



**CITIZEN'S CHARTER**

**2025-26**

**Garden Reach Shipbuilders & Engineers Ltd.**

(A Government of India Undertaking - Ministry of Defense)

**'GRSE BHAVAN'**

**61, Garden Reach Road, Kolkata- 700024**

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

**Corporate Identity Number: L35111WB1934GO100789**

**Phone No. 033-2469-8130/31, Fax No.033) 2469 8119**

## **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 by hosting 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.

## **ABOUT THE ORGANISATION**

The journey of Garden Reach Shipbuilders & Engineers Ltd., a Defence Public Sector Undertaking, under the administrative control of Ministry of Defence, and a Schedule 'A' Mini Ratna Category I company, dates back to 1884 when it started its journey as a small workshop to repair vessels of River Steam Navigation Company. The Company was taken over by the Government of India in 1960. GRSE has the distinction of becoming the first shipyard of independent India to build a warship for Indian Navy, the Seaward Defence Boat (SDB) INS Ajay, way back in 1961. GRSE also built the first ever Indian Export Warship "CGS Barracuda" for Govt. of Mauritius, a Fast Patrol Vessel "SCG PS Zoroaster" for Seychelles and an Ocean-Going Cargo & Passenger Ferry Vessel "MV Ma Lisha" for Cooperative Republic of Guyana. GRSE is the only Indian Shipbuilder to have four distinct shipyards as a unique infrastructure advantage. GRSE has built over 800 platforms, including 118 warships for Indian Navy, Indian Coast Guard, and friendly foreign countries - highest number of warships built & delivered by any Indian shipyard till date. From Frigates, Corvettes, Fleet Tankers, Landing Ship Tank, Landing Craft Utility to Survey Vessels, Offshore Patrol Vessels and Fast Attack Craft - the repertoire is rich and varied. In addition to shipbuilding & ship repair, GRSE has also diversified into engineering business with a product profile of pre-fabricated steel bridges, various deck machinery items and assembly, testing & overhauling of marine diesel engines and the manufacture of 30mm Naval Surface Guns. Noteworthy accolades include Defence Minister's Award 2025 for Excellence in Financial Performance, Defence Minister's Award 2022 in Designing the most silent ship for Indian Navy for ASW operation, Defence Minister's Award for Excellence for In-house Design Effort for Offshore Patrol Vessel for Government of Mauritius, CGS Barracuda, Best Performing Defence Shipyard of India for Four Years in a row. GRSE embraced infrastructure modernization over past decades and can undertake concurrent construction of 28 ships at a time. A strong team of highly skilled design engineers and state-of-the-art Next Generation VR Lab & latest software aid in the in-house design capabilities. With proven credentials, the shipyard is on a growth path, reaffirming its motto "In Pursuit of Excellence and Quality in Shipbuilding."

**Product Profile: -**

A. Shipbuilding:

1. P17A Advanced Frigate
2. Brahmaputra Class Guided Missile Frigate
3. Missile Corvette
4. Anti-Submarine Warfare Corvette
5. Landing Ship Tank (Large)
6. Fleet Replenishment Tanker
7. Landing Craft Utility
8. Offshore Patrol Vessel
9. Inshore Patrol Vessel
10. Fast Attack Crafts
11. Fast Patrol Vessel
12. Survey Vessel (Large)
13. Anti-Submarine Warfare Shallow Water Crafts
14. Next Generation Offshore Patrol Vessel
15. Ocean Research Vessel
16. Acoustic Research Ship
17. Coastal Research Vessel
18. Hybrid Electric Ferry
19. TSH Dredger
20. Multipurpose Cargo Vessel
21. Fast Interceptor Boats
22. New Generation Electric Ferry

**B. Engineering Division:**

Pre-fabricated Steel Bridges

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

**C. Deck Machinery Items :**

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

**D. Marine Diesel Engines**

The Diesel Engine Plant (DEP) is situated on 62 acres at Ranchi, Jharkhand. This is where the assembly and testing of MTU 16V4000M90 marine diesel engines are done. In addition to this DEP also has facilities for major overhaul (up to W6 Routines) of MTU S183, S396, S4000 and S538 series engines in collaboration with MTU, Germany. In May 2016, additional infrastructure was created at DEP to manufacture portable steel bridges. DEP is fully equipped with a test bed facility and has highly trained service personnel. The Plant was modernized recently and a new license agreement has been signed with MTU, Germany for indigenous assembly of MTU 16V4000M73L marine diesel engines with progressive indigenization of engine components.

