



## CITIZEN'S CHARTER

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

(A Government of India Undertaking – Ministry of Defence)

43/46, Garden Reach Road,

Kolkata-700 024, West Bengal, India.

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

Corporate Identity Number U35111WB1934GOI007891

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## 1. OBJECTIVES OF GRSE"s CITIZEN CHARTER

The significant objectives of the Citizens Charter are summarised 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.
- 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

Garden Reach Workshop Ltd., (GRW) a small ship repair workshop, established on the banks of river Hooghly in 1884, **was taken over by the Government of India on 19 Apr 1960** as a Govt. owned Central Public Sector Enterprise and placed under the administrative control of the Ministry of Defence. **GRSE completed its „Fifty Years" as a Defence PSU during 2010-11** since being taken over by the Ministry of Defence on 19 Apr 1960. Hon'ble Raksha Rajya Mantri, Shri MM Pallam Raju was the Chief Guest during the Golden Jubilee celebration on 19 Apr 2010.

The name "Garden Reach Workshop" did not directly reflect the Shipbuilding business profile of the Company. Further, the growing diversification of GRW into various Engineering Products in addition to shipbuilding, brought up the need to rename the Company to truly reflect its product profile. Accordingly, the Company changed its name from 'Garden Reach Workshop Ltd.' (GRW) to 'Garden Reach Shipbuilders & Engineers Ltd., (GRSE) with effect from 01 Jan 1977.

Soon after inception on 19 Apr 1960, GRSE **delivered the first indigenous warship, INS Ajay to Indian Navy in 1961**. GRSE has since then **delivered 98 ships & warships to Indian Navy, Indian Coast Guard and Mauritius Coast Guard which is the highest number of warships built by any of the shipyards in**

**the country.** With the delivery of Offshore Patrol Vessel CGS Barracuda, to the Govt. of Mauritius on 20 Dec 2014, **GRSE has set the history of exporting the first warship of the country.**

Garden Reach Shipbuilders & Engineers Ltd (GRSE) is a Public Sector Undertaking under the Administrative Control of Ministry of Defence, Listed in Bombay Stock Exchange recently, Profit making (over 25 years) and contributing regularly to the Government exchequer by payment of Taxes & Dividends. **GRSE paid the highest ever Dividend of Rs. 54.08 Cr during FY 2016-17.**

**Recognising the brilliant performance of the company, the Government of India granted the “Mini Ratna- Category I” status to GRSE on 05 Sep 2006.** This made GRSE the first Defence Shipyard to get this status. This was possible due to the dedicated efforts put in by all employees of GRSE. Award of “Mini Ratna- Category I” status to GRSE provided enhanced decision making powers and increased delegation of financial powers to the Management of GRSE. This has resulted in quicker decision making and more efficient conduct of operations of the Company.

In recognition of GRSE’s performance, the company has been awarded **“Best Performing Shipyard”** Trophy by **Hon“ble Raksha Mantri** for **four consecutive years from 2010-11 to 2013-14.** In recognition of GRSE’s In-house Design Effort, the company has also been bestowed with **Raksha Mantri’s Award for Excellence on „Design Effort“ for 2015-16** for **„Detailed Design of Offshore Patrol Vessel for Mauritius – CGS Barracuda“.**

Presently, GRSE has a total of 07 Units (06 Units in West Bengal & 01 Unit in Jharkhand) and **the only defence shipyard of the country having Engineering Division & Marine Diesel Engine Division apart from Shipbuilding Division** the core division.

At present, GRSE’s authorised share capital is Rs. 114.55 Crores and its net worth as on 31 Mar 2018 is Rs. 1015.93 Crores. There is a steady growth of turnover (VoP) of the company from Rs. 573.47 Cr in 2007-08. **The turnover (VoP) for FY 2017-18 is Rs. 1346.52 Cr.**

**Major modernisation of GRSE was undertaken at a cost of Rs. 605 Cr. and completed in June 2013,** wherein, Integrated Shipbuilding Facility for Modular

construction of ship has been implemented to undertake construction of Next Generation warships. **The „Diesel Engine Assembly Shop“ of Diesel Engine Plant, Ranchi of GRSE has been modernised at an estimated expenditure of Rs. 10 Crore and inaugurated on 25 Apr 2016.** With commissioning of this “Modernised Diesel Engine Assembly Shop”, GRSE’s DEP Ranchi Unit is poised to take up work on next generation of marine diesel engines and also move ahead on **manufacture of marine diesel engines under „Make in India“.** Further modernisation is being undertaken through annual capital budgets.

