



# CITIZEN'S CHARTER



## **INSTRUMENTATION LIMITED**

(A Govt. of India Enterprise under Ministry of Heavy Industries)  
Kanjikode (West), Palakkad, Kerala - 678623

## PREFACE

Instrumentation Limited (IL) strongly believes that a satisfied Citizen/ User/ Stakeholder is most important factor for growth of its business. IL's Citizen's Charter represents a systematic effort to focus on the commitment of IL towards its Citizens/ Users/ Stakeholders in respect of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, for Grievances Redress, Courtesy and Value for money and other related information. The citizen charter includes expectations of IL from the Citizens/ Users/ Stakeholders for fulfilling the commitment of IL.

## COMPANY

IL was established by the Government of India under the Ministry of Heavy Industries to meet the requirement of final control elements like control valves etc. In India, IL is one of the largest control valve manufacturer and leader in its product range. IL has achieved total self reliance in the field of technology of its products. Today, IL plays a vital support role for a very wide spectrum of industrial enterprises – ranging from strategic sector of Nuclear and Space to core sector establishments such as steel, power, cement and oil refineries to large medium and even small scale industries.

## VISION, MISSION, VALUES AND OBJECTIVES

### **Vision**

To make the Nation self reliant in the field of process control valves and be the control valve manufacturer of choice for process industries in India and abroad.

### **Mission**

Committed to provide simple, responsive and innovative indigenous solutions for flow requirements for process industries.

### **Values**

Quality, Service, Transparency, Ethics, Politeness and Sustainability

### **Objectives**

- To be a customer focused company providing state-of-the-art products & solutions at competitive prices, meeting the demands of quality, delivery & service.
- To generate internal resources for profitable growth.
- To attain technological leadership in control valves for process industries through in-house R&D and in partnership with academic research institutions.
- To give thrust to exports.
- To create a facilitating environment for people to realize their full potential through continuous learning & team work.
- To give value for money to customers & create wealth for shareholders.
- To constantly benchmark company's performance with best-in-class.

## DETAILS OF BUSINESS TRANACTED

IL has significant presence in flow control products (various types of control valves) required by strategic sector like Nuclear and Space, process control plants like Thermal, Steel, Oil and Gas, Paper and Pulp, Steel, Fertilizers, Refineries, Petrochemicals, Mines and minerals, etc. Citizens/ users/ stakeholders can visit us at IL's website: [www.ilpgt.com](http://www.ilpgt.com) for more details.

## DETAILS OF STAKEHOLDERS

The following agencies have been identified as stakeholders of IL:

1. Ministry of Heavy Industries
2. Department of Public Enterprises and its agencies / depts. under Ministry of Finance
3. Various agencies under Govt. of India like PMO, Cabinet Secretariat, etc
4. State Government Departments
5. All customers / clients
6. Foreign agencies (for export business)
7. Quality Assurance Organizations of clients / Third Party Inspectors
8. Registered vendors of the company
9. Citizens of cities where company has offices / plants
10. Employees of the company

## STATEMENT OF SERVICES PROVIDED TO STAKEHOLDERS

A summary of services provided to stakeholders is given below:

1. Design, Development, manufacturing, testing, Supply of products of the company as per agreed timeframes.
2. Providing after-sales warranty / product support for all equipments supplied
3. Work towards reasonable return on investment for all shareholders
4. Vendor Development & Outsourcing

## REDRESSAL OF STAKEHOLDERS GRIEVANCES/CONCERNS

Stakeholders, on need basis, participate in the monitoring of the orders / projects / programmes of their interest with their viewpoints, opinions, etc. Customer Meets, Vendor Meets, Review meetings, etc are some of the examples. Thus, the concerns of the stakeholders are addressed objectively and timely in an institutionalized manner.

In IL, there is a constant effort to enhance customer satisfaction level. Accordingly, many initiatives have been taken to address the timely delivery requirements of the product and after sales support issues effectively. The online web based complaint registration and monitoring system is available in IL's website [www.ilpgt.com](http://www.ilpgt.com).

Customer satisfaction survey is conducted periodically and the outcome of the survey is used in improving the satisfaction level.

Notwithstanding, to enable the citizens/ users/ stakeholders to voice their grievances or offer suggestions for improvement, IL has laid down the following grievance redressal procedure.

In case customers / clients / dealers / channel partners have any grievances and would like to seek redressal, the matter may first be brought to the notice of the concerned regional head of the company for immediate redressal giving full details of the case. Acknowledgment of grievances will be within 10 working days and prompt disposal thereof by the concerned regional head after analyzing the grievance. In case the customer / client is not satisfied, the same can be escalated to Head of the Dept of Commercial, which if not resolved can be escalated to Unit Head.

