

Citizen Charter of HIL (INDIA) Limited

HIL (India) Limited formerly known as Hindustan Insecticides Limited (HIL) is a Govt. of India Enterprise working under the Administrative control of Department of Chemicals & Petrochemicals, Ministry of Chemicals & Fertilizers, Government of India. HIL is the primary and sole supplier of DDT to the National Vector Borne Disease Control Programme of the Ministry of Health. HIL diversified into agro pesticides in the year 1979 to meet the requirements of the Agricultural sector and since then HIL has introduced a number of agro-pesticides such as Mancozeb, Buprofezin, Acephate, Malathion, Monocrotophos and Glyphosate, Pendimethalin etc. along with a number of formulations to meet the ever increasing and changing demand pattern of farming community. HIL manufactures and supplies wide range of technical products which are manufactured at its 3 states of State- of- Art manufacturing units.

In the year 2012, HIL diversified into seed production and its marketing. Ministry of Agriculture has recognized HIL as a National Level Seed Production Agency and the company has become no. 1 NLA in distribution of Seed Minikits of latest Groundnut varieties to different State Governments under NMOOP Program of Ministry of Agriculture and Farmers Welfare.

Later in the FY 2014-15, the company also ventured into marketing of fertilizers and it has been authorized by Ministry of Chemicals and Fertilizers, Government of India as an importing agency for import of N, P & K fertilizers. The Company tied – up with fellow PSUs like National Fertilizers Limited (NFL), Rashtriya Chemicals & Fertilizers Limited (RCF), & Fertilisers and Chemicals Travancore (FACT) for supply (Urea, DAP, MOP etc.). HIL has also signed marketing tie-ups with cooperatives like IFFCO for supply of their fertilizers through company's marketing network to farming communities across the country. The company is going forward for initiating the commercial production for bio pesticides at its Udyogamandal Unit. The company has also taken initiative as one of the five year vision to set up 3000 Kisan Samadhan Kendras in all the states the country which will be committed to provide all agro inputs to farmers & to provide advisory services on crop solution & its management, agri business opportunities etc. The Company has also set up LLIN production plant at Rasayani Unit Maharashtra with the financial assistance of UNIDO to cope up with the requirement of this product across the country specially that of Ministry of Health & Family Welfare, Govt. of India.

Manufacturing facilities:

HIL has manufacturing units in Rasayani (Maharashtra), Udyogamandal (Kerala) and Bathinda (Punjab). Rasayani and Udyogamandal plants have facilities to manufacture technicals of DDT and agro-products which are otherwise known as active ingredients. These units manufacture various formulations also. Bathinda has only formulations manufacturing and packaging facility. Since its inception in the year 1954, the company has grown manifold and registering profits continuously since last 15 years.

1. Vision:

- To be a leading player in the field of Public Health & crop care.

