



## **Citizen's/Client's Charter**

# **ALIMCO**

AN ISO 9001:2008 COMPANY

**ARTIFICIAL LIMBS MANUFACTURING  
CORPORATION OF INDIA**  
(A GOVERNMENT OF INDIA UNDERTAKING)

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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 promote, encourage and develop the availability, use, supply, and distribution at reasonable cost in the country of high quality Artificial Limbs and accessories and constituents thereof to needy persons.

To establish facilities for the manufacture of Artificial Limbs & 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.

To maintain the status of being largest company in the world for manufacture of cost effective, state-of-the-art Assistive Devices for the persons with disabilities.

Set up and strengthen a network of limb fitting centres and dealers which would make the aids & appliances easily available to persons with disabilities.

Develop training facilities for Prosthetic & Orthotic Technicians and Engineers.

Establish links with the premier institutions in India and abroad for research, design and upscaling production.

#### **2. OUR MISSION**

Empowerment of Persons with Disabilities and Restoration of their Dignity by way of manufacturing and supplying durable, sophisticated, scientifically manufactured, modern and ISI – standard quality assistive aids and appliances that can promote physical, psychological, social, economic and vocational rehabilitation by reducing the effect of disabilities and enhancing potential for self – dependence.

### **3. OUR PROGRAMMES /GOALS/ OBJECTIVES**

It was observed that a large number of disabled persons had been deprived of the benefits of rehabilitation aids and appliances because of their inability to find funds to purchase them.

In the light of the Government's growing stress on helping disabled persons and in bringing the aids and appliances within their reach, the Govt. of India introduced ADIP Scheme (Scheme of Assistance To disabled Persons for Purchase/Fitting of Aids/Appliances) in the year 1981 to provide aids/appliances to poor disabled persons free of cost/with 50% subsidy depending on their income.

It was also observed that about 3% of the children below 14 years of age suffer from delayed development and many of them are mentally retarded and cerebral palsied and require some aids/appliances to attain the capacity of self-care and independent living.

In the light of the Government's growing stress on providing inclusive education to Children With Special Needs (CWSN), the Govt. of India introduced ADIP-SSA Scheme in 2004 to provide aids/appliances to poor disabled school children in the 6 to 14 years age group. Under this Scheme, 60% of the cost of aids and appliances is met from ADIP Scheme of the Ministry of Social Justice & Empowerment and balance 40% of the cost is met from SSA (Sarva Shiksha Abhiyan) Scheme of the Ministry of Human Resource Development.

With the implementation of ADIP and ADIP-SSA Schemes, rehabilitation aids and appliances are now within the reach of all disabled persons.

As a result, the demand of aids and appliances have increased manifold over the years.

The major objectives include :

- To manufacture and supply quality Aids & Appliances at affordable cost.

- To maintain the status of largest ADIP Implementing Agency through Camp Activity, Headquarters activity, ADIP-SSA (ADIP-Sarva Shiksha Abhiyan) Activity, Special Camp Activity and Limb Fitting Centres Activity.

- To set up and strengthen a network of Limbs Fitting Centres and Dealers which would make the Aids & Appliances easily available to Persons with Disabilities.

- To ensure that all Aids & Appliances supplied under ADIP scheme must bear ISI mark and must be durable, modern, sophisticated and scientifically manufactured.

To establish collaboration with the premier institutions in India and abroad and carryout continuous Research & Development work to improve design of existing Aids and develop new state- of- art Assistive Devices at affordable prices.