The 01 MW Diesel Alternator (DA) for Naval Applications is also manufactured at DEP. It comprises of diesel engine prime mover coupled with suitable alternator and installed in an acoustic enclosure to meet the low air borne noise requirements within machinery compartment. The complete assembly with associated accessories is seated on steel base frame with resilient mounts which provide the necessary resistance to shock and vibration. The acoustic enclosure features a closed ventilation system. It also house all hardware required for safe operation and remote monitoring of the DG set parameters from machinery control rooms, without physical presence of any watchkeeping personnel.

**E. Ship Repair:**

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. Gaining experience from new construction of various classes of vessels and also undertaking Guarantee Repairs & Dry Docking (GRDD), Repairs and Refits of the ships, GRSE developed a separate Ship Repair vertical in 2018 t l as unscheduled/ emergency repairs and maintenance including experience of operating and construction of Navy & Coast Guard ships, a sturdy pool of vendors, well established supply chain system, strong logistics department, and a highly expert design office.

### **F. 30 MM Naval Surface Gun :**

In GRSE's pursuit for self-reliance in defence manufacturing to minimize imports, GRSE has embarked on an ambitious project for indigenization of a technologically advanced weapon system like the 30MM Naval Surface Gun. For this GRSE has created yet another new business vertical for manufacture and supply of Naval Surface Guns with Electro Optical Fire Control System (EOFCS) for the Indian Navy and Indian Coast Guard. For Indigenous Development, GRSE has an Industry Partner for this project who has established the infrastructure for delivery and support for these Guns in India. GRSE has considerable expertise & capability for onboard installation of various Guns and Engineering Support for such products. The 30MM NSG will primarily be fitted onboard small ships as its primary weapon and on large ships as a secondary weapon for engaging fast moving surface targets/ threats. It is envisaged that with the technologically advanced features of this Gun, all future warship projects will be equipped with the NSG-30. In FY 2025-26, 07 Nos of Guns have been supplied to Indian Navy.

#### Accolades & Awards

- GRSE is among the "Top 100 Fastest, Most Consistent, All Round Wealth Creators" by Motilal Oswal Financial Services Ltd on 12 Mar 26 .
- 12<sup>th</sup> Governance Now PSU Awards for "CMD/MD of the Year", "Promoting Self-Reliance (Atmanirbhar Bharat)", "Best Overall Financial Performance (Best Growth & Consistency)" on 11 Mar 26 .
- Maritime Gateway Awards for "Shipbuilding Company of the Year (Large Shipyards)" on 28 Feb 26 .
- 15<sup>th</sup> ICC PSE Excellence Award 2024 for "CEO/CMD/MD of the Year", "Operational Performance Excellence", "CSR & Sustainability", "Contribution of Women & Differently Abled in PSEs" and "Corporate Governance" on 27 Feb 26 .
- WIPS Award at 36<sup>th</sup> National Meet of WIPS on 11 Feb 26 .
- "Sakriya Sahbhagita Samman" for the Year 2025-26 by TOLIC, Ministry of Home Affairs, Govt of India on 22 Jan 26 .
- BCC&I Social Leadership Awards 2025 for "Healthcare & Empowerment, Holistic Development" on 19 Dec 25 .

