



INSIGHTS



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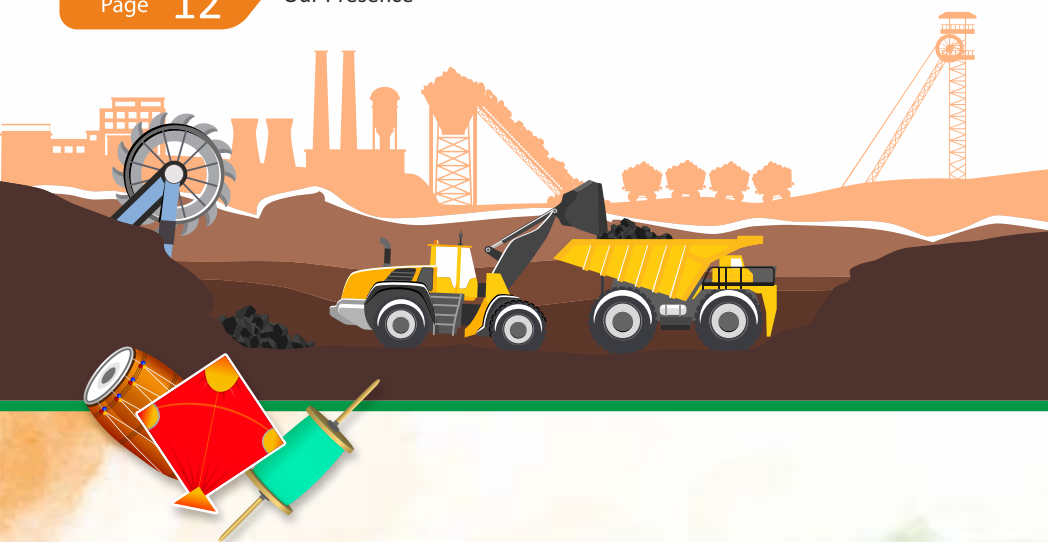
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Business Operations

1. Customer Engagement Index

GMDC has launched Customer Engagement Index (CEI) to promote customer engagement and boost their satisfaction. CEI is directed towards operational efficiency and better financial performance reinforcing the customers' relationship. CEI rating is a score based system with 1-5 stars based on percentile of the customers, calculated on the basis of their engagement.



The infographic features logos for G20 India 2023, GMDC, and the 75th anniversary of India's independence. A green banner states: "GMDC promotes Customer's Engagement Index (CEI) for improving Customer's Engagement and Satisfaction". Below this is a table with the following data:

Sr	CEI Rating	Engagement criteria for Review Period
1	5 ★	High (75 to 100 Percentile Customers)
2	4 ★	Good (50 to 75 Percentile Customers)
3	3 ★	Moderate (25 to 50 Percentile Customers)
4	2 ★	Low (0 to 25 Percentile Customers)
5	1 ★	Inactive Customers

2. GMDC as State Nominated Agency (SNA)

Moving forward, GMDC is now the State Nominated Agency (SNA) for Coal Distribution to MSME. Govt. of Gujarat has appointed GMDC as State Nominated Agency (SNA) for the distribution of coal from subsidiaries of Coal India Limited to MSMEs under the New Coal Distribution Policy, 2007. GMDC will do the allocation & monitoring of dispatch using an online portal.

3. Coal Block Auction & Bid Submission

With the aim of expanding its Geographical presence & business operations, GMDC has participated in the 16th tranche of Auction under Coal Mines (Special Provision) Act 2015 & 6th tranche of auction under MMDR Act 1957. After thorough techno-commercial scrutiny of Blocks, the bid submission has been done. GMDC has put the highest number of bids in this commercial auction. A total of 9 bids were placed for 8 Coal Blocks and 1 Lignite Block. These blocks are located in the states of Rajasthan, Madhya Pradesh, Chhattisgarh and Odisha.

Capacity Building of our Employees

1. Trimble SX-12 Scanning Total Station, demo & training at Lignite project Bhavnagar

POC/demo of instrument “Trimble SX-12 Scanning Total Station” for mine surveyors of all the lignite mines was organized at Bhavnagar project. The instrument will improve productivity and upgrade the existing mines surveying technology and applicability of digitization at the mines.



2. Workshop on First-Aid for Electrical Shock by DGMS at Lignite Project Bhavnagar

DGMS North Western Zone conducted a workshop on “First aid for Electrical shock” at GMDC Lignite Project Bhavnagar. The session will definitely improve the overall Mines safety.



