



## CITIZEN'S CHARTER

### ***Garden Reach Shipbuilders & Engineers Ltd.***

(A Government of India Undertaking – Ministry of Defence)

**'GRSE BHAVAN'**

**61, Garden Reach Road,**

**Kolkata-700 024, West Bengal, India.**

**GRSE Ltd. website: [www.grse.in](http://www.grse.in)**

**Corporate Identity Number L35111WB1934GOI007891**

**Phone No. 033-2469-8105, Fax No : (033) 2469 8150**

**C&MD Office ----- (033) 2469 8130  
(Phone) /**

**(033)2469-8119  
( Fax)**

**D (F) Office --- (033) 2469 -8134  
( Phone)  
/ (033) 2469-1213  
( Fax)**

**D (S) Office --- (033) 2469 8132  
( Phone)/  
(033) 2469-1210  
(Fax)**

**D ( P ) Office ---- (033 )2469-8133  
(Phone & Fax)**

**I/C Vigilance--- (033)2469-9330**

### **1.OBJECTIVES OF THE GRSE's CITIZEN CHARTER:**

- 1) The significant objectives of the Citizens Charter are summarized as given below:
  - a) Ensuring Citizen-centric focus across all its domain by adopting excellence enabler on improving processes and services.
  - b) Ensuring effective Citizen Communications Channels.
  - c) Demonstrating transparency and openness of its business operations byhosting the Citizen's Charter on the GRSE"s web site i.e. [www.grse.in](http://www.grse.in).
  - d) Working towards delight of Citizens by fail-safe processes and in case of exigencies leveraging its Service Recovery Processes like Grievance Redressal, Handling Complaints etc.

## 2. ABOUT THE ORGANISATION

### **The Journey Began in 1884**

River Steam Navigation Company (RSNC), was originally set up as an inland water transport company for trade between Calcutta & the settlements situated on the Hooghly, Ganges & Brahmaputra Rivers with its registered office in London. In order to repair the vessels belonging to RSNC, a **“Workshop” was established in 1884, on the banks of the River Hooghly.** This “Workshop” formed the origin of this **historical company, Garden Reach Shipbuilders & Engineers Ltd.,** which has today grown into a premier shipyard of India, under the administrative control of the Ministry of Defence, Govt. of India, building state of the art warships for the Indian Navy & Indian Coast Guard.

### **Role in World War II**

During the Second World War (1939-45), Garden Reach Workshop made its mark in carrying out construction, conversion & repair of over 4000 Naval & Merchant Vessels.

### **New Dawn, New Course, New Role as PSU**

**19 Apr 1960** formed a new dawn for the Company when it was reborn as a Govt. owned **Central Public Sector Enterprise** and set sail on a new course adding many **firsts to its credit.**

### **Footprints in the Sands of Time**

**A PCMM Level-2 Certified Company,** the shipyard was conferred the status of a **Miniratna Category I Company in 2006.** GRSE has built **over 785 platforms including 100 plus warships** for Indian Navy, Indian Coast Guard and Government of Mauritius & Seychelles Coast Guard – **highest warships built & delivered by any Indian shipyard till date.**

**From building 05 ton boats to 24600-ton Fleet Tanker, GRSE has done it all and has proved its mettle as a pioneer warship builder of the nation.**

### **Product Profile**

#### **Shipbuilding**

1. P17A Advanced Frigate
2. Guided Missile Frigate
3. Missile Corvette
4. Anti-Submarine Warfare Corvette
5. Landing Ship Tank (Large)
6. Fleet Replenishment Tankers
7. Landing Craft Utility
8. Offshore Patrol Vessel
9. Fast Attack Crafts
10. Fast Patrol Vessel
11. Survey Vessel (Large)
12. Anti-Submarine Warfare Shallow Water Crafts
13. Fast Interceptor Boats

## Recent Achievements

- Only Indian Shipyard to deliver 100 Warships since 1960 (108 Warships delivered till 31 Mar 23)
- Only PSU Shipyard to receive Raksha Mantri's Award 2022 for Excellence in Defence & Aerospace Sector: Design of Most Silent Ship for IN, for ASW Operations
- Defence Minister's Award of Excellence for in-house Design Effort for OPV built for Government of Mauritius
- Design and R&D Unit of GRSE has been recognized by DSIR, Ministry of Science and Technology, Govt of India
- A Profit Making and Dividend Paying company for the past 29 years
- 1<sup>st</sup> Defence Shipyard to get listed with Stock Exchanges
- Approximately 90% Indigenous Content on ASW Corvettes & LCUs
- Bagged an Order to build Next Generation Electric Ferry for Government of West Bengal
- Only Shipyard to receive Green Channel Certification by DGQA for supply of Bailey Type Portable Steel Bridges to Indian Army
- Developed Double Lane Portable Steel Bridge and Portable Assault Bridge for the 1<sup>st</sup> time in India
- Delivered Export Warship, SCG PS Zoroaster, FPV to Seychelles Coast Guard
- Delivered Export Vessel, MV Ma Lisha, an Ocean-Going Passenger & Cargo Ferry to Cooperative Republic of Guyana
- Best Performing Defence Shipyard of India for Four Years in a Row
- Bagged Prestigious Awards for R&D, CSR, Corporate Governance, HR Practices, Communication Outreach, Digital Transformation, Best Organisational Efforts, Outstanding Initiatives in promoting Medical & Health etc.

## Voyage of Excellence in Warship Construction

Shipbuilding has been the core business vertical and the shipyard has **modernized its infrastructure** spread across the three ship production locations in Kolkata. With **integrated ship construction using modular construction technology, the shipyard is equipped to construct 20 ships concurrently** powered with a **strong team of multi-disciplinary Design Engineers** creating **innovative designs for current & future ready warships**. The state-of-the-art **Virtual Reality Lab** and the latest design software, aid the design team in their efforts towards innovation in ship design using better ergonomics.

## Ongoing Domestic Projects

The shipyard is currently constructing 26 vessels across six prestigious projects of the Indian Navy, Indian Coast Guard, Govt. of West Bengal & foreign nations.

## **Recent Export Orders**

With the record of having exported two warships already to Mauritius & Seychelles, as well as an Ocean-Going Passenger & Cargo Ferry Vessel to the Cooperative Republic of Guyana, the Shipyard is currently fulfilling an additional export order from the Government of Bangladesh for construction of six Patrol Boats.

## **Triumph of Indigenization**

GRSE has made commendable progress by successfully incorporating a high percentage of indigenous equipment fit into the ships being built for the Indian Navy and Indian Coast Guard, having achieved over 90 % indigenous content onboard Anti-Submarine Warfare Corvettes & Landing Craft Utility Ships.

Achieving a significant milestone towards IPR Regime & promoting self-reliance, GRSE has successfully filed over 100 IPRs with the Indian Patent Office (IPO) under the Mission Raksha Gyan Shakti (MRGS) initiative of Ministry of Defence/ Department of Defence Production.

In Jul 22, GRSE took a revolutionary step towards reducing the Carbon emission in the water transport sector. The shipyard signed a contract with the Government of West Bengal for the design and construction of Next Generation Electric Ferry. This 'Green' vessel has the potential to replace the conventional diesel engine driven ferries operated in the Hooghly River

## **First to Credit**

- First Ever Indigenous Warship of Independent India for Indian Navy, INS Ajay in 1961
- First Ever Patrol Vessel for Indian Coast Guard CGS Rajhans in 1980
- First Ever Indigenous Survey Vessel
- First Shipyard in the country to build a Research Vessel
- Only Indigenous Fleet Tanker built in India
- First Indian Shipyard to have built Hovercrafts
- First Ever Warship built in India for Export – CGS Barracuda for Mauritius
- First Ever Integrator of Carbon Composite Super Structure on Steel Hull of Ship

## **Business Diversification**

In addition to shipbuilding, GRSE as a diversified organisation, is also having a dedicated ship repair vertical since 2018 to focus on the demand for repairs in the Indian Maritime sector. GRSE, with its in-house design capability and vast pool of expertise and modern assets, has built and repaired ships for countries including Sri Lanka, Mauritius and Seychelles.