- PRSI National Awards 2025 for “Best Communication Campaign (External)” on 13 Dec 25.
- “Excellence in Financial Performance” Award at “Samudra Utkarsh” by Hon’ble Defence Minister, Shri Rajnath Singh on 25 Nov 25.
- Indian PSU Nari Shakti Samman Awards 2025 for “Lifetime Achievement Award” and “Women Empowerment Advocate Award” on 15 Oct 25 .
- Cdr Shantanu Bose, IN (Retd), Director (Shipbuilding), GRSE recognized with “Shipbuilding Leader of the Year” at National Awards for Excellence 2025 on 07 Oct 25 .
- GRSE has been Awarded with 03 Awards for Best Implementation of Official Language for the Year 2024-25 by Rajbhasha Seva Sansthan, New Delhi – 1. “Rajbhasha Shree” to Chairman & Managing Director, GRSE for Comprehensive Development of Official Language, 2. First Prize to GRSE for Best Implementation of Official Language and 3. First Prize to “Rajbhasha Jagriti” in the Category of Hindi Magazines .
- Rajbhasha Shield-First Prize from TOLIC, Home Ministry, Govt of India for “Best Implementation of Official Language” for the Year 2024-25 on 27 Sep 25 .
- 19<sup>th</sup> National Awards for Excellence in Cost Management-2024 for “Manufacturing-Public-Medium” on 23 Jun 25 .
- 10<sup>th</sup> Governance Now PSU IT Awards for “Digital Transformation Excellence” on 09 May 25 .
- Cmde PR Hari, IN (Retd), CMD GRSE recognized with CMA’s ‘Management Excellence Award 2025’ on 24 Apr 25 .
- Cmde PR Hari, IN (Retd), CMD GRSE recognized with ‘PSU Samarpan Award 2025’ at the 4<sup>th</sup> Edition of PSU Transformation Conclave on 17 Apr 25 .

#### 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 25-30 % 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>			
FY	Total value of Purchase Orders placed on West Bengal Vendors (In Cr.)	Total value of Purchase Orders placed on West Bengal MSE Vendors (In Cr.)	% worth Order Value of Local MSEs
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
2023-24	411.37	215.55	52.40
2024-25	857.26	401.14	46.79
2025-26	1460.12	492.07	33.70%

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

Approximately more than 331 WB based registered MSE / NSIC vendors which are currently servicing GRSE across various subcontracting jobs. Approximately 4500 contract manpower are engaged through sub- contractors for multiple service jobs across the GRSE Units in Kolkata. The numbers are ever growing.

#### VISION

"Upgradation as a "Navaratna" Company by 2030 and be Globally recognized as the Best Indian Shipyard."

## MISSION

- Ensure completion of ongoing projects without time & cost overruns to achieve targeted revenue generation.
- Adopt aggressive Business Development, Marketing and Bidding Strategy to win Domestic & Export Orders to ensure business growth & sustenance beyond execution period of existing Order Book.
- Leverage GoI Initiatives and Technology to "Reform & Transform" in all spheres of operations to reach the "Next Level of Performance"....
- "A Smart & Future Ready Miniratna Category I Schedule 'A' Company", and thus create a launch pad for upgradation to a "Navaratna" Company.
- Acquire capability to build Destroyers & similar platforms by mitigating capability constraints (Depth limitations)
- Leverage recommendations of ongoing "Shipyard Visioning Project" to realize 6X business growth by 2030.

## GRSE VALUE SYSTEM

### **Fairness**

GRSE visualizes itself to build a strong reputation for fair dealing encouraging vendors, independent contractors, business partners and customers to do business with it again and again. The company is walking strongly on the path of bringing in absolute transparency in all its transaction within as well as outside the organization.

### **Pursuit of Excellence**

The Company does not wish to live in its past achievements but shall continuously try to develop better products & services, constantly improve customer satisfaction, upgrade operational efficiency and the productivity of everyone in the organization. The emphasis on this value is partially driven by the competitive nature of business being foreseen in the near future.

### **Innovation**

Innovators in business are constantly looking for emerging customer needs and designing best-in-class solutions to address those needs. Innovation allows a company to improve the quality of life for its customers. Making constant innovation a core value helps corporations grow in the face of ever-increasing competition because they take advantage of emerging opportunities before competitors grab it GRSE plans to imbibe this value system strongly in its current and future plan of actions.

### **Recognition**

Generosity is the principle that each member of the organization share in the Company's success. Rewards & Recognition are to become a way of life, thus increasing employee motivation, loyalty and leading to higher productivity.