#### 4. **OUR CLIENTS**

The Corporation markets its products within the country through its offices at Delhi, Kolkata, Bhubaneshwar, Bangalore, Mumbai, Hyderabad, Guwahati and with the help of 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

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

#### 5. **OUR SERVICES**

- AN ISO 9001:2008 COMPANY
- **Largest manufacturing organization of Artificial Limbs and Rehab, Aids in whole of South Asia & Africa**
- Manufacturers 355 types of Aids and Appliances for Orthopedically Hearing and Visually Handicapped.
- ALIMCO Products are manufactured as per ISI specifications and have been granted license for IS marking on its major products.
- Organising Awareness/Assessment and Distribution CAMPs across the country.
- Responsible for establishment of 170 Limb Fitting Centres all over India
- **Has around 8% of its employees who are disabled**
- Has transitioned into a product, service & solutions Company from generally a manufacturing company in the past
- **Has achieved consistent growth in sales & production during last ten years.**
- **Distribution of Aids & Appliances is done upto Village / Block level.**

## 6. Care and Concern expected from our PwD brothers using our Products

### **ALIMCO**

#### **TOWARDS CREATION OF AWARENESS, SENSITIZATION AND WELFARE OF PERSONS WITH DISABILITIES**

##### **MAINTENANCE, UPKEEP AND CARE OF ORTHOSIS/CALIPER**

1. Ensure that suspension cuff/band is in good condition and metal joints are not loose before wearing the appliance.
2. Joints of the caliper should be oiled at least once in a week.
3. Keep the appliance and shoes neat and clean.
4. Replace worn off shoe heels.
5. In case of breakage of components of caliper/ orthosis get the same repaired or replaced immediately at nearest limb fitting centre **DDRC/NI/ALIMCO**.
6. Growing children should be brought once every three months to adjust fitting.
7. Avoid wetting of the appliance.
8. When not in use, keep the appliance in a dry and safe place.
9. Examine skin of your limb everyday for any undue pressure mark/ulceration due to orthosis and report it to your doctor/P&O.
10. Check all the screws, nuts and bolts daily.



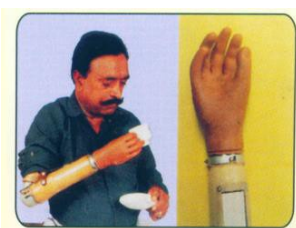
CALIPER

### **ALIMCO**

#### **TOWARDS CREATION OF AWARENESS, SENSITIZATION AND WELFARE OF PERSONS WITH DISABILITIES**

##### **MAINTENANCE, UPKEEP AND CARE OF PROSTHESIS**

1. The stump should be washed before going to bed with an antiseptic soap and warm water.
2. Clean the inside of socket daily with mild soap and warm water.
3. Stump socks should be washed daily.
4. Avoid wrinkles in the stump socks while worn to avoid ulceration of the skin.
5. Before wearing the prosthesis, apply antifungal or antibacterial powder in the socket.
6. Examine the stump daily for evidence of any part under pressure/Ulceration and report it to your doctor/P&O immediately.
7. If there is swelling on the stump, it should be wrapped firmly with a crape bandage and if swelling persists report it to your doctor/P&O.
8. Do stump exercises everyday.
9. When not in use, keep the prosthesis in dry and safe place.
10. In case of breakage get the part of the prosthesis



Artificial Hand



Artificial Legs

repaired/ replace immediately at the nearest **fitment centre / DDRC / NI / ALIMCO**.

11. Don't use in case of diabetes, sensory impairment, skin infection / heart ailment etc. without consulting doctor/P&O.

12. Don't go to accident prone sites such as fire / risk / riot zone etc.

## **ALIMCO**

### **TOWARDS CREATION OF AWARENESS, SENSITIZATION AND WELFARE OF PERSONS WITH DISABILITIES**

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

1. Clean the movable parts of wheel chair and tri-wheeler regularly.
2. Regular lubrication of axles and crossbars should be done.
3. Clean thoroughly all leather and metal parts at regular intervals and mop them with clean cloth.
4. At least once in a year, wheel bearing must be rechecked and greased.
5. Whenever tyres and tubes are damaged they must be repaired/replaced immediately.
6. 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.