GRSE is also involved in engine overhaul, assembly & testing and other engineering activities. The engineering division manufactures deck machinery items, pre-fabricated portable steel bridges and marine pumps. While shipbuilding has been GRSE's core competency, the Shipyard have supplied more than 5500 Portable Steel Bridges to the Indian Army, Border Roads Organisation, State PWDs & Central Government. These bridges, primarily used for disaster management, have also been exported to friendly countries including Bangladesh, Bhutan, Nepal, Myanmar & Sri Lanka. GRSE has achieved notable milestones in Bridge development, including the introduction of the Double Lane Portable Steel Bridge & Portable Assault Bridge, both firsts in India.

## **Product Profile**

### **Pre-Fabricated Steel Bridges**

1. Suspension Bridge
2. Double Lane Bridge
3. Single Lane Bridge
4. Portable Assault Bridge

### **Deck Machinery Items**

1. Rail Less Helo Traversing System
2. Anchor Windlass
3. Hydraulic Boat Davits
4. Marine Pumps

### **Marine Diesel Engines**

Taking giant strides towards Aatmanirbharta, in 2023, GRSE and Kongsberg Maritime (KM), Finland signed a Memorandum of Understanding (MoU) for co- production of indigenous Water Jets (WJs) of up to 3.5 MW in India. GRSE had earlier signed a landmark MoU with M/s Rolls Royce for co-production of high speed Marine Diesel Engines. The shipyard has also signed a contract for manufacture and supply of 30 MM Naval Surface Guns to the Indian Navy.

### **CSR Activities**

GRSE actively engages in social and sustainable development projects in Garden Reach and Kolkata. Their initiatives include generating local employment, providing vocational training, organizing health check-up and blood donation camps, funding education for marginalized children, and improving infrastructure in public schools. GRSE conducted monthly health check-up camps benefiting underprivileged individuals and focused on the holistic development of children from lower socioeconomic backgrounds in Jharkhand and West Bengal through Gadadhar Abhyudaya Prakalpa (GAP) of Ramakrishna Mission.

The Shipyard adopted three classes at the Indian Institute of Cerebral Palsy and provided skill development training to trainees at Ma Sarada Swanirvar Kendra - Baghbazar. Additionally, GRSE supplied high-end medical equipment to Ramkrishna Sarada Mission & Premananda Memorial Hospital Kolkata for Leprosy patients, while also taking responsibility for regular toilet cleaning local government schools.

### **Swachh Bharat Abhiyaan**

GRSE has actively participated in the Swachh Bharat Abhiyan by undertaking various significant initiatives. These initiatives encompassed the construction of numerous toilets in multiple local schools and the regular maintenance of existing toilets and urinals in government schools. Additionally, GRSE installed incinerators in girls' schools to enhance sanitation facilities. The company also conducted Wash (Water Sanitation & Hygiene) Training sessions, benefiting a considerable number of students. Furthermore, GRSE distributed color-coded waste bins in schools to promote proper waste management. As a

testament to its commitment, GRSE made generous contributions to the Swachh Bharat Kosh & to the Clean Ganga Fund.

### **Accolades & Awards**

In 2022, GRSE became the only Shipyard to receive Raksha Mantri's Award 2022 for Excellence in Defence & Aerospace Sector for Designing of Most Silent Ship for IN, for ASW Operations

In 2022, GRSE became the first shipyard to receive Green Channel Certification by DGQA for supplying Bailey Portable Steel Bridges to the Indian Army. The Shipyard signed an MoU with BRO in 2022 for the fabrication, supply, erection & launching of first-of-its-kind 27 Double-Lane Class 70 Modular Steel Bridges. In 2023, GRSE achieved another milestone by securing a groundbreaking deal with BRO for an additional 30 such bridges.

GRSE also bagged Prestigious Awards for R&D, CSR, Corporate Governance, HR Practices, Communication Outreach, Digital Transformation, Best Organisational Efforts, Outstanding Initiatives in promoting Medical & Health etc.

### **Bridges for Bengal**

GRSE installed the **Majherhat Bridge in Kolkata** in a **record time of six days** and also installed a bridge connecting **VIP Road & Salt Lake**, again in a **record time of 12 days**. Pre-fabricated Portable Steel Bridges have also been installed at Darjeeling, Bankura, Tamluk, Jalpaiguri and Krishnanagar, Nadia District of West Bengal. GRSE installed the 110 feet Modular Steel Bridge **with walkways on both sides** for movement of pedestrian in Khagenhat, Alipurduar (West Bengal) in 2021 which was for the first time in India.

## GRSE Steers Industry in Bengal

During 1971-72 Garden Reach Workshop (GRW) played a significant part in the revival of the Engineering Industries in this region. The then Chairman of GRW, Shri RB.Ghosh headed the new Industrial Reconstruction Corporation of India (IRCI) as its first Chairman and it was an honour that the IRCI had drawn upon the expertise available with the growth-oriented management of GRW. As a result of the detailed studies carried out by GRW and the IRCI, it became possible to reopen National Iron & Steel Co. Ltd (NISCO). This unit was placed under the technical and financial management of GRW for a period of five years under a collaboration agreement signed between NISCO and GRW. GRW played a significant role during the period 1971-1979 towards revival of industry in Bengal with strategic participation in organizations such as Carter Pooler & Co. Pvt. Ltd, Calcutta, Britannia Building & Iron Co. Ltd etc.

## Procurement from Local / MSME Vendor Base

GRSE has been outsourcing work to local MSE vendors for past many years now. This has led to the creation of a local network of small businesses giving a sturdy boost to the micro and small sector organizations operating in Bengal. Our vendors are associated with us in long-term partnerships ensuring steady business and sustainable livelihood.

In the last 10 years, procurement from MSEs has been close to 30-40 % of the total procurement. The statistics of the order value placed by GRSE on West Bengal based vendors in totality and local MSE vendors in particular is placed in the table below:



<b>WEST BENGAL VENDORS PURCHASE ORDER VALUE INCLUDING MSEs</b>			
<b>FY</b>	<b>Total West Bengal Vendors (In Cr.)</b>	<b>West Bengal MSE Vendors (In Cr.)</b>	<b>% worth Order Value of Local MSEs</b>
2016-17	115.21	0.00	0.00
2017-18	109.09	0.11	0.10
2018-19	172.63	2.49	1.44
2019-20	110.39	4.88	4.42
2020-21	99.11	8.24	8.31
2021-22	370.44	23.01	6.21
2022-23	449.74	56.07	12.47

### **Employment Generation through local Sub Contracting Services:**

Approximately more than 500 WB based registered MSE / NSIC vendors which are currently servicing GRSE across various subcontracting jobs. Around **4500 contract manpower** is engaged through subcontractors for multiple service jobs across the GRSE Units in Kolkata. The numbers are ever growing.

### 3 VISION

**To become Global Leader in Warship Building.**

### 4 MISSION

- a. To be self-reliant in design capability and deploy state-of-the-art manufacturing processes.
- b. To build quality Warships at competitive prices, exceeding customers expectation in terms of delivery time and product support.
- c. To achieve sustained growth through customer satisfaction, product innovation, capturing export potential and employees satisfaction.