#### Employee Concern

Employees view their careers as more than a means of earning wages. They want to work for a company that truly cares about them. Employees want supervisors to listen to their ideas and concerns. They want a career path planned out for them, one in which they can continue to learn, acquire new skills and rise within the organization. Managers at all levels of an organization want to be supplied with the resources they need — including technology, human resources and funding — to accomplish their assigned goals. GRSE plans to carry this value system along its way, into the future.

#### Community Development

GRSE plans to continue being an active participant in improving the quality of life for the communities in which it operates, or society as a whole.

To fulfill the Mission requirements, taking into account the findings of the present performance review, the objectives of the company are redefined as appended below :-

- a. Develop the Design Department into a "Centre of Excellence".
- b. Enhance design capability through collaborative approach.
- c. Upgrade shipbuilding technology / processes towards enhanced productivity, reduced build period as well as higher VOP/Employee.
- d. Introduce modern Material Management / Supply Chain Management Process for achieving substantial reduction in procurement cycle time and material on cost.
- e. Phased implementation of Industry 4.0 concepts to achieve better results
- f. Vendor development and building long term partnerships, with capable competent partner shipyards/ firms.
- g. Introduce modern Project Management process in shipbuilding projects.
- h. Achieve cost reduction and improvement of productivity to ensure lower Labour Cost % of VOP
- i. Leverage Information & Communication Technology (ICT) for better management.

- j. Maximise indigenous content in warship construction and achieve cost reduction and increase self-reliance
- k. Optimum utilization of space and facilities to bring down Build Period
- l. Upgrade products of Bridge Unit, Deck Machinery Unit & Diesel Engine Plant
- m. Improve quality of products as per International Bench Marks. Retain ISO Certification and acquire other certifications such as AS 9100.
- n. Focus on Enhancement in customer satisfaction.
- o. Business development through concerted marketing efforts
- p. Implement strategies for further growth, expansion & diversification
- q. Focus on Sustainable Development and achieve increase in Market Capitalisation
- r. Developing Engineering Businesses other than Shipbuilding as separate Profit Centres
- s. Developing new & separate Profit Centres with regard to new Shipbuilding and Ship Repair
- t. Enhance Human Resource development by aligning HR with business.

### **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 Self Reliance.
- 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.

### **OUR ACTIVITIES**

The primary role of this ISO 9001, 14001, 18001, 50001 & PCMM Level 2 certified shipyard has always been building warships and other vessels for the Indian Navy and Indian Coast Guard. With its modern shipbuilding infrastructure, state-of-the-art Virtual Reality Lab and a 100+strong design team drawing on over 60 years of shipbuilding expertise, GRSE can certainly lay claim to being the 'Master Builder' for Amphibious & Survey ships, Corvettes and Fast Attack Crafts in India. Apart from Ship Building & Ship Repairs, GRSE has also diversified into engineering business with a product profile of pre-fabricated steel bridges, various deck machinery items and assembly, as well as testing & overhauling of marine diesel engines. GRSE is playing a key role in defence preparedness of India to produce the most modern warships through indigenization for the country aimed at self-reliance. Post modernization and revitalization, the shipyard has the capacity to build 28 ships (08 large & 20 small) concurrently.

### **STRONG ORDER BOOK**

The Order Book position of the company as on 31 March 2026 was Rs.15,324.13 Crores, comprising gross order value in the shipbuilding segment, engineering segment and the engine segments respectively.

### **OUR POLICY FRAMEWORK**

GRSE has adopted various internal policies which comply 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 Defense and other Ministries of Government of India

## **HUMAN RESOURCES**

### **MANPOWER**

The total number of employees of GRSE is 1562 (as on 31 March 2026 on scale of pay of payroll ). This Manpower strength includes 05 Directors ( incl. CMD ),03 EDs,498 Officers,185 Supervisors, 61 Office Assistants and 810 Operatives.

#### **(a) Talent Management**

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

- Comprehensive structured induction program for the new recruits to acclimatize with the Company environment.
- A structured mentorship scheme is in place for new joiners 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.

**CORPORATE SOCIAL RESPONSIBILITY:**

**A BRIEF OUTLINE OF THE COMPANY’S CSR POLICY:**

Corporate Social responsibility is an integral part of GRSE’s Corporate strategy. Fulfilment of social and environmental responsibilities are accorded equal importance alike business operations. GRSE continuously endeavours to align its CSR initiatives with national mission and substantial development goals. The CSR initiatives were primarily implemented in the areas surrounded the production units with the aim to improve the quality of life and bring about inclusive growth for the marginalised segment.

