

**LOK SABHA
UNSTARRED QUESTION NO.2090
FOR ANSWER ON 01/01/2018**

GRIEVANCE REDRESSAL AT FSNL

2090. SHRI RAJESH VERMA:

Will the Minister of STEEL be pleased to state:

- (a) Whether the Government has received any complaint against the senior officers of the FSNL and if so, the details thereof along with the action taken in this regard and if not, the reasons therefor;
- (b) Whether the Government has formulated any mechanism to settle a majority of complaints against the officers of FSNL in a time bound manner and if so, the details thereof; and
- (c) whether the Government proposes to take action against those officers who do not redress the grievances in a time bound manner and if so, the details thereof?

ANSWER

THE MINISTER OF STATE FOR STEEL

(SHRI VISHNU DEO SAI)

(a) During the year 2017, a total number of 51 complaints have been received by the Government from different sources on various allegations pertaining to officers of Ferro Scrap Nigam Limited (FSNL), out of which action on 17 complaints have been completed. Out of the total number of 51 complaints, 32 complaints were received from one individual former employee of FSNL, who was removed from the services of the company on disciplinary grounds. Disciplinary action is taken by the concerned Disciplinary Authority based on the investigation/inquiry in the cases.

(b)&(c): The Vigilance Department of the Ministry of Steel and the Vigilance Department of FSNL, headed by the Chief Vigilance Officer (appointed by the Government), investigates and monitors complaints in a time bound. Grievances raised by the employee are redressed as per the grievance redressal policy of the Government and grievances received in Centralized Public Grievances Redress and Monitoring System (CPGRAMS) portal are periodically monitored by the Ministry.
