

**TAMIL NADU MINERALS LIMITED**  
**CITIZEN CHARTER**

**PREAMBLE**

TAMIN's Citizen Charter contains three broad areas. **First part** outlines Scope of the Charter and General Information about the Company. **Second part** contains the information on Management commitment and details of citizen and their expectations. In the **Last part**, it describes Citizens' Service Delivery by managing the key ingredients for good product and service delivery and building its own capacity to continuously improve delivery through feedback mechanism.

**PART - I: GENERAL**

**1.1 SCOPE OF THE CITIZEN CHARTER:-**

The Charter demonstrates our ability to consistently provide quality products and efficient and responsive services which cater the requirements of our Citizens with applicable legal, statutory and regulatory requirements. It aims to enhance Citizens' satisfaction and to continuously improve our products and service delivery mechanism.

**1.2 GENERAL INFORMATION ABOUT TAMIN:-**

Tamil Nadu Minerals Ltd., (TAMIN) is a blue chip company fully owned by the Government of Tamil Nadu. TAMIN was started in 1978 and is engaged in the exploration, mining, exploitation, processing and marketing of Granite and other minerals like Graphite, Limestone, Vermiculite, Quartz, Feldspar, Silica sand etc.

**Vision:-**

To be number one in the mineral sector for value creation and conservation of natural resources.

### **Mission:-**

- Continued search for new mineral deposits.
- Continuous updation of technology in safe mining operations, with state-of-art machineries, quality control measures, mineral processing and marketing.
- Export of granites and minerals with value addition for earning foreign exchange for the country.
- Generate gainful employment to people in rural and backward areas.

### **1.3 THE BUSINESS TRANSACTED BY TAMIN:-**

- The main business activities of TAMIN are to exploit minerals, process them to certain specifications for ready usage and market them by export as well as by local sales.
- TAMIN has been through scientific basis exploiting granites and other industrial minerals like Graphite, Limestone, Vermiculite, Silica Sand and Quartz & Feldspar.
- TAMIN has set up mineral processing industries pertaining to granite for production of granite slabs, tiles, monuments and furniture items.
- In respect of Graphite, the fixed carbon in the ore is upgraded upto 96% for ready usage in refractory, crucible, pencil, paint and expandable graphite industries.
- As regards Silica Sand, TAMIN processes the raw silica sand into three different size fractions and cleans them from any extraneous material for ready usage to prepare test concrete cubes to determine the quality of cement after subjecting the cubes to a compressive strength analysis.
- The vermiculite is exfoliated for ready usage as insulation material and to raise nursery and other horticultural purposes. The exfoliated vermiculite can also be used as concrete aggregate for applications in building roof, etc.,
- TAMIN also exports granites as dimensional stones in raw and finished form to various countries.
- TAMIN supplies Limestone to the user industries especially industries of Cement, etc.,

## **PART - II: COMMITMENT**

### **2.1 MANAGEMENT COMMITMENT:-**

TAMIN is totally committed to a transparent and a streamlined service delivery through good governance by meeting the expectations of the citizens and to make service delivery process more effective. For achieving this, TAMIN strives hard to fulfill the following commitments:-

- Provide quality products / service according to the specifications and standards stipulated by stated norms.
- Ensure delivery of products / services as per agreed terms and delivery schedule.
- Build human resources by need based functional and behavioral training to employees at all levels.
- Committed to fulfilling Citizens' requirements.
- To meet the statutory / regulatory requirements related to products, services, safety, security, finance and human resources.
- Timely redressal of Citizens grievances adhering to stipulated mechanism.

### **2.2 DETAILS OF CITIZEN AND THEIR EXPECTATIONS:-**

To provide efficient services to the citizens and satisfying their expectations, TAMIN perceives the following expectations from various categories of citizens.

#### **a) Customers**

##### ***Granite:-***

- TAMIN exports granite in the raw form to various countries in Europe, South East Asia and West Asia and to USA. Customers are essentially from Italy, USA, Japan and China.
- TAMIN also exports finished granites to USA and Germany.
- TAMIN also has domestic customers who take raw blocks to process in their industries as slabs, monuments and tiles for export as well as sale in the local market. The public are also buying granite furniture directly from TAMIN.

### ***Graphite:-***

- The Customers are essentially the manufacturers of refractory bricks, crucibles, pencil, lubricants and expandable graphite.

### ***Silica Sand:-***

- All the Cement Industries in India are procuring the standard sand as approved by Bureau of Indian Standards to test the quality of the cement produced in each batch in their factories by preparing standard concrete cubes using standard sand of TAMIN and testing them for their compressive strength.

