



CITIZEN'S CHARTER

THE STATE TRADING CORPORATION OF INDIA LTD.

JAWAHAR VYAPAR BHAWAN, TOLSTOY MARG

NEW DELHI -110001.

WEBSITE : <http://www.stc.gov.in>

Email : co@stc.gov.in

1. PREAMBLE

This Citizen's Charter represents the commitment of STC towards standard, quality and time frame of service delivery, grievance redress mechanism, transparency and accountability.

2. STC – An introduction

The State Trading Corporation of India Ltd. (STC), set up in 1956, is a premier international trading company of the Govt. of India.

STC is engaged in exports, imports and domestic trading activities in a diverse range of items. The Corporation undertakes exports of rice, wheat, tea, agro chemicals, steel plates/coils, red sanders, iron ore etc. and imports bullion, coal, edible oils, minerals, metals, ores, fertilisers, almond/cashew, etc. It also undertakes import of technical and security equipment on behalf of Forensic Science Laboratories, State Police and Intelligence Departments and Paramilitary Organisations against specific requests.

On domestic front, the Corporation mainly undertakes sales of gold medallions, pulses, fertilizers, hydrocarbons, minerals, metals, petrochemicals, tea, and jute. STC also has been successfully conducting cardamom auctions in Bodinayakunnur, Tamil Nadu and Kumily, Kerala against license obtained from Spices Board.

STC is a nodal agency of the GOI to monitor implementation of off-set/counter trade obligations arising out of purchases of aircrafts by Indian/Air India from Boeing / Airbus.

STC has a paid up equity capital of Rs 60 crore. The Govt. of India holds 90% of STC's paid up equity and the rest 10% is held by mutual funds, financial institutions and public. The Board of Directors of STC comprises of whole time Chairman and Managing Director, five whole-time Directors, two ex-officio Directors from Ministry of Commerce and Independent Directors appointed by the Govt. from time to time.

STC has thirteen branch offices in India, the major ones being at Mumbai, Kolkata, Chennai, Ahmedabad, Bangalore, Hyderabad and Cochin. STC also has small offices in Silvassa and Puducherry. STC has own tank farms, warehouses, godowns at various locations of the country for storage of liquid/dry cargo. As on 31.03.2016, STC had 692 employees on its rolls.

3. Vision of the Company

To be a leading world class trading organization, continuously diversifying and delivering excellence in all areas of its operations thereby enhancing stakeholders' value.

4. Mission of the Company

To consistently take advantage of upcoming business opportunities and trends with proactive enterprising spirit thereby delivering substantial year on year growth and contribute to enhancing India's share in world trade.

5. STC's stakeholders

During the course of its business activities, the Company interacts and consults with the following stakeholders:

- Business Associates / Customers
- Ministry of Commerce and Industry
- Financial Institutions / Banks
- Railways / Port Authorities
- Regulatory / Statutory Authorities
- Shareholders
- Legal Advisors
- Consultants
- Central / State Govt. departments

6. Standards of Service Delivery

- I. Delivering efficient and quality services to citizens in a time bound manner.
- II. Adopting corporate practices that are based on transparency and proper disclosures and ensuring accountability of the persons in key positions thereby benefiting all stakeholders.
- III. Grievance Redressal Mechanism

A Public Grievances Redressal Mechanism is in place in STC to redress the grievances of its employees, business associates and the public. Any aggrieved party can submit its grievance in writing to the Public Grievances Redressal Officers (PGROs) appointed at the corporate office and all branch offices of STC or through the 'Online Complaints' system

available on the official website of STC viz. www.stc.gov.in. STC has designated an officer of the rank of General Manager as Director of Public Grievances. His contact details are given below:

Shri R K Goel

Director of Public Grievances & Public Grievance Redressal Officer,
General Manager,
STC of India Limited
Jawahar Vyapar Bhawan
Tolstoy Marg,
New Delhi – 110001
Phno : +91 11 23701038
Fax : +91 11 23462337
Email : rkgoel@stc.gov.in

All the grievances are duly acknowledged by giving a specific grievance number. All efforts are made to redress the public grievances within a period of two months. A locked complaint box has been placed at reception in all offices of STC. The details of the Public Grievances Redressal Mechanism and the list of the PGROs are available on the website of STC. The names and contact details of Director of Public Grievances and the local PGROs have been displayed on the notice boards at all the branch offices.

Grievances can also be submitted and followed-up through the online Centralized Public Grievances Redress and Monitoring System (CPGRAMS) of the Govt. of India. Any aggrieved party can log on to www.pgportal.gov.in and submit his/her grievance online under 'CITIZEN CORNER' after filling-up necessary details in the Grievance Registration Form. A direct link to the online CPGRAMS is available on STC's website also.

IV. Information Facilitation

STC has been implementing the provisions of the Right to Information Act (RTI), 2005 in letter and spirit. It has hosted all material information of general interest to the public on its website. Central Public Information Officers (CPIOs) have been appointed at STC's Corporate Office at New Delhi and all its branch offices. Any public person can approach CPIOs for seeking information under the RTI Act. The names and contact details of CPIOs, proforma of application, amount of fee required are available on the official website of STC viz. www.stc.gov.in.

The company has made all voluntary disclosures as are mandatory under the RTI ACT 2005. Details of Central Public Information Officers at Corporate Office as well as Branch Offices and Appellate Authority are available on STC website.

7. Corporate Commitments of the Company

A comprehensive set of policies consisting of the following has been adopted by STC in order to meet expectations of its citizens.

- Code of Conduct For Board and Senior Management
- STC Board Charter
- Code of Conduct to Regulate, Monitor and Report Trading by Insiders
- Code of Fair Disclosure and Conduct
- Corporate Governance
- Integrity Pact
- Corporate Social Responsibilities
- Anti Fraud Policy

Details of all these policies are available on STC website.