## 5. CORPORATE OBJECTIVES

- a. Establish a self-reliant Design House.
- b. Upgrade Shipbuilding Technology / Processes.
- c. Improve Project Management in on-going shipbuilding projects.
- d. Thrust towards cost reduction and improvement of productivity.
- e. Improve products Quality.
- f. Maximise indigenous content in warship construction to achieve SelfReliance.
- g. Evolve Perspective Plan for business development.
- h. Non-Shipbuilding as a Business Venture & Profit Centre.
- i. Business Development through concerted marketing efforts.
- j. Vendor development and building long term partnership.
- k. Focus on customer satisfaction.
- l. Leverage Information & Communication Technology (ICT) for better management.
- m. Material Management / Supply Chain Management.
- n. QMS & ISO certifications.
- o. Human Resource Development.
- p. Swachh Bharat Abhiyan.
- q. Sustainable Development.

## 6. OUR ACTIVITIES

GRSE's primary role has been building warships and other vessels for Indian Navy and Indian Coast Guard. Over the years, GRSE has established well proven capabilities for in-house ship design & shipbuilding and has made significant contribution to **the success of indigenous warship construction programmes**. Further, all workshops and Departments of GRSE are brought under the purview of ERP System to enable their efficient functioning in a fully integrated environment. In order to achieve this, **GRSE has implemented a full ERP solution**. This is aimed at ensuring online, real time sharing of information and implementation of best business practices. An efficient and transparent **e-Procurement System** has also been implemented.

## Ship Division

GRSE Main Works Unit, the main Shipbuilding facility of GRSE is located on the banks of River Hooghly at Garden Reach, Kolkata. The Fitting Out Jetty (FOJ) Unit is located to the East of GRSE Main Works, at a distance of about 3 KM, inside a tidal basin, which is separated from the river by a lock gate. Besides undertaking post-launch outfitting, setting to work and trials of new construction ships, FOJ also undertakes repair of ships in service, primarily for Indian Navy and Coast Guard.

The Production, Planning & Control Department of Ship Division is located at GRSE Main Works Unit, while the Central Design Office (CDO) of Shipbuilding Division is located at 61 Park Unit, about 1 ½ KM to the East of GRSE Main Works. Also, the Commercial Department of Ship Division is located at Main Works Unit of the company. GRSE **acquired Raja Bagan Dockyard** from CIWTC in 2006, which has the advantage of being located close to GRSE (about 1 ½ KM to the West of GRSE Main Works), **providing premium water frontage and additional capacity for building smaller vessels**. GRSE is the only shipyard in the country which has a dedicated facility for construction of small warships for Indian Navy & Indian Coast Guard. ***Over 92% of the annual Turn Over (Value of Production) of GRSE is contributed by the Shipbuilding Division.***

Towards expansion of Ship Repair activity, a Long-Term Agreement has been signed between GRSE and Syama Prasad Mookerjee Port (SMPK) on 07 Oct 2021 in the august presence of Honorable Union Minister of Ports, Shipping & Waterways, for Operation and Management of 03 Dry Dock facilities at Khidderpore Dock System, Kolkata (GRSE-KPDD Unit)-. The operations of GRSE-KPDD Unit commenced on **12 Jan 2022**.

## **SHIP REPAIR**

Gaining on experience from new construction of warships & vessels of various class and undertaking Guarantee Repairs & Dry Docking (GRDD) GRSE has developed its dedicated Ship Repair vertical in the year 2021 to focus on the demand for repairs / refits in the Indian maritime sector to enhance business prospects. Earlier in the past GRSE had carried out refits of a Sri Lankan OPV and re-reengining of Abhay class ships of Indian Navy. The focus of the Ship Repair department has so far been on repair / refit projects of Naval Warships, Coast Guard Ships, Commercial & Inland vessels of the Merchant Marine. The ship repair team constitutes of experienced personnel with requisite knowhow of ship construction, ship operation and commercial transactions. The ship repair team is supported by a sturdy pool of vendors, well-established supply chain system, strong logistics department, and a highly expert design office.

With inclusion of 03 Dry dock facilities at Khidderpore Dock System, Kolkata (GRSE-KPDD Unit) the facilities of GRSE is now spread across 04 units namely Main Works, Fitting Out Jetty, Rajabagan Dockyard and GRSE-KPDD each having berthing / docking facility and our capacity to accommodate vessels of all types up to 160 mts length, 20 mts beam and 7 mts draft for dry dock repair has increased manifold. GRSE is now well placed to undertake both scheduled as well as unscheduled / emergency repairs and maintenance including Dry Docking of ships.

Over the years, GRSE has developed capabilities to design and build most modern warships in the country. **GRSE has built around 790 platforms which include 109 state-of-the-art warships to Indian Navy, Indian Coast Guard, Govt. of Mauritius, Govt. of Seychelles & Govt. of Guyana which is the highest number of warships built & delivered by any shipyard in the country.** From building of 05 Ton boats to 24600 Ton Fleet Tanker, GRSE has proved its mettle as a pioneer warship builder of the nation and is the only Indian Shipyard to achieve this Centennial Mark. **The shipyard has received ISO 9001:2015, 14001:2015, 45001:2018 and 50001:2018 certification.**

The warships built by GRSE include following: -

- a. Frigates
- b. ASW Corvettes**
- c. Missile Corvettes
- d. Fleet Tanker**
- e. Landing Ship Tanks (Large)
- f. Landing Craft Utility**
- g. Survey Vessels
- h. Offshore Patrol Vessels**
- i. Fast Attack Crafts
- j. Inshore Patrol Vessels**
- k. Hovercrafts
- l. FRP Boats

GRSE also has the experience of building a wide range of commercial vessels which include following: -

- a. Bulk Carriers**
- b. Research Vessels**
- c. Fire Floats**
- d. Dredgers**
- e. Ro-Ro Vessels**
- f. Tugs**
- g. Fishing Trawlers**
- h. Passenger Ferry Crafts**

The In-House Design & Construction of “CGS Barracuda”- **the first ever Export Warship of India**, has been feather in the cap of GRSE for which GRSE received the Defence Minister’s Award for Excellence in in-house design development. GRSE also delivered its second export warship, the Fast Patrol Vessel (FPV), “SCG PS Zoroaster” to Govt. of Seychelles on 15 Feb 2021 and third export ship the ‘Ocean Going Vessel (OGV)’, ‘MV Ma Lisha’ to Govt. of Guyana

on 23 Apr 2023 that marks GRSE's continual commitment towards national self-reliance/ Aatma Nirbhar Bharat Abhiyan. Further, GRSE was awarded prestigious '**Raksha Mantri Award 22**' by the Hon'ble Raksha Mantri Shri Rajnath Singh for excellence in '**Design & Development of Silent Ship for the Indian Navy**' at DefExpo2022, Gandhinagar . GRSE is the **only DPSU shipyard** to have received the Raksha Mantri Award 2022. The Shipyard **won this prestigious 'Raksha Anveshan Ratna Award' under Innovation category** for design of stealth platform for the Indian Navy to manage underwater noise at specified level wherein no major expertise was available within India. Today, GRSE has the capability of **Concurrent Launching and Docking of warships**, wherein, GRSE built **2<sup>nd</sup> P-17A Guided Missile Stealth Frigate 'Dunagiri'** (Yd. 3023) in the series of three warships for Indian Navy was **launched & docked in the august presence of Hon'ble Raksha Mantri Shri Rajnath Singh on 15 Jul 2022.**

The shipyard completed its Infrastructure Modernization creating Integrated Shipbuilding Facility in 2013, with an aim to build quality ships in reduced timeframe with **Modular Construction Technology**. Post modernization, GRSE can undertake construction of 20 ships (08 Large ships and 12 small ships) concurrently.

**Details regarding construction of 08 Nos. Large Ships:** - Construction of 04 Nos. Large Ships up to launching stage is taken up in 02 Nos. Dry Docks and 02 Nos. Inclined Berths located at Main Unit of the company. Construction of 04 Nos. Large Ships for post launch Fitting-out & Trials up to delivery stage is taken up at 02 Nos. Jetties located at Fitting out Jetty (FOJ) Unit of the company.