In case vendors / suppliers of goods and services have any grievances and would like to seek redressal, the matter may first be brought to the notice of the concerned procurement officer of the company for immediate redressal giving full details of the case. Acknowledgment of grievances will be within 10 working days and prompt disposal thereof by the concerned procurement officer after analyzing the grievance. In case vendors / suppliers is not satisfied, the same can be escalated to Head of the Dept of Procurement, which if not resolved can be escalated to Unit Head.

If any other stake holder of the company have any grievances and would like to seek redressal, the matter may first be brought to the notice of the Head of Dept of Personnel and Administration for immediate redressal giving full details of the case. Acknowledgment of grievances will be within 10 working days and prompt disposal thereof by HoD P&A after analyzing the grievance. In case stake holder is not satisfied, the same can be escalated to Unit Head of the Company.

The updated details viz., names, designations, addresses, telephone/ email ids of above mentioned officers dealing with citizens/ users/ stakeholders grievances are given in website [www.ilpgt.com](http://www.ilpgt.com) and also mentioned herein at Annexure.

If the stake holder who raises the grievance still feels unsatisfied with the responses received, he can address his/her grievance to the Chairman and Managing Director of the company giving full details of the grievance.

After exhausting all the above machinery/channels, if the citizens/ users/ stakeholders are not satisfied, they are free to take recourse to the following:

- A. Directorate of Public Grievances, Govt. of India, Cabinet Secretariat, Sansad Marg, New Delhi.
- B. Department of Administrative Reforms & Public Grievance (DARPG)
- C. Public Grievance Redress And Monitoring System (PGRAM)

Anonymous grievances will not be entertained.

## IL's EXPECTATION FROM THE STAKE HOLDERS

The subject matter of grievance should be clear with all relevant details furnished

Complete address and telephone number, email address of the complainant to be indicated

Stake holder's understanding of limitations of the company in view of the various constraints being faced by the company in discharge of its services to stake holders..

Timely payments of the products / service supplied to the customer / client as per contractual terms.

Avoid lodging grievances not directly related to the operations of the company,

Local Government / citizens provide a conducive business supporting environment.

Sharing of information, knowledge and best practices of stake holders through different levels of communication.

Reduce non-value adding activities like multiple checks, tests, inspections, queries etc.

**ANNEXURE**

<b>REGION &amp; STATES (Location of the customer)</b>		<b>CATEGORY</b>	<b>PERSONNEL</b>	<b>MAIL ID</b>	<b>MOBILE NUMBER</b>
North	New Delhi, Haryana,Punjab, UP, HP, Uttarakhand, Rajasthan,	Main	K.N. Mohana Raj	<a href="mailto:mraj@ilpgt.com">mraj@ilpgt.com</a>	9446028099
		Spares	S.V. Madhu	<a href="mailto:sparenorth@ilpgt.com">sparenorth@ilpgt.com</a>	9496946766
East	Bihar, West Bengal, Odhisa, Jharkhand,Chattisgarh (Steel Sector), Assam, Meghalaya, NE States	Main & Spares	P. Saravanan	<a href="mailto:saravanan@ilpgt.com">saravanan@ilpgt.com</a>	8129664738
West	Gujarat, Maharashtra, MP, Goa, Chattisgarh (Power Sector), Dadra & Nagarhaveli	Main	P. Saravanan	<a href="mailto:ilwest@ilpgt.com">ilwest@ilpgt.com</a>	8129664738
			Mrs. Rasiya Beegam	<a href="mailto:west@ilpgt.com">west@ilpgt.com</a>	9446012986
		Spares	A.M. Venu	<a href="mailto:spares@ilpgt.com">spares@ilpgt.com</a>	9446277380
South	Andhra, Telangana, Karnataka, TN, Kerala, Puducherry	Main & Spares	N. Jayakumar	<a href="mailto:jk@ilpgt.com">jk@ilpgt.com</a>	9809253975
			Abin.P.Sam	<a href="mailto:abin@ilpgt.com">abin@ilpgt.com</a>	9074016193
Servicing (After Sales)	PAN India	All products of ILP	M. Suresh	<a href="#">Service Complaints</a>	9446531740
Shipping	PAN India	All products of ILP	Anup Kumar.K	<a href="mailto:anup@ilpgt.com">anup@ilpgt.com</a>	9400972548

Note : Visit [www.ilpgt.com](http://www.ilpgt.com) website for the postal address.