The CSR projects are carefully selected to address the concerns of the community residing in the vicinity and in consonance with the social fabric of the local community. GRSE’s CSR initiatives have played a significant role in mainstreaming the differently abled children, holistic development of underprivileged and vulnerable children, empowering the youth by providing employment oriented vocational trainings, health camps for the disadvantaged segment etc. These initiatives have played significant role in socio-economic development of the vast stretch of underprivileged segment.

The Board Level Committee on CSR & Sustainability is headed by an 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.

Citizen may visit GRSE website: [www.grse.in](http://www.grse.in) for detailed CSR related activities.

**GRIEVANCE POLICY & PROCEDURE**

GRIEVANCE REDRESSAL MECHANISM: - In GRSE there is a well-established Grievance Redressal Machinery headed by Shri Subardan Toppo, Addl... General Manager (HR) as the Principal Public Grievance Redress Officer as well as Nodal Officer of the Company for dealing such matters.

The Works Manager of various units of the Company have been nominated as Grievance Redressal Officers who are also members of Grievance Redressal Committee. Mr M. Venkatesh Murthy, Executive Director (CSB&SCM) is the Chairman of this committee who reviews the matters on periodical / need based situations.

Details of Public Grievance Officers are shown below:

NAME	DESIGNATION	LOCATION	E-mail

Mr M. Venkatesh Murthy	Executive Director (Commercial Shipbuilding & Supply Chain Management) , Chairman of Public Grievance Redressal Committee	GRSE Bhavan, Garden Reach Shipbuilders & Engineers Ltd., 61, Garden Reach Road, Kolkata-700024, West Bengal.	Murthy. Venkatesh @ grse.co.in
ShriSubardan Toppo ( Principal Public Grievance Redress Officer) & Chairman, Public Grievance Redressal Committee	Addl..General Manager ( HR )	GRSE 61 Park unit, HR Dept, HR Corporate Office,61Garden Reach Road, Kolkata-700024 (West Bengal)	Toppo.Subardan @grse.co.in
Shri Snehashis Sengupta (Public Grievance Redress Officer)	Dy. General Manager, (Works), MW	GRSE Main Unit, 43/46 Garden Reach Road, Kolkata - 700 024 (West Bengal)	Sengupta. Snehashis@grse.co.in
Shri Shiba Prasad Sahoo (Public Grievance Redress Officer)	Dy. General Manager- (Works), FOJ	GRSE FOJ Unit, P-70 Karl Marx Sarani, Kolkata - 700043 (West Bengal)	Sahoo.Shibaprasad@grse.co.in
Shri Shib Sundar Bala (Public Grievance Redress Officer)	Dy. General Manager ( BB / Engg. & Works Manager ) , 61 Park	GRSE 61 Park Unit, 61, Garden Reach Road, Kolkata-700024 (West Bengal)	Bala.Shibsundar @grse.co.in
Shri Arunava Jati (Public Grievance Redress Officer)	Sr. Manager (Works), RBD	GRSE RBD Unit, 44 Garden Reach Road, Kolkata-700044,(West Bengal)	Jati.Arunava@grse.co.in
Shri Niloy Halder (Public Grievance Redress Officer)	Dy. General Manager (TTC) & Works Manager, TU	GRSE Taratala Unit, P-2/2, Taratala Road, Kolkata - 700088 (West Bengal)	Halder.NiloyKumar@grse.co.in

Shri Anjan Sahu (Public Grievance Redress Officer)	Dy.General Manager, (Production)& Works Manager, DEP Ranchi	GRSE DEP Unit, Plant Plaza Road, Dhurwa, Ranchi – 834004, (Jharkhand)	Sahoo.Anjan Kumar @ grse.co.in
--	---	---	--------------------------------

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>) 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.