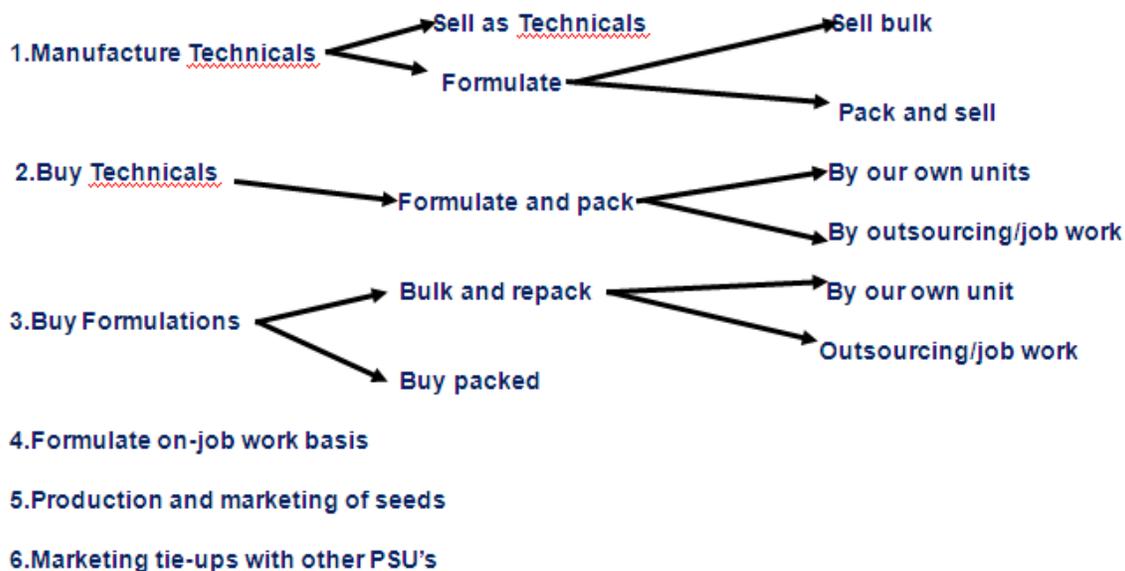
2. Mission

- To provide Quality Pest solution at a reasonable price to the farming community for Crop Protection and manufacture Public Health insecticides primarily for disease vector control.
- To supply quality seeds and fertilizers which will improve agricultural production and productivity.

3. Objectives

- GROWTH:** To achieve consistent and diversified growth across public health, agro-chemicals, seeds, fertilizers and other sectors in India and abroad.
- DEVELOPING ORGANIZATIONAL CAPABILITIES:** To create environment and conditions in the organization conducive for developing and maintaining its knowledge, human and physical resources and make the company a “Learning Organization”.
- QUALITY:** To ensure that quality of our products and services to fully meets the requirements of customers.
- OPTIMUM RETURN ON INVESTMENT:** To leverage the human resources, technology and physical assets of the company, in most effective and efficient manner, to generate an optimum return on investment, with adequate safety and liquidity.
- VALUE FOR ALL STAKEHOLDERS:** To be guided in all its actions by the consideration of creating value for all its stakeholders, viz. shareholders, employees, clients, business partners and society to become a responsible Corporate Citizen.
- ENVIRONMENT PROTECTION:** To produce DDT for public health and to carry out production and marketing of agro-chemicals efficiently and economically in an environment sound manner. To care for and protect the Environment and minimize the harmful effects of the emissions, atmospheric discharges and effluents by conforming and also improving on the standards laid down by pollution control authorities.
- CSR INITIATIVE:** The Company will undertake its CSR activities for the common good, specifically for the deprived, under-privileged and differently abled persons and economically weaker sections of the society.

Activities



Sr.No.	MANUFACTURING UNIT	PRODUCTS
1	UDYOGAMANDAL (Kerala) Set Up in 1957	DDT – INSECTICIDE(1344 TPA) (Operation suspended since 2018-19) DICOFOL – ACARICIDE(150 TPA) MANCOZEB – FUNGICIDE(1000TPA)
2	RASAYANI (Maharashtra) Set Up in 1977	DDT – INSECTICIDE(5000 TPA) BUTACHLOR – HERBICIDE(500 TPA) MONOCROTOPHOS INSECTICIDE(300 TPA) MALATHION – INSECTICIDE(1800 TPA)/ ACEPHATE –INSECTICIDE (900 TPA) BUPROFEZIN-INSECTICIDE (1000 TPA) IMIDACLOPRID-INSECTICIDE (300 TPA)
3	BATHINDA (Punjab) Set up in 2003	LIQUID FORMULATION(1000 TPA) SOLID FORMULATION (1000 TPA) GRANULATION (1000 TPA)

Retrofitting the existing Endosulfan manufacturing facility at Udyogamandal unit to manufacture Glyphosate and Mancozeb expansion at Udyogamandal Unit have commissioned.

