



Citizen's/Client's Charter

**AN ISO 9001:2015
EMS 14001:2015 Company**

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA

(A GOVERNMENT OF INDIA UNDERTAKING)

NARAMAU, G. T. ROAD, KANPUR - 209217

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**A FORCE BEHIND THE
EMPOWERMENT OF PERSONS WITH DISABILITIES**

CITIZEN CHARTER

ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA

1. OUR VISION

To be the leading global organization for the empowerment of persons with disabilities through provision of appropriate technology and rehabilitation services

2. OUR MISSION

Provide appropriate state-of-the-art assistive devices & rehabilitation services that meet the needs of PWDs across the world.

Focus on continuous technology up-gradation and develop in-house capabilities for cutting edge R&D through collaboration with research institutions and entrepreneurs within India and abroad.

Manufacture high quality devices with optimized workflows, highly skilled workforce and manufacturing facilities equipped with state-of-the-art infrastructure which is at par with international standards.

Develop talent pool through skill enhancement and training in order to aspire for excellence in product delivery and associated rehab services.

Maintain industrial harmony, conducive work culture and inculcate feeling of ownership and pride among all stakeholders.

Expand presence within India and develop exports as an opportunity for sustainable growth.

3. OUR PROGRAMMES /GOALS/ OBJECTIVES

1. To promote, encourage and develop the availability, use, supply and distribution at reasonable cost in the country of Artificial Limbs and accessories and constituents thereof to needy persons particularly disabled Defence personnel, hospitals and such other welfare institutions.
2. To establish facilities for the manufacture of Artificial Limbs and accessories and constituents thereof and all other things which can be or may conveniently be used for the manufacture of or in connection with such articles, things as aforesaid.
3. To carry on the business of manufacturers, buyers, sellers, importers, exporters, dealers in and of Artificial Limbs and accessories and constituents thereof and all other things which can be or may conveniently be used for the manufacture of or in connection with such articles, things as aforesaid.

Explanation: Artificial Limbs, accessories and Constituents thereof appearing in the aforesaid clauses include Orthotic, Prosthesis, Orthotic Components, Prosthetic Components, Rehabilitation Aids, Associated Special Tools and Orthotic and Prosthetic Supplies.

4. OUR CLIENTS

The Corporation markets its products within the country through its offices at Delhi, Kolkota, Bhubaneshwar, Bangalore, ,Faridabad , Mumbai, Hyderabad, Guwahati and with the help of PMDK ,an extensive dealer network to ensure availability across the length and breadth of the country. We try to reach about 640 districts and more than 7000 blocks of the country through the buyers in following categories.

- National Institute
- Dealer Network
- NGO Network
- State Government
- Fabricating Agencies
- State SSA Authorities
- PMDK(Pradhan Mantri Divyasha Kendra)

The Corporation has also exported its products to Afghanistan, Sri Lanka, Bangladesh, Nepal, UAE, Jordan, Iraq, Angola, Cambodia, Uzbekistan etc. and the same have been well accepted in all these countries.

5. OUR SERVICES

AN ISO 9001:2015 COMPANY EMS : 14001 : 2015	Responsible for establishment of 170 Limb Fitting Centres all over India
Largest manufacturing organization of Artificial Limbs and Rehab, Aids in whole of South Asia & Africa	Has around 4% of its employees who are disabled
Manufacturers more than 355 types of Aids and Appliances for Orthopedically Hearing and Visually Handicapped.	Has transitioned into a product, service & solutions Company from generally a manufacturing company in the past
ALIMCO Products are manufactured as per ISI specifications and have been granted license for IS marking on its major products. (19 Products are BIS)	Has achieved consistent growth in sales & production during last ten years.
Organising Awareness/Assessment and Distribution Camps across the country.	Distribution of Aids & Appliances is done upto Village / Block level.

6. CARE AND CONCERN EXPECTED FROM OUR PWD BROTHERS USING OUR PRODUCTS

MAINTENANCE, UPKEEP AND CARE OF ORTHOSIS/CALIPER

- a. Ensure that suspension cuff/band is in good condition and metal joints are not loose before wearing the appliance.
- b. Joints of the calliper should be oiled at least once in a week.
- c. Keep the appliance and shoes neat and clean.
- d. Replace worn off shoe heels.
- e. In case of breakage of components of calliper / orthosis get the same repaired or replaced immediately at nearest limb fitting centre DDRC/NI/ALIMCO.
- f. Growing children should be brought once every three months to adjust fitting.
- g. Avoid wetting of the appliance.
- h. When not in use, keep the appliance in a dry and safe place.
- i. Examine skin of your limb every day for any undue pressure mark/ulceration due to orthosis and report it to your doctor/P&O.
- j. Check all the screws, nuts and bolts daily.



UPKEEP AND CARE OF PROSTHESIS

- a. The stump should be washed before going to bed with an antiseptic soap and warm water.
- b. Clean the inside of socket daily with mild soap and warm water.
- c. Stump socks should be washed daily.
- d. Avoid wrinkles in the stump socks while worn to avoid ulceration of the skin.
- e. Before wearing the prosthesis, apply antifungal or antibacterial powder in the socket.
- f. Examine the stump daily for evidence of any part under pressure/Ulceration and report it to your doctor/P&O immediately.