### **LIST OF STAKEHOLDERS AND BENEFICIARIES:**

#### Stakeholders:

- a. Department of Defense Production, Ministry of Defence (MOD) Government of India.
- b. Department of Public Enterprises (DPE), Ministry of Heavy Industries,
- c. Government of India. 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
- i. 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 first DPSU Shipyard of the country to start 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
- i. Govt. of West Bengal
- j. Cooperative Republic of Guyana
- k. Republic of Seychelles

B. Following are the notable clients of the company for Engineering- Portable Steel Bridges :Portable Steel Bridges to Central Govt. Organisations: -

- l. Indian Army.
- m. 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 Himachal 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 to foreign clients are as follows: -

- a. Royal Govt.of Bhutan.
- b. Govt.of Myanmar.
- c. Govt. of Bangladesh
- d. Govt of Sri Lanka
- e. Govt. of Nepal

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 Defense (MOD), Government of India.	D(S) e-mail: <a href="mailto:ds@grse.co.in">ds@grse.co.in</a>
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.	D(F) email: <a href="mailto:df@grse.co.in">df@grse.co.in</a>
c.	Payments of Dividend	Ministry of Finance, Government of India.	D(F) e-mail: <a href="mailto:df@grse.co.in">df@grse.co.in</a>
d.	Sales of Ships for Indian Navy	Indian Navy	D(S) e-mail: <a href="mailto:ds@grse.co.in">ds@grse.co.in</a>
e.	Sales of Ships for Coast Guard	Indian Coast Guard	D(S) e-mail: <a href="mailto:ds@grse.co.in">ds@grse.co.in</a>
f.	Sales and Maintenance of Boats for MHA	Ministry of Home Affairs, Govt. of India.	D(S) e-mail: <a href="mailto:ds@grse.co.in">ds@grse.co.in</a>
g.	Payments made to KPT for the use of its Dry Dock.	Kolkata Port Trust	D(F) e-mail: <a href="mailto:df@grse.co.in">df@grse.co.in</a>
h.	Compliance with Govt. of West Bengal Regulations.	Government of West Bengal .	D (CP&P) e-mail: <a href="mailto:dp@grse.co.in">dp@grse.co.in</a>
i.	Sales of Bailey Bridges & Diesel Engines	BRO (Border Road Organization), Indian Army, Indian Navy & Indian Coast Guard.	C&MD e-mail: <a href="mailto:cmd@grse.co.in">cmd@grse.co.in</a>

j.	Framing of Productivity Index	Contractors, Vendors/Suppliers	D(S) e-mail: <a href="mailto:ds@grse.co.in">ds@grse.co.in</a>
k.	Jobs that are being out Sourced to different Vendors.	Various Vendors	D(S) e-mail: <a href="mailto:ds@grse.co.in">ds@grse.co.in</a>
l	Salary & other financial benefits.	Employees of GRSE	D (CP&P) e-mail: <a href="mailto:dp@grse.co.in">dp@grse.co.in</a>

### 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.
- d. Adherence to rules & regulations promulgated for it's employees .

### REVIEW OF CITIZEN'S CHARTER:

The charter shall be reviewed once 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.

### BOARD OF DIRECTORS:

Whole Time (Official / Functional) Directors

Name	Designation
Cmde P R Hari, IN (Retd)	Chairman & Managing Director GRSE Bhavan, 61, Garden Reach Road, Kolkata- 700024. Ph.: 91-33 2469 8130 Fax: 033 2469 8119 Email: <a href="mailto:cmd@grse.co.in">cmd@grse.co.in</a>
Cdr Shantanu Bose, IN (Retd)	Director (Shipbuilding) GRSE Bhavan, 61 Garden 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>
Capt. P Sunilkumar, IN (Retd.)	Director (Corporate Planning & Personnel) 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>
Shri Niranjana M Bhalerao	Director (Finance) 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>

Part-time official (Government Nominee) Director:

Name	Designation & Address
Shri Rajeev Prakash	Part-time Official Director:

Part Time Non – Official Director / Independent Director:

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

Name	Assumption of Charge	Designation & Address
Shri Kamleshbhai Mirani	21 May 2025	Part Time Non-Official Independent Director: Flat No. 401, Pawanputra Samrudhhi Appt., Bhid Bhanjan Soc, Rajkot, Gujarat - 360005 Email: <a href="mailto:kamleshmirani9@gmail.com">kamleshmirani9@gmail.com</a>

