

MPCON Limited

(CIN U74140MP1979GOI001502)

Citizen's Charter

1. What we are

MPCON is a Technical Consultancy Organization set up in the year 1979 by the Financial Institutions & Banks. It is subsidiary of IFCI Limited, a PSU under the Dept. of Financial Services Govt. of India, thereby making it a Govt. Company in terms of the Company's Act 2013 sec2(45)

2. Business of MPCON

The following are the major business verticals of MPCON

To Prepare project reports & DPRs , TEV/LiE report and support to MSME Sector

To Conduct Studies & Surveys

To Conduct Entrepreneurship Development & Skill Development Programmes

To Provide IT/ITES services to clients

To Provide Corporate BC services to Banks

To Provide HR & Manpower Outsourcing Services to Govt. Depts.

Further details can be had from our website www.mpconsultancy.org

3. Our Customers

Our customers are State & Central Govt. Departments , PSUs and Private sector clients across varying segments of the industry .

4 . Code of Ethics

- To provide services in a professional, efficient, courteous and transparent manner;
- Not to discriminate on the basis of religion, caste, sex, descent or any of them;
- To be fair and honest in advertisement and marketing of our Products;
- To comply with all the regulatory requirements in good faith.

5. Grievances Redressal System (GRS)

Grievances can be addressed to the Concerned vertical heads regarding quality of services and further escalated to the Managing Director in case the same is not resolved to the satisfaction of the client.

6. Right to Information Act 2005:

In MPCON, Public Information Officer (CPIO) and Appellate Authority have been nominated to deal with applications received under Right to Information (RTI) Act. Information is provided to the

applicants within the prescribed time limit. The applicants, who are not satisfied with the information provided, or have not received the information in time, can prefer appeal before the Appellate Authorities within the prescribed time schedule. The names and other requisite details regarding the CPIO/CAPIO's and Appellate Authority are posted on the website of IFCI and updated as and when any changes are made.

7. Application of Charter Disclaimer:

This is not a legal document and does not give rise to any rights and/or obligations. The purpose of this Charter is to promote fair practices with respect to the products and services offered /provided by MPCON Limited

Our Address

MPCON Limited

Ground Floor, Rajiv Gandhi Bhawan-2,

35,Shyamla Hills, Bhopal-462002