### ***Vermiculite:-***

- The important customers of Vermiculite are Department of Forest, Horticulturists and Civil Engineering Consultants.

### ***Quartz & Feldspar:-***

- The prime customers are the manufacturers of Ceramic wares, Electrical insulation wares, High Purity Quartz Powder and exporters.

### ***Limestone:-***

- The manufacturers of Cement

### **Service Extended to the Customers**

- The Customers will be provided with specifications of industrial minerals marketed by TAMIN and also about the varieties of granites exploited and processed for export and domestic areas.
- TAMIN also provides price structure with details of duties, taxes, packing & forwarding and transport charges to them.

### **Expectations from the Customers**

- The Customers expect good quality material at reasonable price. They want the material to be supplied promptly. They expect that the procedures for purchase of minerals and granites must be simple and it should be completed without any hassle. The Customers would like to make repeat purchase from TAMIN for which they expect some discount and price concession.

### **b) Vendors / Contractors**

- Strict adherence to time line and delivery schedule fixed as per Tenders or Purchase Orders.

- Adherence to all the statutory safety guidelines.
- Achievement of economy on products / services without compromising on quality standards on any count.
- Timely release of payments as per terms of order / contract.

**c) Society**

- Appreciation of services delivered under the corporate social responsibility and environment policies
- Increased use of the feedback mechanism under the Citizen’s charter in order to assist the company to incorporate better service standards

**PART III CITIZEN SERVICE DELIVERY**

3.1 The details of products / services being provided to the different categories of citizens are mentioned in the table below:

<b>Citizen</b>	<b>Service Provided</b>	<b>Remarks</b>
Customers	Various kind of products both in domestic and export segments	1. Signing of Sales Agreement 2. Supply of products as per quality standards
Vendors & Contractors	<ul style="list-style-type: none"> <li>• Proper execution of contractual terms &amp; conditions in procurement</li> <li>• Execution of contract agreements</li> </ul>	Follow procedure laid down in relevant manual, Tender Transparency Act and powers laid down in the Delegation of Powers
Society	Adherence to highest standards of social responsibility and environmental protection	Pursue policies and programs for wider social development and minimum adverse impact on environment

**3.2 FEEDBACK MECHANISM**

TAMIN was endeavors to issue a prompt acknowledgement and redresses complaints of its Citizens. A formal procedure and robust mechanism is in vogue for most of its Citizens as indicated below:

### **For Customers:**

There is a redressal mechanism in place for addressing grievances. As the customers of TAMIN are spread all over the country, redressal of complaint / grievance is given utmost priority by the Company. Grievances, if any, are redressed by post, email, fax etc.

Customer meets are also organized periodically to understand their issues, future requirements in advance and their problems, if any are being solved making the customers aware of the internal processes and mandatory compliance, if any.

### **Grievances Redress Mechanism:**

- The Customers can directly address TAMIN, Head Office as to their requirement of industrial minerals, the price and other details.
- They may also elicit information as to the various properties of these minerals and granites so that best utilisation of them can be achieved by them.
- For prompt supply of materials, they may write to TAMIN Head Office so as to know the procedures viz; - Placement of orders, Payment, Taking Delivery etc. At Head Office, TAMIN has a Marketing Section which will redress the grievances as well as clarify various points of the customers.
- For any grievance relating to purchase of granite, industrial minerals etc., TAMIN Head Office may be contacted in person with necessary particulars for redressal within four weeks time of the receipt of complaint.
- For any grievance relating to supply or administrative matters, TAMIN Head Office may be contacted in person with necessary particulars for redressal within four weeks of the receipt of the complaint.

### **3.3 MONITORING & IMPROVEMENT OF CITIZEN'S CHARTER:**

TAMIN recognizes the importance of the Evaluation and Monitoring of the Citizen's Charter in improving standards of services. The evaluation and monitoring of the 'Citizen Charter' shall take place as and when the dynamics of the stakeholders requirements changes. A practice of self-assessment shall be put in place enabling the staff to assess how well they think they are delivering the products. This will then be compared with the feedback. Regular evaluation and monitoring of the performance standards builds confidence among the users of the service and standards may be made more acceptable.

### **3.4 REVIEW OF CITIZEN CHARTERS**

The Charter shall be reviewed annually based on the experiences and feedback received from Citizens.

#### **CHARTER ON THE WEB:**

To ensure that the Charter of TAMIN is open to all concerned and interested, it will be made available at the Company's website [www.tamingranites.com](http://www.tamingranites.com).