**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 :

Sl . No.	NAME	DESIGNA TION	RTI Authority	ADDRESS	Contact No.& Email ID
----------	------	--------------	---------------	---------	-----------------------

1.	Shri M. Venkatesh Murthy	Executive Director (Commercial Shipbuilding & Supply Chain Management)	First Appellate Authority (FAA)	GRSE Bhavan, Garden Reach Shipbuilders & Engineers Ltd., 61, Garden Reach Road, Kolkata-700024, West Bengal.	Murthy. Venkatesh @ grse.co.in 9163361892 (M)
2.	Shri Subardan Toppo	Additional General Manager (HR)	Central Public Information Officer	HR Department, HR Corporate Office, Garden Reach Shipbuilders & Engineers Ltd., 61 Park Unit, 61 Garden Reach Road, Kolkata-700024, West Bengal.	Email ID: <a href="mailto:Toppo.Subardan@grse.co.in">Toppo.Subardan@grse.co.in</a> 7603039439 (M),

List of Senior Management:

Sl No.	Name	Designation	Address
1.	Cmde 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	Cdr. 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
3	Captain (IN) P.Sunilkumar Panangadan, ( Retd ).	Director Corporate Planning & Personnel ) , Transparency Officer/ Nodal Officer	GRSE Bhavan, 61 Garden Reach Road, Kolkata - 700024. Phone (033)-469-8133 Fax: (033)-2469-8133 Email: dp@grse.co.in
4	Shri Niranjan Mukund Bhalerao	Director ( Finance) and CFO	GRSE Bhavan, 61 Garden Reach Road, Kolkata - 700024. Phone (033)-469-8134 Fax: (033)-2469-1213 Email: df@grse.co.in
5.	Shri Abhishek Ranjan	Chief Vigilance Officer	GRSE Bhavan, 61 Garden Reach Road, Kolkata - 700024. Phone (033)-469-8129  Email: vig.cvo@grse.co.in
6.	Shri M. Venkatesh Murthy	Executive Director (Commercial Shipbuilding & Supply Chain Management ) , First Appellate Authority	Garden Reach Ship Builders & Engineers Ltd , D Block, 61 Garden Reach Road, Kolkata- 700024. Phone: (033)-2469-8001 , Extn: 6035. Email: <a href="mailto:Murthy.Venkatesh@grse.co.in">Murthy.Venkatesh@grse.co.in</a>

7.	Cmde.Rajat Manchanda, IN ( Retd.)	Executive Director (TS & YEM )	Garden Reach Ship Builders &Engineers Ltd , 43/ 46, Garden Reach Road, Kolkata – 700024 Phone: 7042666347 Email: Manchanda.Rajat @grse.co.in
8	Cmde.Indrajit Dasgupta, IN ( Retd )	Executive Director (Ship Repair & Taratala Unit)	Garden Reach Ship Builders &Engineers Ltd , P 2/2 ,Taratala Road , Kolkata-700088. Phone:7604084600 Email: Dasgupta.Indrajit @grse.co.in
9	Cmde. Vikas Kaushal IN (Retd.)	Chief General Manager, ( PS- 17A, NGC, ASWSWC & SVL )	Garden Reach Ship Builders & Engineers Ltd , 43/46 Garden Reach Road, Kolkata-700024 Phone:8448552908 Email: Kaushal.Vikas@grse.co.in
10	Cmde. Nitin Nangia , IN ( Retd.)	Chief General Manager ( PS-SP& NT)	Garden Reach Ship Builders & Engineers Ltd , 43/46 Garden Reach Road, Kolkata-700024 Phone:9971641767 Email: Nangia.Nitin@grse.co.in
11	Cmde. Ramesh Menon MS, IN (Retd.)	Chief General Manager ( BB & DEP)	Garden Reach Ship Builders & Engineers Ltd , 61 Garden Reach Road, Kolkata- 700024. Phone: 7768836776 Email: Menon.Ramesh@grse.co.in

