

Citizens's Charters

a) Vision & Mission Statement

Vision

To increase operational horizon of the company by expanding the existing business and by diversification into new areas to provide better service to its customer and to make the company globally competitive.

Mission

- * The mission of FSNL is to generate "Wealth from waste" by maximising recovery from waste materials generated by Iron & Steel making and other manufacturing processes.
- * To manufacture and provide quality raw materials to the steel and allied sector.

b) Details of the business transacted by the organization :

In steel industries there are mainly two categories of scrap:

1. Primary Scrap – Clean, almost free from slag e.g. mill rejects, tundish skull, ladle skull etc.
2. Secondary Scrap –Mixed with slag, muck, debris, refractories etc.

FSNL provides a wide range of services to the steel industries which includes :

Slag Handling:

- i. Pit Digging.
- ii. Haulage of worked through slag.
- iii. Crushing ,Grinding & Screening of LD/EAF slag.

Metallic Recovery:

- i. Recovery of open hearth grade scrap/SMS grade scrap.
- ii. Reclaimed pit scrap.
- iii. Blast furnace fines.
- iv. Sinter plant fines.

Screening with and without Crushing:

- i. Mill scale (LD slag).
- ii. Coke.
- iii. Slag for BF burden and for commercial sale.
- iv. Ore.
- v. Sinter.

Miscellaneous Mill Service:

- i. Cooling Hot Metal and Processing.
- ii . Breaking Moulds
- iii. Breaking spills and skulls
- iv. Cutting scrap
- v. Lancing and/or breaking buttons
- vi. Stocking and de-stocking raw materials
- vii. Cutting miscellaneous clean-up scrap, including rail cars
- viii. Hauling and disposing flue dust, precipitator dust and sludge
- ix. Lancing and/or breaking mill rolls
- x. Rail car cleaning
- xi. Stocking and de-stocking moulds
- xii. Scarfing of slabs

FSNL uses following process for scrap recovery :

Manual Process

The manual process involves hand picking of scrap, chiselling of large pieces, manual sorting, sizing and loading.

Semi Mechanised Process

Depending upon the size of scrap, picking and loading operations are done both manually as well as mobile cranes and shovels.

Mechanised Process

This process involves usage of dragline cranes, hydraulic excavators, mobile and stationary magnetic separators, crushing and screening plants, Fe-enrichment plant, bull dozers, front end loaders, dumpers etc.

The quantum of scrap arising from any steel plant varies according to the process technology of the plant and also the quantity of steel it produces.

This scrap is what FSNL identifies, reclaims processes and dispatches for re-use in sinter plants, blast furnaces and steel melting shops.

It has been established that usage of ferrous scrap to produce steel leads to considerable savings in energy and natural resources in addition to providing space for fresh dumping to steel plants.

c) Details of the customers/clients

S.No.	Location	Steel Plant	Commencement
1.	Rourkela	SAIL – RSP	1962
2.	Burnpur	SAIL - ISP	1964
3.	Bhilai	SAIL – BSP	1983
4.	Bokaro	SAIL – BSL	1984
5.	Visakhapatnam	RINL – VSP	1990
6.	Durgapur	SAIL – DSP	1991
7.	Duburi	NINL	2002
8.	Haridwar	BHEL	2011
9.	Bengaluru	RWF	2012
10.	Bhadrawati	SAIL – VISL	2015
11.	Salem	SAIL – SSP	2015
12.	Mumbai	AIR INDIA	2016

d) Statement of services provided to each citizen/clients:

- 1.Recovery, processing & loading of steel scrap to various size as per the requirement of the Steel Plants.
2. Processing of BF Fines and loading on to wagons/trucks.
3. Recovery, processing and loading of iron scrap.
4. Screening & loading of mill scale.
- 5.Unloading, processing of wear scrap/structural /crumbled HR sheets and plates/high silicon semi rolled plates, loading and transportation of the same to SMS Scrap Yard.
6. Transportation of processed scrap to SSY.
- 7.Transportation of tundish skulls from SMSII to SMS II scrap yard through weigh bridge.
- 8.Transportation of tundish skulls from SMS II tundish bay to SSD lancing yard through weigh bridge.
9. Crushing & Screening of LD slag size 0 – 5 mm, 5 – 20 mm, 20 -40/50 mm, 40 – 65 mm.
10. Loading & Transportation of Worked through slag.
11. Digging and transportation of BOF slag.
12. Transportation of LD slag.
13. Loading & transportation of baleable material.
14. Digging of BF slag Pit.

