

भारत सरकार टकसाल, नोएडा
INDIA GOVERNMENT MINT, NOIDA
सिक्वोरिटी प्रिंटिंग एंड मीटिंग कॉर्पोरेशन ऑफ इंडिया लिमिटेड की इकाई
(A UNIT OF SECURITY PRINTING & MINTING CORPORATION OF INDIA LIMITED)

नागरिक चार्टर
CITIZEN'S CHARTER

1. Details of Business transacted by the Organisation:

- India Government Mint, Noida ('IGM Noida'), a unit of SPMCIL is involved in the minting of coins for the purpose of circulation. IGM Noida is the only Mint established in the post-independence era. The mint started regular production from 1988 with an estimated annual production capacity of 2,000 million pieces of coins. It was the first mint in the country to produce stainless steel coins.
- The mint produced more than 3,922 million pieces of circulating coins in FY 2016-17 and was earlier one of the most profitable mint. The mint does not have a blanking press. The blanks are procured from sister mints and stamping process is carried out in the mint. It manufactures circulating coins of denominations Rs 1, Rs 2, Rs 5, Rs 10 and Rs 20 for Reserve Bank of India.
- The Mint is located in Noida, Gautam Buddha Nagar in the State of Uttar Pradesh, bordering Delhi, possessing a total 14.09 acres.
- For the FY 2025-26 target of production of 850 million pieces circulation coins was accomplished.

2. Details of Customers/Clients

- IGM Noida manufactures circulating coins of denominations Rs 1, Rs 2, Rs 5, Rs 10 and Rs 20 for Reserve Bank of India.
- Coin blanks are procured from organization such as Jindal Stainless Steelways Limited (JSSL), Steel Authority of India Limited, Mittal Enterprises Limited, and Consolidated Coin Company through open tender.

3. Statement of services provided to each Citizen/Client group separately and time limits for the same:

For the FY 2025-26 target of production of 850 million pieces circulation coins was completed for RBI.

4. Details of Grievances Redress Mechanism and how to access the same:

Grievance redressal systems Courteous and helpful service will be extended by all the staff. If you have any Grievance to make with respect to the delivery of the above standards. We have also created a website for registering grievance at <https://grievances.spmcil.com>. You are welcome to use this facility. Citizens can lodge their grievances on the portal.

The SPMCIL Grievance Redressal System is a technology enabled grievance redressal platform. Through online grievance redressal, SPMCIL has employed a set of specific measures to ensure accountability and increasing transparency in the grievance handling procedure thereby establishing a very positive ambience. Grievances may be submitted in the following categories such as Bill Payment, Recruitment, Product quality/ Delivery, Pension, PF, HR matters, discrimination on the basis of caste, age, sex and race, victimization and sexual harassment cases etc.

The following may not be covered through this system :

- a) Subjudice matter or any matter concerning judgment given by any court.
- b) Personal and family disputes.
- c) RTI matters.
- d) Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
- e) Secret Issues, Issues covered under Official Secret Act 1923.
- f) Suggestions.

5. Information related to India Govt. Mint, Noida under RTI Act 2005 can be obtained through online RTI portal or directly sending the application to officers listed below:

POST	NAME	DESIGNATION	TEL. NO.	E-MAIL I.D.
Public Information Officer	Shri Hira Mani Suyal	Deputy Manager (O. L.)	0120-47 83119	hiramani.suyal@spmcil.com
APIO & Nodal Officer	Ms. Vaishnav i Sonkar	Assistant Manager (Legal)	0120-47 83119	vaishnavi.sonkar@spmcil.com