

MSTC POLICY TOWARDS CUSTOMERS AND SUPPLIERS

MSTC Limited is a Mini Ratna Category-I PSU under the administrative control of the Ministry of Steel, Government of India. MSTC is one of the leading PSU entity engaged in providing e-commerce services across diversified industry segment offering e-auction/e-sale, e-procurement services and development of customized software/solutions. MSTC e-commerce system offers services to customers in a most transparent and fair manner.

Customer relations:

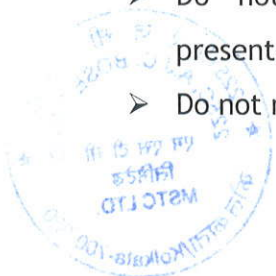
MSTC believes that success is possible only if it consistently acts in the best interest of the Customers and business partners and the public at large. When Company meets their interest and priority it will continue to earn trust, respect and keep growing and achieving new milestones.

Customers avail MSTC services because they trust the quality of MSTC services and product and believe that MSTC will fulfill its commitments at any cost and take all steps to preserve the trust. Further, being a PSU, we carry out various prestigious & sensitive projects of Govt of India and State Govts.

MSTC has a fundamental responsibility to ensure that customers have faith in the quality of its services and product. It is the primary responsibility of every employee to make sure that MSTC services and products are consistently of the highest quality.

MSTC Policy towards its customers shall be as follows;

- Each employee has to ensure that they are following our quality standards.
- Any concern about product must be immediately report. It is the job of every employee to make sure that customers get what they expect.
- Do not create misleading impressions in any marketing, sales material or presentations.
- Do not make any false or illegal claims about services and products of the company.



- Promise what we can deliver and deliver what you promise
- Adherence to Statutory norms/ obligation
- User friendly, transparency and automation of process. Digitization of transactions with minimum human intervention.

Protecting customer information

During the course of our business operations, we often have access to various confidential information of customers and others. We respect the confidentiality of the same and makes sure that same remains confidential. MSTC also have policy for confidentiality of information in this regard.

Supplier Relation :

MSTC believes that suppliers make significant contribution towards the success of the Company. To create an environment where suppliers have competition within themselves to work with the MSTC, they must be confident that they will be treated lawfully and in an ethical manner.

MSTC believe in doing business with suppliers and business partners who embrace and demonstrate high standards of ethical business behavior and who share our commitment to environmentally sustainable practices and human rights.

MSTC Policy towards its customers shall be as follows;

1. The concerned official should ensure that the suppliers are maintaining higher standards in ethics, anti-corruption, human rights, health and safety.
2. The concerned office & officials must make decisions in the best interest of MSTC and customers based on performance criteria, not for any personal benefit or gain.
3. Each employee should be vigilant and watch out for any signs of our business partners violating applicable law or regulations, including local employment, anti - corruption etc.
4. Each employee should respect and protect the confidential and proprietary information of suppliers.
5. Emphasis should be given on legal documentation by way of proper agreement.
6. Each employee shall disclose any situation that may appear to involve a conflict of interest and separate himself/herself from making or influencing any decision on that matter.