**Details regarding construction of 12 Nos. Small Ships:** - Construction of 04Nos. Small Ships up to launching stage is taken up in 01 No. Dry Dock (DD-2 of RBD Unit) located at Raja Bagan Dockyard (RBD) Unit of the company. Construction of 05 Nos. Small Ships for post launch Fitting-out & Trials up to delivery stage is taken up at 02 Nos. Floating Jetties (Ganga Jetty & Hooghly Jetty) located at Raja Bagan Dockyard (RBD) Unit of the company. In addition, post launch outfitting work of 03 Nos. small ships is undertaken in the Wet Basin ~~at~~ at Main Works Unit.

Further, the shipyard is progressing with its ambitious plans of revitalization and refurbishment of infrastructure at FOJ and RBD. ***After revitalization and augmentation of facilities, the shipbuilding capacity of GRSE will increase to concurrent construction of 24 ships.***

**The Vision of GRSE is "To become a Global leader in Warship Construction".**

#### Engineering Division

Besides designing and building warships, a **diverse range of engineering products** like Bailey Bridges, GRSE Prefabricated Steel Bridges, Bailey Suspension Bridges, Helicopter Traversing Systems, Boat Davits, Capstans, Anchor Windlass etc. are manufactured by the **Engineering Division of GRSE**. While, the Bridges are manufactured at 61 Park Unit at Kolkata and Ranchi

Unit other Engineering products namely, Deck Machinery items are supplied by Taratala Unit, Kolkata.

**Pre-fabricated Steel Bridges Unit.** The Company is a pioneer in manufacturing of **Portable /Prefab/ Suspension Steel Bridge** in India. For the last 50 years, the Company has manufactured & supplied approx. **5000 bridges** to the Indian Army and State Governments. GRSE manufactured modular steel bridge has been installed at the highest **altitude in World (5600 m)** & have been recorded in the **Guinness Book of World Record**. The Bailey Bridge Division of GRSE has augmented its capacity and also commenced production of Portable Steel Bridges from its new unit at DEP Ranchi from Jul 2016 to meet the growing demand.

**Deck Machinery Unit.** A variety of Deck Machinery products such as **Boat Davit, Anchor Capstan, Winches Helicopter Traversing Systems** and **Mooring Capstan**, are supplied by this unit. These products are not only installed on ships under construction in GRSE, but are also supplied to other shipyards in the country.

#### Engine Division

Further, the **Diesel Engine Plant at Ranchi**, which forms the Engine Division of GRSE, undertakes assembly, testing, servicing & repair of various models of Diesel Engines used for marine propulsion / power generation, under licence from MTU, Germany. GRSE has signed **license agreement with M/s MTU Friedrichshafen GmbH Germany to facilitate assembly of 4000 Series engines from Semi-Knocked Down condition to Completely Built-up Unit.**

#### 7.STRONG ORDER BOOK

The Order Book position of the company as on 31 March 2023 was approximately Rs. 25,111 Crores, comprising gross order value in the shipbuilding segment, engineering segment and the engine segments respectively. The aggregate value of our Order Book represents the total nominal value of the contracts that have not been completed, excluding the portion of revenue in respect of those orders that we have recognized as of such date.

## 7. OUR POLICY FRAMEWORK

GRSE is responsible for complying with following statutory and regulatory rules in order to execute its activities:

- a. Corporate and Economic Laws
- b. Commercial Laws
- c. Fiscal Laws
- d. Industrial & Labour Laws
- e. Pollution /Environment Laws
- f. Guidelines issued by Department of Public Enterprises
- g. Guidelines issued by Central Vigilance Commission etc.
- h. Other applicable policy circulars of Ministry of Defence and other Ministries of Government of India

## 8. COMMITMENTS

- a. Promote excellence in designing & manufacturing of latest warships and quality engineering items.
- b. Maintain high quality standard through Benchmarking.
- c. Maintain effective environmental management system.
- d. Maximise indigenization to improve self-reliance in warship building
- e. Promote optimum utilization of natural resources for sustainable Development.
- f. Develop Human Resources through training & skill development.
- g. Ensure optimum gestation period for project development and maintaining harmony with nature.
- h. Be a socially responsible Corporate Citizen.
- i. Introduce latest technology in warship building sector to improve productivity and operating efficiency.
- j. Ensure transparency in quality policy and citizen's charter.
- K. Promote the need to meet customer requirements and regulatory /statutory requirements.
- l. Ensure that service quality objectives & complaints handling objectives are established.

## 10. HUMAN RESOURCES

The total number of employees of GRSE is 1748 (as on 31 Mar 2023). This Manpower strength includes 491 officers, 181 supervisors, 56 Office assistants and 1020 Operatives.

### (a) Talent Management

To retain the talent within the organization, GRSE focus on nurturing and developing a well-balanced workforce who can contribute towards enhancing organization's growth trajectory. In order to attract and retail talent various measures have been under taken by the Company. Some of such initiatives are:

- Comprehensive structured induction programme for the new recruits to acclimatize with the Company environment.
- A structured mentorship scheme is in place for new joinees joining at the rank of Assistant Managers (E-1).
- Various training and development programs are conducted, both external and internal, to impart necessary knowledge and skill upgradation of the employees and also on various Leadership, Managerial, Technical, Functional, Emergent and Cross functional topics.
- Assessment & Development Centre projects are carried out to re-define the Leadership Competency Framework of GRSE and assess the Competency level of each officer i.r.o. the identified framework.
- Many employee friendly policies are in place which were introduced in comparison with similar industries.
- A robust and transparent online Performance Management System for officers and Supervisors has been implemented.



- Promotion Policies and career upgradation schemes for Officers and non-officers are aptly designed to encourage First Track Promotion for deserving candidates who have demonstrated outstanding performance.
- The pay, allowances and other facilities provided to employees are attractive. The company has implemented 2017 pay scales with 35% perks. In addition, employees are eligible for PRP and cashless medical treatment for them and their dependents.
- In addition, welfare policies like Annual Health Checkup for all employees, post-retirement medical and pension benefits, grievance redressal mechanism and compensation package for family of deceased employees are introduced for attracting and retention of talents.
- Employee Engagement programmes are conducted to boost up employee morale.
- Number of Reward Schemes are in place for recognizing the meritorious performance of the employees.

(b) Employee Engagement

Employee engagement is very important to improve individual performance and thereby Company's performance. In order to achieve this, the employee engagement efforts have to be aligned with overall business strategy. Employee response/feedback is one of the most powerful tools for employee engagement. Keeping this in view, GRSE conducts various Employee Engagement Programs throughout the year. Some of such initiatives are:

- GRSE has initiated a new Employee Connect initiative titled '**SANLAAP**' to promote transparency in all activities, maintain good relation between the employees and to improve the level of awareness amongst employees about the latest developments and achievements of the company, including relevant recent policies. In this initiative, structured interaction is carried out by a team of senior officers with the employees of different Departments / Shops. This process will also be utilized to address issues / areas of concerns of the employees. During such interactions, the HR team tries to resolve the issues on the spot or guide them for early resolution of their issues.

- Different Awards namely GRSE Exemplary Service Award, Star performer, On the Spot CMD's Commendation & On the spot Cash Award, Employee of the Month Award, Employee Innovation Scheme are awarded with a view to nurture a culture of meritocracy amongst employees.
- Various events are also celebrated as employee engagement initiative. Some of them are GRSE Day Celebration, GRSE Family Day Function, Annual Sports Activities.
- Employee Satisfaction Survey – The Company recognizes the importance of employee communication and seeking feedback to address issues of employees. This is conducted online and responses are sought anonymously for candid and honest feedback. The objective of the survey is to measure employee satisfaction on a number of parameters related to work environment, compensation/ benefits/ facilities, communication, training and development, rewards & recognition and job satisfaction. The survey helps the Company to understand as to how different practices impact employees' satisfaction. This initiative helps the company in improving the processes and making the company a great place to work.
- A new Employee Connect Mechanism has been framed to seek inputs and address issues raised by the employees which are not covered under GRSE Grievance Redressal Procedure. The issues which can be raised under this Scheme can be of diverse aspects. However, it should be restricted only to matters which are not arising out of the implementation of the HR policies / rules or decisions of the Organization.