- g. If there is swelling on the stump, it should be wrapped firmly with a crepe bandage and if swelling persists report it to your doctor/P&O.
- h. Do stump exercises everyday.
- i. When not in use, keep the prosthesis in dry and safe place.
- j. In case of breakage get the part of the prosthesis repaired/ replace immediately at the nearest fitment centre / DDRC / NI / ALIMCO.
- k. Don't use in case of diabetes, sensory impairment, skin infection / heart ailment etc without consulting doctor/P&O.
- l. Don't go to accident prone sites such as fire / risk / riot zone etc.

MAINTENANCE, UPKEEP AND CARE OF WHEEL CHAIR & TRI-CYCLE

- a. Clean the movable parts of wheel chair and tri-wheeler regularly.
- b. Regular lubrication of axles and crossbars should be done.
- c. Clean thoroughly all leather and metal parts at regular intervals and mop them with clean cloth.
- d. At least once in a year, wheel bearing must be rechecked and greased.
- e. Whenever tyres and tubes are damaged they must be repaired/replaced immediately.
- f. Whenever any parts of Wheel chair/Tri-wheeler gets damaged/lost like bolt, nut etc. or if there are any mechanical difficulties, thorough check-up can be done at a nearby cycle repair shop.



MAINTENANCE, UPKEEP AND CARE OF HEARING AID

- a. Keep it in cool, dry place.
- b. Protect it from water and other liquid.
- c. Remove the cell, when the aid is not in use.
- d. Don't leave the hearing aid near fire, stove, car or other vehicle and electrical appliances like Radio, TV etc.

- e. Keep the hearing aid away from dust, dirt, sun, rain, water, cosmetic powder, hair oil etc.
- f. Don't twist or knot the cord.
- g. Make a safe keeping of hearing aid.
- h. Always switch off the hearing aid when not in use.
- i. The ear tip should be detached from the receiver and washed in soap water frequently to prevent wax formation.
- j. Always use a dry cloth to clean the hearing aid.



7. GRIEVANCES REDRESSAL MECHANISM

Corporation has constituted a committee for Grievance Redressal of Employees as under:-

Ex- officio Senior most GM	Chairman
Deputy General Manager (Marketing) - Ex-officio Head of Marketing	Member
Deputy General Manager (Material Management)/ HOD-MM	Member
Company Secretary	Member Secretary
Departmental Nominee (To be decided by Chairman of Committee)	Member

Any grievance received from employees is disposed within seven days from the receipt of complaint as per Grievance Redressal Mechanism.

8. ENVIRONMENTAL PARAMETERS

Environmental Parameter Testing/ monitoring (Air, Water & Sound) and maintaining the desired parameters	Quarterly
Operational of Effluent Treatment plant, Sludge disposal and taking care of all statutory parameter	Quarterly
AMC of Machine & Plants	Yearly
Preventive Maintenance Schedule	As per schedule

9. QUALITY CONTROL & EMS PARAMETERS

Activities	Timeline	Nodal Officer	Monitoring System
To ensure clearance of GRN 88.3% on ERP module	Within 7 working days	Shri Yogendra Singh	SAP
Reduction in wastage in terms of rejection & Re-work percentage of	Yearly	Yadav, Asst. Manager	Internal Data Basis

finished products less than 0.50%		(QC), 8400153346	
Compliance more than 90% in the assessment in respect of Quality Council of India	By six monthly Audit		Third party Audit
Energy Saving	To reduce		By regular monitoring in the activity
Water Saving	To reduce		By regular monitoring in the activity
Paper Saving	To reduce		By regular monitoring in the activity

10. Marketing Parameters

S. No.	Activities	Name	Designation	Mobile No.
1	LS	Shri S. Sengupta	Manager (LS)	9476521278
2	Service/ AASRA	Shri Prakash Singh	Manager (Service)	9558806840
3	RVY	Shri Harish Kumar	Manager (RVY)	8700118970
4	Non-Government	Shri Mrinal Kumar	Dy.Mgr. (CSR)	9721722069
5	PMDK	Shri Pankaj Dwivedi	Asst.Mgr.(PMDK)	8009864200
6	ADIP-SSA	Shri Sandeep Kumar	Asst.Mgr.(SSA)	7979031295
7	ADIP	Shri Surendra Singh	Jr.Mgr.(Marketing)	9628011444
8	IT	Shri Ankur Katiyar	Jr. Manager (IT)	9766681016

11. INFORMATION AND FACILITATION

Information about company, its products, services or any other issue can be sought from concerned office / officer or through website www.alimco.in

12. INFORMATION ABOUT RTI MATTERS

All the information pertaining to Right to Information contained in the RTI Manual 1 to manual 17 have been uploaded on to our web site www.alimco.in

The details of CPIO for submitting application under RTI ACT 2005 is given in manual 17.