

RCF has a structured Grievance Redressal policy to resolve the grievances of employees including grievances pertaining to human rights. The procedure starts with a complaint by the aggrieved employee in grievance monitoring system Portal.

RCF also ensures compliance with various provisions under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. To inculcate appropriate workplace behavior and promote gender sensitization, Corporation has mandated all its executive employees to undergo awareness sessions through online courses and workshops conducted on the subject. Internal complaint committee is published on RCF website. Refer the website link:

<https://www.rcfltd.com/public/storage/cmspages/cmspdfFile/F1725342081-RCF%20INTERNAL%20COMPLAINT%20COMMITTEE%20-%20internet.pdf>

9.1 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. For details of the Nodal Officers refer the link <https://www.rcfltd.com/rti/rti-1>

9.2 GRIEVANCE REDRESSAL SYSTEM OF HUMAN RESOURCE DEPARTMENT:

Grievances are redressed at various levels as follows:

- 9.2.1 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.
- 9.2.2 For the public grievances, the company has initiated “Online Grievance Registration system” on the company’s Website.
- 9.2.3 Any aggrieved citizen can approach the Company through a number dedicated for the grievance registration in HR Department, which is 25522020.
- 9.2.4 For Grievances are also redressed by the representative Union leaders in various meeting with the Management.
- 9.2.5 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.
- 9.2.6 Grievance Redressal Committee is also formed under Industrial Disputes Act (Amendment 2010), comprising equal representatives of Management and Workers (including one female representative).

9.2.7 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 programs organised are farmers/dealers meetings, visits, Krishi Melas, training programs etc. The training programs are organized at Thal and Nagpur Farmers Training.

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 updated 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):

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

11.1.1 Corporate Office

Executive Director (HR)
Rashtriya Chemicals and Fertilizers Ltd.
Priyadarshini, Eastern Express High way
Sion, Mumbai-400 022

11.1.2 Manufacturing Complex- Trombay:
Executive Director (Trombay)
Rashtriya Chemicals and Fertilizers Ltd.
Administration Building,
Chembur, Mumbai-400 074

11.1.3 Manufacturing Complex- Thal
Executive Director (Thal)
Rashtriya Chemicals and Fertilizers Ltd
Administration Building,
Thal District- Raigad-407 208

11.1.4 Marketing Offices:
Executive Director (Mktg)
Rashtriya Chemicals and Fertilizers Ltd
Mumbai-400 022

11.1.5 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.

11.1.6 Wherever IFC has to furnish information on status of grievance, applications other information, IFC would endeavor 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'. 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 "Grievance Redress and Monitoring System".

12.3 In addition to this, Dealer/Customer self-service portal and Mobile app as '**Dealer Parivar**' for our IPD and Fertilizer Customers is made available on website. A Receipt Management Portal is made available to Customer/Vendor and employee for payment for miscellaneous services availed from company