Seeds and fertilizers

- HIL diversified into seed production and marketing in the year 2012-13 and got recognized as a National Level Agency from Ministry of Agriculture & Farmers' Welfare, Govt. of India. HIL also ventured into marketing of fertilizers during the

financial year 2014-15 and it has been authorized as an importing agency for N, P & K fertilizers and the company has tied up with several public sector companies.

- HIL actively participates in the Ministry of Agriculture & Farmers' Welfare sponsored schemes like National Food Security Mission (NFSM), National Mission on Oilseed & Oil Palm (NMOOP), Mission on Integrated Development of Horticulture (MIDH).

- HIL is taking production programme & selling seeds of different varieties like– Field crop, pulse, oil seed and vegetable crops.

- The company has also been recognized by ICAR for Groundnut & Soyabean Breeder Seed production mainly of ICRISAT and BARC varieties.

- HIL markets seeds to the requirements of various State Govts. like Uttar Pradesh, West Bengal, Bihar, J&K, Odisha, Chhattisgarh, Himachal, Punjab, Andhra Pradesh, Telangana, Hyderabad.

- HIL also markets seeds through its wide dealer network directly as well State Govt. Scheme.

- The company also actively participates in the Seed Minikit Programme of Ministry of Agriculture, Govt. of India.

MOU RATINGS

S.No.	Year	Rating
1.	2010-11	VERY GOOD
2.	2011-12	GOOD
3.	2012-13	EXCELLENT
4.	2013-14	VERY GOOD
5.	2014-15	GOOD
6.	2015-16	GOOD
7.	2016-17	GOOD
8.	2017-18	FAIR
9.	2018-19	FAIR
10	2019-20	FAIR

MILESTONES ACHIEVED

- Receipt of BRPSE Turnaround Award.

- CMD received the Award from Hon'ble Minister of Heavy Industries, Mr. Anant Geete on initiatives on Skill India and for enhancing vocational skills.

- Harmonious industrial relations. No man days lost.

- First Prize for 'Usage of Official Language' in PSUs under Chemicals and Petro-chemicals.

- 1st Prize for Outstanding "Safety Performance"

- Amity "Corporate Excellence" Award for being one of the best and most admired business organization.

- Developed in house technology to phase out ozone depleting solvent in Dicofol plant at Udyogamandal and got accolades and financial support from UNIDO.

- Selected by UNIDO to undertake a study on POPs inventory as part of National Implementation Plan.

- Long Lasting Insecticides Net (LLIN)

HIL decided to put up new projects and widen the project portfolio so that dependency on DDT is gradually reduced and has entered into a tie-up with CIPET, Chennai for setting-up Long Lasting Insecticides Net (LLIN) project. At Rasayani Unit, the company has set up a manufacturing facility of Long Lasting Insecticides Net (LLIN) with the co-funding of United Nations Industrial Development Organization (UNIDO) under their projects “Development and promotion Non- POP Alternatives to DDT”. The initial production capacity planned for this plant is 5 million nets per annum.

At present NVBDCP is using mainly two disease vector control interventions namely Indoor Residual Spraying (IRS) and Long Lasting Insecticides Nets (LLIN). With setting up of LLIN plant by HIL, the Company will become first CPSE to manufacture this product indigenously. It will be another footstep towards the “**Make In India**” **flagship programme of Government of India**. Moreover it will reduce the import dependency of Ministry of Health for LLIN.

SOCIAL RESPONSIBILITIES AND ENVIRONMENTAL CONTROL:

HIL is committed towards social upliftment of underprivileged and weaker sections of the society and committed and undertaking CSR activities in the following areas:-

1. Providing safe drinking water.
2. Distribution of school uniform to under-privileged students.
3. Ensuring Environmental Sustainability.
4. Developing a Global Partnership for development.
5. Achieving Primary Education.
6. Promoting Gender Equality and Empowering Women.
7. Eradicating Extreme hunger and Poverty.
8. Controlling HIV/AIDS, malaria and other diseases.