Our CSR: Connecting with the Society

1. My Livable Bharuch

My Livable Bharuch is an initiative of District Authorities, with a vision of making the Bharuch town citizen friendly and to bring happiness and prosperity to the citizens. GMDC under its CSR has provided funding support for the My Livable Bharuch programme. My Livable Bharuch spearheaded the city cleaning and beautification initiative on January 02, 2023 across the 40 Km roads of Bharuch City. The Contribution of GMDC was well appreciated by the Authorities.



 सत्यमेव जयते विश्व नाशनी सं. २०२१									 आजादी का अमृत महोत्सव
<h1>“ My Livable Bharuch ”</h1> <h2>CSR FUNDING PARTNERS</h2>									



2. Miyawaki Plantation at Smritivan

To commemorate the loss of lives at 2001 Kutch Gujarat and to showcase the resilience demonstrated in rebuilding Kutch, GMDC-GVT has contributed for 20,000 plantations in Phase II, for the development of the forest through Miyawaki method of plantation that will lead to increased green cover and development of biodiversity- insects, birds etc. at Memorial Forest of the Smritivan Earthquake Memorial. This Miyawaki forest will absorb 2.5-ton carbon per year and will contribute to climate resilience with increase bio-diversity activity.



3. Funding 27 Dialysis Machines under “One Gujarat One Dialysis” Program.

With an Objective to provide Free of Cost and Quality Dialysis Facility to the Kidney patients within the radius of 30 Km from their home, GMDC under its CSR has funded 27 Homo Dialysis (HD) Machines under the “One Gujarat One Dialysis” Program across 09 Dialysis Centers at the Taluka level nearby to the operational areas of GMDC across Gujarat.



Holistic Work Environment & Employee engagement

1. 74th Republic Day Celebration at GMDC

74th Republic Day was celebrated at GMDC with great enthusiasm and spirit. The national flag was unfurled by Managing Director of GMDC, Sh. Roopwant Singh, IAS, at Corporate office, Ahmedabad in presence of the employees & Security personals.



To celebrate the Republic Day, various activities were organized at our Project locations, Shyamji Krishna Varma Vidyalaya and Shyamji Krishna Varma Memorial.





2. Blood donation camp @GMDC organized by MEAI

On the eve of Republic Day celebration, Mining Engineers' Association of India, Ahmedabad Chapter had organized a Blood Donation Camp. GMDC has participated in the camp at its Corporate Office, Ahmedabad. Volunteers from GMDC have participated in the noble cause. Around 23 donors have contributed in the Blood Donation drive. The camp was organized in collaboration with Red Cross Society Ahmedabad.



3. Connecting our Employees with Project Shikhar

GMDC management has Distributed "Project Shikhar Diaries & Wall Calendars" to all the employees, contractual work power on New Year 2023.

4. Observance of Shahid Divas at GMDC

GMDC has celebrated Shahid Divas on 30.01.2023 at GMDC at Corporate Office, Project sites and Shyamji Krishna Varma Memorial. A two minute silence was observed by the employees to pay their tribute to the Martyrs of the country. The martyrs were remembered on the day and their selfless contributions for the service of nation.





5. Project Cricket team participated in Cricket tournament organized by HCG Bhavnagar

To improve the physical fitness of employees, GMDC always encourages Sports. Project team of Bhavnagar project has participated in the Cricket tournament organized by HCG Hospital at Bhavnagar.



6. A medical check-up camp and health awareness talk was also organized by HCG Hospital at Project Office for employees and workers of Project.



Our Presence

Associate-Sponsor in the Indian Express Excellence in Governance Award

The Indian Express had organized “Excellence in Governance Awards” on 17th January 2023 in New Delhi to honor District Magistrates from across the 688 districts in the country for implementation of innovative practices, which had a positive impact on the welfare of the citizens and government efficiency. These awards were to recognize best practices across government, innovation, leadership and learning. District Magistrates were awarded in the program. Hon’ble Union Minister of Home Affairs & Minister of Cooperation Govt. of India, Sh. Amit Shah had graced the event as Chief Guest. GMDC was the associate Sponsor for the event.



Union Home Minister Amit Shah, The Indian Express Group Chairman and Managing Director Viveck Goenka, Executive Director Anant Goenka, A S Rajgopal of NxtGen, Vikram Shroff of UPL and other partners with winners of The Indian Express Excellence in Governance Awards in New Delhi Tuesday. Abhinav Saha