12	Cmde. Vinith Aerat, IN, ( Retd.)	Chief General Manager ( B&TD, CC, NPD )	Garden Reach Ship Builders & Engineers Ltd , D Block, 61, Garden Reach Road, Kolkata- 700024 Phone: 9958871081 Email : Vinith.Aerat@grse.co.in
13	Smt. Aparajita Ghosh	Chief General Manager (Finance)	Garden Reach Ship Builders &Engineers Ltd 61, Garden Reach Road, Kolkata-700024 Phone:9163331716 Email:Ghosh.Aparajita @grse.co.in
14	Cdr. Manoj Kumar Gupta, IN (Retd.)	Chief General Manager (Mtl.SCC, HP & IP)	Garden Reach Ship Builders &Engineers Ltd 61, Garden Reach Road, Kolkata – 700 024 Phone:9163331703 Email: <u>Gupta.Manoj@grse.co.in</u>
15	Shri Gulshan Ratan	General Manager, (CP, VD & IND) and Chief Indigenisation Officer	Garden Reach Ship Builders &Engineers Ltd , D Block , 61, Garden Reach Road, Kolkata – 700 024 Phone:9163361893 . Email: <u>Ratan.Gulshan@grse.co.in</u>
16	Shri Sandeep Mahapatra	General Manager (Co. Secy.) & Compliance Officer	GRSE Bhavan, 61 Garden Reach Road, Kolkata - 700024. Phone: 9831447982 Email: <u>co.sec@grse.co.in</u>

17.	Shri Rajeev Shrivastava	General Manager (HR&A)	Garden Reach Ship Builders & Engineers Ltd , 61, Garden Reach Road, Kolkata-700024 Phone: 7033297484 Email: <a href="mailto:Shrivastava.Rajeev@grse.co.in">Shrivastava.Rajeev@grse.co.in</a>
18	Shri Manas Kumar Pandey	General Manager (MW)	Garden Reach Ship Builders & Engineers Ltd , 43/46, Garden Reach Road, Kolkata-700024 Phone:9163331729 Email: <a href="mailto:Pandey.ManasKumar@grse.co.in">Pandey.ManasKumar @grse.co.in</a>
19	Cdr Harish Kumar, IN (Retd.)	General Manager, (RO- Delhi)	Garden Reach Ship Builders & Engineers Ltd ,  Shipyards House, A1/314, Safdarjung Enclave, New Delhi-110029 (011)-2617-1223/9818229836 Email: <a href="mailto:Kumar.Harish2@grse.co.in">Kumar.Harish2@grse.co.in</a>
20	Cdr. Satish Chandra Jha , IN ( Retd.)	General Manager ( FOJ )	Garden Reach Ship Builders & Engineers Ltd ,  P-70, Karl Marx Sarani, Kolkata – 700043, Phone: 9163331751, Email: <a href="mailto:Jha.Satish Chandra@grse.co.in">Jha.Satish Chandra@grse.co.in</a>
21	Shri Goutam Karmakar	General Manager ( RBD )	Garden Reach Ship Builders & Engineers Ltd , 44, Garden Reach Road, Kolkata-700044, Phone:8420008828 . Email: <a href="mailto:Karmakar. Goutam @ grse.co.in">Karmakar. Goutam @ grse.co.in</a>

22	Shri Prashanta Kumar Mondal	General Manager ( QA)	43/46, Garden Reach Road, Kolkata – 700 024 Phone:9163361887 Email: <a href="mailto:Mondal.PK@grse.co.in">Mondal.PK@grse.co.in</a>
23	Shri Kingshuk Mistry	General Manager– (PS-NGOPV& Dredger)	GRSE Bhavan, 61 Garden Reach Road, Kolkata – 700024. Phone: 9163361886 .  Email: <a href="mailto:Mistry.Kingshuk@grse.co.in">Mistry.Kingshuk@grse.co.in</a>
24	Cdr. Aravind Shankar	General Manager ( CSB)	Garden Reach Ship Builders & Engineers Ltd , D Block , 61, Garden Reach Road, Kolkata – 700 024, Phone:7603064716, Email: <a href="mailto:Shankar.Aravind@grse.co.in">Shankar.Aravind@grse.co.in</a>