Services offered

- a) Supply of DDT to the National Vector Borne Disease Control Programme of Ministry of Health, Govt. of India.
- b) Marketing of Public Health Insecticides.
- c) Marketing of various Agrochemicals, seeds, fertilizers (bulk, bio) & bio-pesticides’.
- D) Marketing of P & K fertilizers.

Marketing Network

HIL markets its products through 6 Regional Sales offices at the following locations:

- i) Regional Sales Office (East)
HIL (India) Limited
6, Ganesh Chandra Avenue,
Forth Floor, Kolkata-700013
Email Id: - rsm.east@hil.gov.in

ii) Regional Sales Office (North)
HIL (India) Limited
R&D Centre, 405-A, Sector 20, Udyog Vihar,
Gurugram, Haryana – 0122016
Email Id: north@hil.gov.in

iii) Regional Sales Office (Hyderabad)
HIL (India) Limited
Alyssa Mahek Apartment,
Flat No. 304, opposite Red Rose Palace,
Chapel Road, Hyderabad- 500001
Email Id:- mrcreddy@hil.gov.in

iv) Regional Sales Office (Coimbatore)
HIL (India) Limited
Door No.8-A, 1st Floor, Jayanagar Vadavalli,
Coimbatore- 641041(TN)
Email Id:- ibrahim@hil.gov.in

v) Regional Sales Office (Ahmedabad)
HIL (India) Limited
A/6 Suryodaya Colony, Naranpura,
Ahmedabad- 380013, Gujarat.
Email Id:-dmmahd@hil.gov.in

vi) Regional Sales Office (Bangalore)
HIL (India) Limited
F-4, Eshwer Krupa Apartments,
No. 95, Serpentine Road, 9th Block,
Kumara Park West (opp. SBI), Bangalore – 560020
Email Id:- harishacn@hil.gov.in

Details of grievances Redressal Mechanism and how to access the same
i) Redressal of grievances of employees/public

Grievance Redressal Machinery for resolving the grievances of employees on time bound manner is in existence.

The grievance of employees at the respective unit will be handled by the heads of the HR & Administration Department. General Manager (HR & Administration) at corporate office will handle the grievances of Corporate Office and Marketing Division. The concerned Heads of Personnel as designated will take steps for settling the grievances and intimate the outcome of the process to the individual concerned. In addition,

opportunities for airing the grievances with CMD/Directors are being offered for speedier action in the matter of resolving the grievances.

ii) For corruption related issues, Chief Vigilance Officer of the company may be contacted:

Contact Address: Chief Vigilance Officer,
HIL (India) Limited,
SCOPE Complex, 2nd Floor, Core-6,
Lodhi Road, New Delhi-110003.
Telephone No.:- 011-24365396
Email: cvo.hil@hil.gov.in

iii) Grievance Redressal of sale of Agrochemicals and fertilizers.

Complaints with reference to sale of agrochemicals and fertilizers is looked into by the Marketing Department, HIL. The designated officer is General Manager (Marketing) or the official nominated by him.

Contact address: Shri Shashank Chaturvedi,
General Manager (Marketing)
HIL (India) Limited,
SCOPE Complex, 2nd Floor,
7, Lodhi Road, New Delhi-110003
Telephone No.: 011-24368802
Email: shashank@hil.gov.in

iv) Grievance Redressal of sale of Seeds

Complaints with reference to sale of seeds is looked into by the Marketing Department, HIL. The officer designated to address grievances is Deputy General Manager (Marketing) or the official nominated by him.

Contact address: Shri Anil Yadav,
Deputy General Manager (Marketing)
HIL (India) Limited,
SCOPE Complex, 2nd Floor,
7, Lodhi Road, New Delhi-110003
Telephone No.: 011-24364662
Email Id: - ayadav@hil.gov.in

The company has website with the address <http://hil.gov.in/>. The citizen charter as well as all important information of the Company are available at the site and information on Boards of Directors and senior management is available under 'about us' section on the website of the company.