15. Transportation of processed scrap to SMS.
16. Processing of Ingot moulds and bottom stools.
17. Processing of Steel ladle skulls.
18. Processing and loading of Iron Scrap.
19. Handling of C.I.runner scrap.
20. Releasing of Sticker ingots.
21. Processing of Ingot butts.
22. Processing of Thimble skull by lancing and balling.
23. Processing of Shot plate jams.
24. Loading and transportation of scrap from iron and steel zone the company's operating site.
25. Handling of mill end cutting
26. Transportation of BF fines.
27. Unloading of ingot ,ladle skull, pit jams & processing and reloading into wagons.
28. Gas cutting of slabs/blooms.
29. Gas cutting of cobbles/rejected rails, blooms & billets at RSM &BBM and delivery by road to SMS-2.
30. Gas cutting of rejected rails at cobble yards of RSM and delivery to disposal stores.
31. Scarfing of slabs at SBS.
32. Unloading of pig iron.
33. Loading of pig iron.
34. Loading & transportation of unprocessed slag from any Shop to processing yard.
35. Unloading of ingots/slabs/bloom,
36. Loading of ingots/slab/bloom.
37. Unloading, stacking & sorting of rails

38. Loading, stacking and adjustment of rails on wagons/trucks.
39. Handling, neutralization and disposal of acid sludge.
40. Unloading /baleing of light scraps such as thin rods, G.I sheets, drums, light plates etc. with the help of balling machine/loading and transportation by road.
41. Sorting, recovery & transportation of defective/rejected bricks in different categories.
42. Transportation and unloading of coke breeze from Coke Oven.
43. Transportation of mill scale to sinter plants.
44. Enrichment of Fe-content of steel scrap +5-20 mm.
45. Shifting of hard coke in emergency coke yard of BF.
46. Disposal of slag from SMS slag yard.
47. Removal of scrap, secondaries and pup coils from Cold Rolling Mills.
48. Loading and transportation of muck & debris.
49. Transportation of lime dust.
50. Collection of iron & steel scrap.
51. Processing of tundish skulls.
52. Recovery, processing and transportation of sinter grade scrap.
53. BOF slag pit cleaning.
54. Transportation of sludge.
55. Mill Scrap - Collection ,processing ,loading for internal consumption/external sale.
56. C.I. Scrap/PCM jam/Jams/Runners : -
 - a) Collection processing,loading on customers vehicles on sale.
 - b) Collection,processing,loading ,transporting and unloading in SMS scrap pit.
57. Collection, processing, loading of PCM muck and fines on the customers vehicles on sale.
58. Digging of SMS slag from slag yard, loading, transporting and Unloading at skull breaker yard.

59. Loading & Transportation of EAF hot slag.
60. Grinding of EAF slag (0-5 mm).
61. Collection of tundish, ladle & launder skull & transportation ,cleaning by balling.
62. Cleaning of tundish above 8MT and loading.
63. Loading of granulated BF slag on to tippers/wagons.
64. Loading and transporting of granulated BF slag to railway siding/slag dump inside plant premises.
65. Hauling of ungranulated BF slag from dry pit.
66. Handling and recovery of iron scrap from BF slag pit, cast House,LRS & PCM.

e) **Grievance Redress Mechanism & accessibility:**

FSNL has a well formulated **3-Tier Grievance Redressal Machinery** for resolving the grievances of Public on time bound manner.

A **Grievance Box** has been kept at the reception counter of the Units/Corporate Office for easy accessibility of these boxes to the Public. The Grievances so received, are endorsed in a register called **Grievance Register** on every Friday in the presence of Public Grievance Officers, nominated for this purpose.

Under Stage-I, if a Client/Citizen has some grievance, he gets an opportunity to meet the Public Grievance Officer nominated for this purpose, who patiently hears the grievance, and if necessary, makes enquiries and gives the complainant a verbal answer within 3 working days from the date of hearing the grievance.

Under Stage-II, in case the Client/Citizen is not satisfied with the answer given by the Public Grievance Officer, or if he down not get any reply within 3 working days' time, or if his grievance does not get redressed satisfactorily at the level of Public Grievance Officer, the complainant gets an opportunity to meet the Unit Heads at the Units and HOD of Operations at Corporate Office, who patiently hears the grievance, gets feed back from the concerned persons and gives his decision on the grievance, or sends a reply to the complainant.

Under Stage-III, if the Client/Citizen is not satisfied with the outcome of Stage-II, he gets an opportunity to meet Chief General Manager of the company at Corporate Office, who patiently hears the grievance, analyses the same and redresses it.

If the Client/Citizen is not satisfied with the result of Stage I, II & III above, he can make an **appeal to the Managing Director** of the company, who will, in turn, re-examine the action taken in all the above 3 stages, analyze the grievance and communicate his decision to the concerned complainant, with 15 days' time from the date of receipt of the appeal.

- ii) For complaints related to vigilance matter, the Chief Vigilance Officer of the company may be contacted at the following address:

Contact Address: Chief Vigilance Officer
Ferro Scrap Nigam Ltd.
C/o MSTC Ltd.,
125-C, Acharya J.C.B. Road
Kolkata

Tel./Fax No.: 033-22902390

e-mail: cvo-fsnl.cg@nic.in

f) Expectations from the Citizen/Clients:

For rendering smooth services, co-operation & Co-ordination from the Clients/ Citizen is desired.

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