**WHEEL CHAIR**



**Tri-Cycle**

## **ALIMCO**

### **TOWARDS CREATION OF AWARENESS, SENSITIZATION AND WELFARE OF PERSONS WITH DISABILITIES**

#### **MAINTENANCE, UPKEEP AND CARE OF HEARING AID**

1. Keep it in cool, dry place.
2. Protect it from water and other liquid.
3. Remove the cell, when the aid is not in use.
4. Don't leave the hearing aid near fire, stove, car or other vehicle and electrical appliances like Radio, TV etc.
5. Keep the hearing aid away from dust, dirt, sun, rain, water, cosmetic powder, hair oil etc.
6. Don't twist or knot the cord.
7. Make a safe keeping of hearing aid.
8. Always switch off the hearing aid when not in use.
9. The ear tip should be detached from the receiver and washed in soap water frequently to prevent wax formation.
10. Always use a dry cloth to clean the hearing aid.



**Hearing Aids**

**7. GRIEVANCES REDRESSAL MECHANISM**

Corporation has constituted a committee for Grievance Redressal of Employees.

**8. INFORMATION AND FACILITATION**

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

**9. 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](http://www.alimco.in)  
The details of CPIO for submitting application under RTI ACT 2005 is given in manual 17.

**10. CONTACT DETAILS OF SENIOR EXECUTIVES OF THE CORPORATION**

DESIGNATION	NAME	COMMUNICATION	
Chairman & Managing Director	Shri D. R. Sarin	Off: 0512-2770614 Email: <a href="mailto:ps_to_cmd@alimco.in">ps_to_cmd@alimco.in</a>	Res: F:0512-2770617
General Manager (Marketing)	Lt.Col.(Retd.) P.K. Dube	Off: 0512 - 2770633 Email: <a href="mailto:gm_mp@alimco.in">gm_mp@alimco.in</a>	F: 0512 - 2770123 M: 09452789588
General Manager (Production)	Shri Ashoka S N	Off: 0512 – 2770023 Email: <a href="mailto:gm_pd@alimco.in">gm_pd@alimco.in</a>	F: M: 09341257166
General Manager (Projects & Commercial)	Shri Praveen Kumar	Off: Email: <a href="mailto:gm_pc@alimco.in">gm_pc@alimco.in</a>	F: M: 09711129716
Dy. General Manager (Production)	Shri A. K. Srivastava	Off: 0512-2770873 Email: <a href="mailto:dgm_pd@alimco.in">dgm_pd@alimco.in</a>	M: 07607395622
Dy. General Manager (Finance)	Shri Atul Rustagi	Off: 0512-2770892 Email: <a href="mailto:dgm_fa@alimco.in">dgm_fa@alimco.in</a>	M: 09956072727
Dy. General Manager ( Auxiliary Production Centre , Bhubaneswar)	Shri R K Mathur	Off: 0674-2586881 Email: <a href="mailto:aapc_bhubaneswar@alimco.in">aapc_bhubaneswar@alimco.in</a> <a href="mailto:apcbbsr@yahoo.co.in">apcbbsr@yahoo.co.in</a>	M: 09868219076 F: 0674-2587018
Dy. General Manager (Materials Management)	Shri Prakash Srivastava	Off: 0512-2770174 Email: <a href="mailto:dgm_mm@alimco.in">dgm_mm@alimco.in</a>	Res: 0512-2504521 M: 09935387538