## 11. CORPORATE SOCIAL RESPONSIBILITY:

### A BRIEF OUTLINE OF THE COMPANY'S CSR POLICY:

CSR at GRSE is characterized by all round development of the communities rendering in the Periphery of operational areas. GRSE views Corporate Social Responsibility as an integral part

of its existence, such that the Company's operations and the fulfillment of its societal and environmental responsibilities are held at an equal pedestal in its core philosophy itself. GRSE's Corporate Social Responsibility (CSR) initiatives have played a significant role in socio-economic development of the vast stretch of under privileged segment mostly belonging to minority community, residing in the vicinity of our production units. The CSR strategies of our Company are aimed to improve the quality of life of the local community and aligned to the national priorities to meet the basic needs of the citizens.

The CSR initiatives of the company are governed by the Companies Act 2013, DPE and MOD guidelines and CSR policy of the company. GRSE's CSR Policy lays down the requisite guidelines for identifying the areas of concern and needs of the local community, framing and implementing various CSR initiatives aimed to improve the quality of life of the target group of beneficiaries in the catchment areas. The Ministry of Corporate Affairs (MCA) issued the Companies (CSR Policy) Amendment Rules, 2021 vide Gazette notification no. G.S.R.40 (E) dated 22 Jan 2021. The revised CSR & Sustainability Policy was promulgated on 07 Sep 2021. All the CSR initiatives of GRSE are undertaken in conformity with the projects / activities specified in the Schedule VII of the Companies Act, 2013 and the Companies (CSR Policy) Amendment Rules, 2021 as well as various Govt. directives & guidelines issued from time to time. Details of such activities are uploaded on the Company's website.

The Board Level Committee on CSR & Sustainability headed by Independent Director. The projects are implemented after obtaining Board approval. Meticulous planning is done before implementing the projects and the projects are reviewed during implementation to ensure desired progress as well as for mid- course correction. The Board Level Committee monitors progress of various CSR & Sustainability projects.

**The major CSR projects undertaken in FY 2022 - 23:**

**(A) PROJECTS BASED ON ANNUAL THEME - HEALTH AND NUTRITION**

**(i) Health Camps**

**(a) Monthly Health Check-up Camps**

Monthly health check-up camps were conducted at RBD unit for the residence Metiabruz locality and were conducted Naora (Sundarban) for the neglected segment of Sundarban area. Special health check-up camps were held at Kultoli which is an island located at very interior part of Sundarban. Each camp caters around 250 patients, monthly medicines were also provided to these patients. Around 6000 patients were benefitted from this project in FY 2022-23.

(b) **Blood Donation Camp**

Blood donation camp was conducted in association with the Thalassemia Society of India on 17 Feb 2023. Around 100 Employees, Trade Apprentice, CISF personnel and Contractors' Workmen whole heartedly attended the blood donation camp.

(c) **TB Nikshay Mitra**

GRSE has provided nutritional support to TB patients for improving their health, weight gain, muscle strengthening etc. to improve their quality of life.

(ii) **Holistic development of underprivileged children of remote villages**

GRSE partnered with Ramakrishna Mission, Belur Math for holistic development of approx. 530 underprivileged children from interior rural and tribal areas of Khunti and Ranchi District of Jharkhand and Sundarban area of West Bengal. GRSE has provided daily nutritive food supplements, books, study material, pens, pencils, school bags, uniform, shoes, socks, footwear, medicines, sports items, personal hygiene items like toothpaste, tooth brush, soap, hair oil etc for the children. Coaching classes were run by Ramakrishna Mission along with support staff. Periodic medical check-up, health awareness classes were also undertaken for the students.

(iii) **Providing medical equipment and infrastructure development of hospitals / dispensary etc.**

(a) **The Leprosy Mission Trust India (TLMTI)**

TLMTI is the largest leprosy-focused non-governmental organization in India. The organization works with people affected by leprosy, other neglected tropical diseases (NTDs), people with disabilities from marginalized communities with especial focus on women. Considering the taboo associated with this disease, the Company provided medical equipment to Premananda Memorial Hospital in Kolkata. Slit Lamp Digital Imaging System, B-Scan with Printer, Phaco Emulsification Machine for Cataract Surgery, Humphrey Field Autoanalyzer, Tonometer, ECG Machine O.T light, ICU Beds, Patient Monitor, Electrolyte Analyzer, Automatic Electronic Tourniquet given to the Premananda Memorial Hospital in Kolkata, a unit of TLMTI.

(b) **Ramakrishna Sarada Mission, Siriti (RKSM)**

RKSM is a Registered Society, apart from its regular activities they run a Charitable Dispensary named 'Sevangan', at Siriti, Kolkata with clinical investigations for the underprivileged women

and children. GRSE has provided medical equipment for their charitable dispensary named 'Sevangan'. USG Machine, UST + Electro Therapy Machine, Tonometer, RVG Sensor, PC based 12 Channel ECG System etc. were provided under this initiative.

(c) **Dr. B. C. Roy General Hospital & Maternity Home (BCRHM)**

Dr. B. C. Roy General Hospital & Maternity Home, New Barrackpore is a Hospital and Maternity Home under the administrative control of New Barrackpore Municipality. The hospital primarily caters to patients coming from marginalized segment of the society, especially women by providing them highly subsidized treatment. GRSE has provided 01 No. Anesthesia Work Station 01 No. High-Performance Liquid Chromatography (HPLC) System were provided under this initiative.

(v) **Skill Development training to medical technicians**

As a part of commitment to social responsibility, GRSE played a critical role in making difference in the life of unemployed youth, especially coming from the lower strata of the society by helping these unemployed youths providing job-oriented skill development training in FY 2022-23. GRSE partnered with Ramakrishna Math and provided job oriented medical technician training to 60 unemployed youths at Ma Sarada Swanirvar Kendra at Chitpur, Kolkata.

(vi) **Maintenance of toilets in 20 local Govt. schools**

Since 2017-18, GRSE has adopted a robust mechanism in the arena of WASH (Water, Sanitation and Hygiene) by undertaking maintenance of school toilets. During FY 2022-23, total 219 toilets, 148 urinals, 89 wash basins, 16 commode, 07 drinking water taps, 02 bathrooms, 12 sinks, class rooms, ground etc. were maintained in 20 local govt. in association with Sulabh International Social Service Organization. Around 35000 students were benefited under this project and regular attendance were also increased when the students got access to clean and hygienic toilets.

(vii) **Empowering Differently Abled Children**

GRSE has adopted 02 Education Development Units and 01 vocational training unit of IICP. These 03 classes cover around 50 children with severe multiple impairments with around 80% disability. They were trained in basic academic courses and life-oriented language and numeracy skills for achieving minimum level of self-reliance. The children of Life Skill Training Unit range between the age band of 14-18 years. They were trained in pre-vocation skills like block printing, making bead & junk jewelry, paper bags / packets from newspaper, greeting cards, decorated earthen lamps, diyas, rakhis etc. Such endeavours were targeted to make these special children more self-reliant and thereby make them able for mainstream activities.

(B) **OTHER PROJECTS**

(i) **SKILL INDIA MISSION**

Skill development is one of the thrust areas of the CSR objective as it addressed the challenging issue of unemployment in the country. The main focus of skill development initiatives under CSR is to transform the existing skill development programmes into industry-oriented training programmes.

(a) **Improvement of Apprenticeship Training Program**

During FY 2022-23, the company enhanced the intake of apprentices. Around 250 Trade Apprentice, Graduate Apprentices and Technician Apprentice were imparted training through this initiative. The Apprentices were trained on safe-working practices, on-the-job training in various shops / departments of the company as well as basic training at the company's training facility.

(b) **Providing equipment to ITI**

GRSE supported local Government ITI in improving their skill development training. GRSE has provided to equipment to Women ITI Kolkata, ITI Tollygunge, Kolkata and ITI Balurghat, located in Dakshin Dinajpur District of West Bengal.

(ii) **Installation of Solar Power Plant in 04 local Govt. schools**

GRSE has installed rooftop Solar Power Plant in 04 local Govt. schools viz. Rabindra Balika Vidyapith (H.S.) - 8 KWp, Akra Saktigarh Rabindra Vidyapith (H.S.) - 10 KWp, Kankhuly High School (H.S.) - 10 KWp and Kankhuly Girls' High School (H.S.) - 8 KWp for using clean and clear unconventional energy and reducing dependence on conventional electric supply. This initiative has also reduced expenses on conventional electric supply.

(iii) **Infrastructure development of local schools**

R B Institute for Mentally Retarded children is the only Govt. aided school for such special children in Howrah District. Around 45 special children having 90% to 40% disability are enrolled in this school. The children of the school are primarily from marginalized segment who are unable to afford private facilities. The school imparts education from pre-primary level to pre-vocational level based on the individual ability of each child. The age range of the students are from 06 years to 18 years. The structure of the school assembly hall had deteriorated to such an extent that it had become difficult to conduct different sessions for the special children. GRSE extended

support to R B Institute for Mentally Retarded children by renovating the assembly-cum-motivation. This intervention was undertaken so that the classes could continue without difficulty.

**. 12. GRIEVANCE POLICY & PROCEDURE**

**GRIEVANCE REDRESSAL MECHANISM: -** In GRSE there is a well established Grievance Redressal Machinery headed by Dy. General Manager (Law) as the Principal Public Grievance Redressal Officer as well as Nodal Officer of the Company for dealing such matters.

The Works Managers of various units of the Company have been nominated as Grievance Redressal Officers who are also members of Grievance Redressal Committee. The Dy. General Manager (Law) is the Chairman of this committee who reviews the matters on periodical / need based situations.

Details of Public Grievance Officers are shown below:

<b>NAME</b>	<b>DESIGNATION</b>	<b>LOCATION</b>	<b>PHONE NUMBER</b>
<b>Shri Sandip Biswas (Principal Public Grievance Redressal officer) &amp; Chairman, Public Grievance Redressal Committee</b>	Dy. General Manager (Law)	GRSE Main Unit, 43/46, Garden Reach Road, Kolkata-700 024(West Bengal)	033-2489 3957
<b>Shri A. K. Rout (Public Grievance Redressal Officer)</b>	Sr. Manager- Works, ( MW )	GRSE Main Unit, 43/46, Garden Reach Road, Kolkata-700 024 (West Bengal)	(M): 8910699301
<b>Shri Tapas Pramanick (Public Grievance Redressal Officer )</b>	Addl. General Manager- Works ( FOJ )	GRSE FOJ Unit, P-70, Karl Marx Sarani, Kolkata-700043 (West Bengal)	(M): 7603056568
<b>Shri Shib Sundar Bala</b>	Dy. General Manager	GRSE 61 Park Unit, 61, Garden Reach Road,	(M): 9903412098

<b>(Public Grievance Redressal Officer)</b>	(BB /Engg. & Works Manager )	Kolkata-700024 (West Bengal)	
<b>Shri Chinmoy Biswas</b> <b>(Public Grievance Redressal Officer)</b>	Dy. General Manager ( Works ), ( RBD )	GRSE RBD Unit, 44, Garden Reach Road, Kolkata-700044 (West Bengal)	(M): 7603056569 / 033-2489-7152
<b>Shri C. S Singh</b> <b>(Public Grievance Redressal Officer)</b>	Addl. General Manager (Production)	GRSE TU Unit, P2/2, Taratala Road, Kolkata-700088 (West Bengal)	(M): 9163331709/ (033)2469- 8154, Extn. 241
<b>Shri Anjan Paul</b> <b>(Public Grievance Redressal officer)</b>	Addl. General Manager, (P&S) & Works Manager ( DEP Ranchi)	GRSE – DEP Unit, Plant Plaza Road, Dhurwa, Ranchi- 834004 (Jharkhand)	06512446360/ 9934012640

The details of the committee have been uploaded on the GRSE website [www.grse.in](http://www.grse.in) against Public Grievances menu. A web link ( [http:// pgportal.gov.in](http://pgportal.gov.in)) of Public Grievance Portal has also been provided along with the contact details of the Public Grievances Redressal Committee for the benefit of the citizens with a view to facilitate them for filing public grievances either in the On-line mode or Hard document mode.

### 13 LIST OF STAKEHOLDERS AND BENEFICIARIES

#### Stakeholders:

- a. Department of Defence Production, Ministry of Defence (MOD), Government of India.
- b. Department of Public Enterprises (DPE), Ministry of Heavy Industries, Government of India.
- c. Ministry of External affairs, Government of India.
- d. Ministry of Finance, Government of India.
- e. Indian Navy



- f. Indian Coast Guard
- g. Ministry of Home Affairs, Govt. of India
- h. Kolkata Port Trust
- l. Government of West Bengal
- J. Department of Industrial Policy & Promotion (DIPP)
- k. Contractors, Vendors/Suppliers
- l. Financial Institutions such as RBI, Nationalized and scheduled Banks
- m. Employees of GRSE

**Beneficiaries:**

GRSE core business is design, manufacture and supply warships and other vessels including ship repair. GRSE is the only DPSU Shipyard of the country manufacturing Portable Pre-fabricated Steel Bridges, Deck Machinery Items, Marine Pumps and Diesel Engine.

**A. Following are the notable clients of the company for Shipbuilding, Deck Machinery items and Diesel Engines:**

- a. Indian Navy
- b. Indian Coast Guard
- c. Govt. of Mauritius
- d. Ministry of Home Affairs, Govt. of India
- e. Mazgaon Dock Shipbuilders Limited
- f. Goa Shipyard Limited
- g. Hindustan Shipyard Limited
- h. Cochin Shipyard Limited

**B. Following are the notable clients of the company for Engineering - Portable Steel Bridges:**

**Portable Steel Bridges to Central Govt. Organisations: -**

- a. Indian Army.
- b. Director General of Border Road Organization (DGBR).

**Portable Steel Bridges to State PWDs are as follows: -**

- a. Government of West Bengal.

- b. Government of Chhattisgarh.
- c. Govt. of Nagaland.
- d. Govt. of Arunachal Pradesh.
- e. Govt. of Himchal Pradesh.
- f. Govt. of Jammu & Kashmir.
- g. Govt. of Bihar.
- h. Govt. of Jharkhand.
- i. Govt. of Mizoram.
- j. Govt. of Manipur.
- k. Govt. of Tripura.
- l. Govt. of Assam.
- m. Govt. of Odisha.
- n. Govt. of Uttarakhand.

Portable Steel Bridges to Public Sector Undertakings are as follows: -

- a. NBCC (India) Ltd.
- b. M/s SJVNL
- c. M/s IRCON
- d. M/S NHIDCL

Portable Steel Bridges for Disaster Management are as follows: -

- a. 12 Bridges to Tsunami affected areas of Andaman Island, India in year 2005.
- b. 5 Bridges to Tsunami affected areas of Srilanka in year 2005.
- c. 6 Bridges to PWD/ Leh India for landslide affected areas in the year 2010.
- d. 36 Bridges to PWD, Uttarakhand, India for flash flood affected area in the year 2013.
- e. 17 Bridges to Jammu & Kashmir, India in November 2014.
- f. 2 Bridges to West Bengal Government in 2018 for creating an alternative route after Majherhat Bridge collapsed in September 2018.