Dy. General Manager (Corporate Social Responsibility)	<b>Shri Ajay Chaudhary</b>	Off: 0512-2770818 Email: dgm_csr@alimco.in	Res: M: 08336935462
Dy. General Manager (Quality Control)	<b>Shri Vivek Dwivedi</b>	Off: 0512-2770073 Email: dgm_qc@alimco.in	Res: M: 09450123129
Dy. General Manager (Marketing)	<b>Shri Sanjay Singh</b>	Off:0512-2770172 Email: dgm_mr@alimco.in	M :09452932539 F: 0512-2770051
Senior Manager (Production)	<b>Shri A K Singh</b>	Off: 0512-2770818 Email: dgm_pd@alimco.in	M: 09450805986
Senior Manager (Auxiliary Production Centre, Jabalpur)	<b>Shri B K Gupta</b>	Off: 0761-2334717 Email: aapc_jabalpur@alimco.in <a href="mailto:alimcoapcjb@gmail.com">alimcoapcjb@gmail.com</a>	M: 09415537467
Sr. Manager (Personnel & Administration)	<b>Ms. Neelu Dwivedi</b>	Off:0512-2770115 Email: sm_ad@alimco.in	M : 09532987448
Sr. Manager (Systems, Projects & Coordination)	<b>Shri Ritesh Srivastava</b>	Off:0512-2770176 Email: sm_spc@alimco.in	M : 08874208602
Manager (Auxiliary Production Centre, New Delhi)	<b>Shri S K Tripathi</b>	Off: 011-23580877 Email: <a href="mailto:rnc_newdelhi@alimco.in">rnc_newdelhi@alimco.in</a>	Res: M: 09839085970



# **11. CONTACT DETAILS OF HEAD QUARTER AND OUR BRANCHES :-**

## **Head Quarter :**

### **Artificial Limbs Manufacturing Corporation of India**

G.T. Road, Kanpur – 209217

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## **BRANCHES:**

<b>Auxiliary Production and Regional Marketing Center</b>		
<b>Shri R. K. Mathur, Dy. General Manager &amp; I/C</b> Regional Marketing & Disability Rehabilitation Centre. ALIMCO C/o Social Justice Centre. Mahila Imdad Committee. Paharganj. Opposite New Delhi Rly. Station <b>New Delhi-110 055</b>	Tel :  Fax :  Email ID:	M: 09868219076  011-23580831 011-23587709 011-23580877  <a href="mailto:rmc_newdelhi@alimco.in">rmc_newdelhi@alimco.in</a>
<b>Shri Sanjoy Mandal, Jr Manager &amp; I/C</b> Regional Marketing Center ALIMCO Shop No.31, Ground Floor, Mermaid – I, Plot No. 32-33, Sector 11, Opp. Sarovar Vihar, CBD Belapur. <b>NAVI MUMBAI-410 210.</b>	Tel: Fax:  Email ID:	M: 09833925588  022-27570615 022-27571278  <a href="mailto:rmc_mumbai@alimco.in">rmc_mumbai@alimco.in</a>
<b>Shri S. K. Mohanta, Manager &amp; I/C</b> Regional Marketing Center ALIMCO C/o National Institute for the Orthopaedically Handicapped, B.T. Road, Bon-Hoogly,. <b>KOLKATA – 700 090</b>	Tel: Fax:  Email ID:	M: 09433421951 033-25316356, 033-25315068 033-2537838  <a href="mailto:rmc_kolkata@alimco.in">rmc_kolkata@alimco.in</a>

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<b>Shri S K Tripathi, Manager &amp; I/C</b> ALIMCO Auxiliary Production Center S-3/66 Mancheswar Industrial Area, <b>BHUBANESWAR-751010</b>	Tel:  Fax:	M: 09124557887 0674-2586881/2587670 2580210 0674-2587018  Email ID: aapc_bhubaneswar@alimco.in
<b>Shri B K Gupta, Sr. Manager &amp; I/C</b> ALIMCO Auxiliary Production Center Plot No,40, 106 &107 Ricchai Industrial Area, Maharajpur <b>JABALPUR-482010</b>	Tel: Fax:	M: 09415537467 0761-2334717 0761-2334724/2330319  Email ID: aapc_jabalpur@alimco.in
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<b>Shri Ramesh Chand, Manager</b> ALIMCO Auxiliary Production Center Plot No ,A-1,A-2,A-3 Focal Point, Industrial Area, CHANALON, Mohali-140 103 <b>PUNJAB</b>	Tel:	0160-26422200  Email ID: aapc_chanalon@alimco.in
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