Portable Steel Bridges to foreign clients are as follows: -

- a. Royal Govt. of Bhutan.
- b. Govt. of Myanmar.

14. SERVICES OFFERED TO STAKEHOLDERS & BENEFICIARIES

Sl.	SERVICE	STAKEHOLDERS	Officials Responsible for the services
-----	---------	--------------	--

a.	Sales of (GRSE products) / Ships for Indian Navy, Coast Guard & Deck Machinery items.	Department of Defence Production, Ministry of Defence (MOD), Government of India.	(a) D(S) Fax No. (033) 2469 1210 (b)e-mail: ds@grse.co.in
b.	Compliance with MoU Targets, RFMS and different Guidelines as published from time to time.	Department of Public Enterprises (DPE), Ministry of Heavy Industries, Government of India. Ministry of External affairs, Government of India.	(a) D(F) Fax No. (033) 2469 1213 (b) e-mail: df@grse.co.in
c.	Payments of Dividend	Ministry of Finance, Government of India.	(a) D(F) Fax No. (033) 2469 1213 (b)e-mail: df@grse.co.in
d.	Sales of Ships for Indian Navy	Indian Navy	(a)D(S) Fax No. (033) 2469 1210 (b)e-mail: ds@grse.co.in
e.	Sales of Ships for Coast Guard	Indian Coast Guard	(a) D(S) Fax No. (033) 2469 1210 (b)e-mail: ds@grse.co.in
f.	Sales and Maintenance of Boats for MHA	Ministry of Home Affairs, Govt. of India.	(a)D(S) Fax No. (033) 2469 1210 (b)e-mail: ds@grse.co.in
g.	Payments made to KPT for the use of its Dry Dock.	Kolkata Port Trust	(a)D(F) Fax No. (033) 2469 1213 (b)e-mail: df@grse.co.in
h.	Compliance with Govt. of West Bengal Regulations.	Government of West Bengal	(a) D (P) Fax No. (033) 2469 8133 (b)e-mail: dp@grse.co.in
i.	Sales of Bailey Bridges & Diesel Engines	BRO ( Border Road Organization), Indian Army, Indian Navy & Indian Coast Guard.	(a)D (P) Fax No. (033) 2469 8133 (b)e-mail: dp@grse.co.in
j.	Framing of Productivity <del>rdx</del>	Contractors, Vendors/Suppliers	(a) D(S) Fax No. (033) 2469 1210

			(b)e-mail: ds@grse.co.in
k.	Jobs that are being out Sourced to different Vendors.	Various Vendors	(a)D(S) Fax No. (033) 2469 1210 (b)e-mail: ds@grse.co.in
l	Salary & other Financial benefits.	Employees of GRSE	(a) D (P) Fax No. (033) 2469 8133 (b)e-mail: dp@grse.co.in

## 15. EXPECTATIONS FROM STAKEHOLDERS

To provide efficient services to the stakeholders and satisfying their expectations, the Organization expects the following from the Stakeholders:

- a. Timely clearances/ approvals from controlling agencies/ ministries/ Departments.
- b. Adherence to promulgated procedures and instructions and submission of complete and correct data required for taking decisions.
- c. Adherence to the Rules, regulations and guidelines issued by Govt. of India from time to time.
- d. Fulfilment of commitments and assurances given by DPE through MoU.
- e. Adherence to terms & conditions of contractual agreement.
- f. Adherence to rules & regulations promulgated for it's employees.

## 16: REVIEW OF CITIZEN'S CHARTER:

The charter shall be reviewed once in two years based on the experience and feedback received from stakeholders in the previous years.

**Note:** This charter is a summary of the services GRSE is committed to provide to the stakeholders and is not a part of the policy condition or service condition of

Our employees. The Charter also does not cover the aspect of the responsibilities of its stakeholders, which are generally described in the related documents available in the offices of GRSE.

17 BOARD OF DIRECTORS:

Whole Time (Official / Functional) Directors

Name	Designation
<p><b>Cmde. P R Hari , IN ( Retd)</b></p>	<p><b>Chairman &amp; Managing Director</b>            GRSE Bhavan, 61, Garden Reach Road, Kolkata- 700024.            Ph.: 91-33 2469 8130            Fax: 033 2469 8119  <b>Email: <a href="mailto:cmd@grse.co.in">cmd@grse.co.in</a></b></p>
<p><b>Shri Ramesh Kumar Dash</b></p>	<p><b>Director (Finance)</b>            GRSE Bhavan, 61, Garden Reach Road, Kolkata- 700024.            Ph.: 91-33 2469 8134            Fax: 033 2469 1213            Email: <a href="mailto:df@grse.co.in">df@grse.co.in</a></p>
<p><b>Cdr. Shantanu Bose, IN ( Retd )</b></p>	<p><b>Director (Ship Building)</b>            GRSE Bhavan, 61Garden Reach Road, Kolkata- 700024            Ph.: 91-33 2469 8132            Fax: 033 2469 1210            Email: <a href="mailto:ds@grse.co.in">ds@grse.co.in</a></p>

<b>DIG Subrato Ghosh, ICG ( Retd.)</b>	<b>Director (Personnel / Transparency Officer)</b>  GRSE Bhavan,  61, Garden Reach  Road  Kolkata- 700024,  Ph. / Fax:  91-33 2469 8133  Email: <a href="mailto:dp@grse.co.in">dp@grse.co.in</a>
--	--

**Part-time official (Government) Director :**

Name	Designation & Address
Shri Rajeev Prakash	Part-time <b>Official Director:</b>  Joint Secretary (NS), Department of Defence Production, Ministry of Defence, South Block, New Delhi – 110 011

**Part Time Non –Official Directors / Independent Directors:**

(Part Time Non-Official Independent Directors for a tenure of 03 Yrs.)

Name	Assumption of Charge	Designation & Address
Shri Sanjay Dattatraya Panse	27 Dec 2021	Part Time Non-Official Independent Directors:  51, Aswamedh, Shivaji Park, Road No.3, Dadar, Mumbai -400028 Ph.9821087277, Email: <a href="mailto:sanjay@panse.in">sanjay@panse.in</a>

Shri Sanjeeb Mohanty	06 Apr 2022	Part Time Non-Official Independent Directors: AT / PO/ PS- Bisoi, Dist. Mayurbhanj, Odisha-757033, Ph.: 9437038408, Email: <a href="mailto:sanjeebmohanty595@gmail.com">sanjeebmohanty595@gmail.com</a>
----------------------	-------------	--

**Permanent Special Invitees to the Board**

Name	Designation
NIL	

**Special Invitees to the Board**

Name	Designation
NIL	

**18. APPELLATE AUTHORITY, CPIO, IN GRSE UNDER RTI ACT:**

**Implementation of RTI Act:**

Implementation of RTI is being complied in line with the RTI Act, 2005. Quarterly Returns are being regularly uploaded in RTI MIS. Updating System of CIC as well as DOP&T .The list of RTI Authorities as well as the names of concerned officers are given in the table below:

SI.	NAME	DESIGNATION	RTI Authority	ADDRESS	Contact No. & EmailID
1.	Cdr.Bhaskar Sengupta, IN (Retd.)	CGM (MW) & First Appellate Authority (FAA)	First Appellate Authority (FAA)	GRSE MW: Garden Reach Shipbuilders & Engineers Ltd., 43/46, Garden Reach Road, Kolkata – 700024, W Bengal.	9831061577 Email: Sengupta.Bhaskar@grse.co.in

2.	Shri Sandip Biswas	Dy. General Manager (Law)& CPIO	Central Public Information Officer	Admn. Department. Garden Reach Shipbuilders & Engineers Ltd., 43/46, Garden Reach Road, Kolkata --- 700024, W. Bengal.	91 33 2489 3957 Email ID: <u>Biswas.Sandip@grse</u> .co.in
----	--------------------	---------------------------------	------------------------------------	---	---

19 List of Senior Management:

Sl.	Name	Designation	Address
1.	Cmdr P R Hari, IN ( Retd.)	Chairman & managing Director	GRSE Bhavan, 61 Garden Reach Road, Kolkata -700024. Phone (033)-469-8130 Fax: (033)-2469-8119 Email: cmd@grse.co.in
2	Shri R.K.Dash	Director ( Finance)	GRSE Bhavan, 61 Garden Reach Road, Kolkata -700024. Phone (033)-469-8134 Fax: (033)-2469-1213 Email: df@grse.co.in
3	Commander Shantanu Bose, IN ( Retd)	Director (Shipbuilding)	GRSE Bhavan, 61 Garden Reach Road, Kolkata -700024. Phone (033)-469-8132 Fax: (033)-2469-1210 Email: ds@grse.co.in



4	<b>DIG Subrato Ghosh , ICG ( Retd.)</b>	<b>Director (Personnel)</b>	<b>GRSE Bhavan, 61 Garden Reach Road, Kolkata -700024. Phone (033)-469-8133 Fax: (033)-2469-8133 Email: dp@grse.co.in</b>
5	<b>Shri. Venkatesh Murty</b>	<b>Chief General Manager (Technical)</b>	<b>43/46, Garden Reach Road, Kolkata - 700 024 Phone: 91 33 2469 7928 / Email: <a href="mailto:Murthy.Venkatesh@grse.co.in">Murthy.Venkatesh@grse.co.in</a></b>
6	<b>Cmde. Rajat Manchanda, IN ( Retd.)</b>	<b>Chief General Manager, (Production, Planning &amp; Control)</b>	<b>43/ 46, Garden Reach Road, Kolkata – 700024 Phone : 7042666347 Email: Manchanda.Rajat@grse.co.in</b>
7	<b>Commander Bhaskar Sengupta, IN ( Retd.)</b>	<b>Chief General Manager (Main Works ) , First Appellate authority (FAA)</b>	<b>43/ 46, Garden Reach Road, Kolkata – 700024 Phone: 9831061577 Email: <a href="mailto:Sengupta.Bhaskar@grse.co.in">Sengupta.Bhaskar@grse.co.in</a></b>
8	<b>Captain. P. Sunilkumar, IN (Retd.)</b>	<b>Chief General Manager, (Corporate Planning &amp; Corporate Communication)</b>	<b>61, Garden Reach Road, Kolkata - 700024 Phone: 91 033 2469 4317/ 8584888179 (M) , Fax:91 033 2489 3424 Email: P.Sunilkumar@grse.co.in</b>

9	<b>Cmde.Rajiv Sreedharan, IN ( Retd.)</b>	<b>Chief General Manager (PS-NGOPV) Innovation &amp; New Technology</b>	<b>61, Garden Reach Road, Kolkata - 700024 Phone: 9496840189 Email: Sreedharan.Rajiv@grse.co.in</b>
10	<b>Cmde. Indrajit Dasgupta, IN ( Retd )</b>	<b>Chief General Manager (Ship Repair &amp; Deck Machinery unit) &amp; Project Superintendent -- (30mm Gun project)</b>	<b>P 2/2 ,Garden Reach Road, Kolkata - 700088 Phone: 9328112442 Email: Dasgupta. Indrajit@grse.co.in</b>
11	<b>Shri Srinivas Samavedam</b>	<b>Chief General Manager, ( HR &amp; A )</b>	<b>43/46, Garden Reach Road, Kolkata – 700 024 Phone:033-2469-8126, Extn.507 Email: Samavedam.Srinivas@grse.co.in</b>
12	<b>Commander Bhubaneswar Mishra, IN (Retd.)</b>	<b>Chief General Manager, FOJ</b>	<b>P-70 Karl Marx Sarani, Kolkata – 700 043 M: 8420008803 Email: <u>Mishra.B@grse.co.in</u></b>
14	<b>Commandant AK Biswas , ICG(Retd.)</b>	<b>General Manager, RBD</b>	<b>44, Garden Reach Road, Kolkata – 700 044 M: 9831711199 Email: Biswas.AK@grse.co.in</b>
15	<b>Shri Gulshan Ratan</b>	<b>General Manager, (IEP &amp; IND )</b>	<b>43/46, Garden Reach Road, Kolkata – 700 024 Phone: 91 33 2469 4818 Email: Ratan.Gulshan@grse.co.in</b>

16	<b>Shri Sujoy Chakravorty</b>	<b>General Manager (Material)</b>	<b>43/46,Garden Reach Road, Kolkata-700024 Phone : 033 2469-4303 Fax : 033 02469--2211 Email : Chakravorty.Sujoy@grse.co.in</b>
17	<b>Commodore Vinith Aerat, IN(Retd.)</b>	<b>General Manager, (Central Design Office)</b>	<b>61, Garden Reach Road, Kolkata - 700024 Phone: 91 33 2469 6120 / Extn: 6399. Email : Vinith.Aerat@grse.co.in</b>
18	<b>Smt. Suchita Nandi</b>	<b>General Manager (Contract &amp; VD )</b>	<b>43/46, Garden Reach Road, Kolkata – 700024 Phone: 033-2469-7945/8420008800 Email: Nandi.Suchita.@grse.co.in</b>
20	<b>Smt. Lipi Das</b>	<b>General Manager (ER &amp; L )</b>	<b>43/46, Garden Reach Road, Kolkata-700024 Phone:033 2469-8166, Extn. -518. Email: Das.Lipi@grse.co.in</b>
21	<b>Smt. Aparajita Ghosh</b>	<b>General Manager (Finance)</b>	<b>43/46, Garden Reach Road, Kolkata – 700 024 Phone: 9163331716 Email: Ghosh. Aparajita@grse.co.in</b>
22	<b>Commander Gaurav Prمود Pandey</b>	<b>General Manager, PMT-P17A</b>	<b>43/46, Garden Reach Road, Kolkata – 700 024 M : 9869277737 Email: <u>pande.gaurav@grse.co.in</u></b>

23.	<b>Shri Natarajan Partheepan</b>	<b>General Manager, (BB)</b>	<b>61, Garden Reach Road, Kolkata – 700 024 M: 9163331768 Email: <a href="mailto:Partheepan.Natarajan@grse.co.in">Partheepan.Natarajan@grse.co.in</a></b>
24.	<b>Shri Sandeep Mahapatra</b>	<b>Company Secretary &amp; Compliance Officer</b>	<b>GRSE Bhavan, 61 Garden Reach Road, Kolkata- 700024. M : 9831447982 Email: <a href="mailto:co.sec@grse.co.in">co.sec@grse.co.in</a></b>
25	<b>Commander Manoj Kumar Gupta</b>	<b>General Manager ( Design)</b>	<b>61, Garden Reach Road, Kolkata – 700 024 M: 9163331703 Email: <a href="mailto:Gupta.Manoj@grse.co.in">Gupta.Manoj@grse.co.in</a></b>
26	<b>Commander Harish Kumar, IN ( Retd.)</b>	<b>Addl. General Manager ( I/C- RO- Delhi)</b>	<b>Shipyard House, A1/314, Safdarjung Enclave, New Delhi--- 110029 Ph: 011-2617-1223 / 9818229836</b>
27	<b>Commander Rajneesh Kumar, IN ( Retd.)</b>	<b>Addl. General Manager ( I/C- RO- Mumbai)</b>	<b>C/O: Mazagaon Dock Ltd, Dock Yard Road, Mumbai-400010 Ph: 022-2376-3108 / 9131105785</b>