GRSE became the **first Ship Building Company** in the country and the **first DPSU** to get accreditation on **Integrated Management Systems** harmonising **ISO 14001:2004** (Environment Management System) issued on 30 Jul 2017, **BS OHSAS 18001:2007** (Occupational Health & Safety Assessment Standards) issued on 30 Jul 2017, **EN ISO 50001:2011** (Energy Management Systems) issued on 16 Dec 2013 by world renowned certification body TUV NORD, Germany.

GRSE’s **Diesel Engine Plant** at Ranchi, **Bailey Bridge Division** at 61 Park Unit, **Deck Machinery Division** at Taratala Unit, **Technical Training Centre** at Baranagar Unit and **Raja Bagan Dockyard** Unit have been accredited with **ISO 9001:2008** (Quality Management Systems). Further, company’s **Main Works Unit, Ship Design Department** and **Fitting Out Jetty (FoJ) Unit** have been accredited with **ISO 9001:2015** (Quality Management Systems) certificates on 13 Dec 2016.

### **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 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.

## 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, the main shipbuilding facility of GRSE is located on the banks of River Hooghly at Garden Reach, Kolkata. The Fitting Out Jetty (FOJ) 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 Central Planning Department of Ship Division is located at GRSE Main Works, while the Central Design Office (CDO) of Shipbuilding Division is located at 61 Park, about 1 ½ KM to the East of GRSE Main Works.

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.**

Over the years, GRSE has developed capabilities to design and build most modern warships in the country and the range of 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**

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**

**At present GRSE can undertake construction of 20 Nos. of 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 04 Nos. 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 situated at Main Works Unit.

### **Engineering Division**

Besides designing and building warships, a **diverse range of engineering products** like Bailey Bridges, GRSE Prefab 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 and Marine Pumps are manufactured at 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 such as **Boat Davit, Anchor Capstan** and **Mooring Capstan, Winches, Rail less & Rail based Helicopter Traversing System etc** are manufactured in this unit. These products are not only installed on ships under construction in GRSE, but are also supplied to other shipyards in the Country. The Company has also developed **“Rail Less Helicopter Traversing System”** indigenously for installation on warships being built in the country.

### **Engine Division**

Further, the **Marine 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.** GRSE has also entered into a **strategic Memorandum of Understanding (MoU) with M/s Cooper Corporation for joint development and manufacturing of small and medium diesel engines (50 KW – 500 KW) for marine application.**

## **7. STRONG ORDER BOOK**

The Order Book position of the company as on 30 Sep 2018 was Rs. 20,168.78 Crores, comprising gross order value in the shipbuilding segment, engineering segment and the engine segment of Rs. 19,880.10 Crores, Rs.



89.72 Crores and Rs. 198.96 Crores 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.

## **8. 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

## **9. 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 indigenisation 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 2214 (as on 31 Mar 2018). This Manpower strength includes 482 officers, 119 supervisors, 110 office assistants and 1499 operatives.

An integral part of GRSE's employee centred policy lay thrust on knowledge up-gradation and skill development through seminars, workshops and training programmes both in-house and external.

Training & Development activities of Human Resource Department is designed with an aim to develop and nurture the most valuable assets of the company i.e. the Human Resource, keeping pace with the changing industrial environment nationally and globally. HRD interventions through training programmes, workshops and awareness programmes were conducted with a view to nurture core competencies commensurate with Corporate Strategy & organizational Objectives.

Some of the training & development programmes conducted for GRSE employees in recent times are stated below:

- a) Technical Training programmes
- b) Management Development programmes
- c) Employee Development programmes
- d) Awareness programmes on Health, Safety and SAP/DMS

Further, GRSE has a Board approved comprehensive HR-Manual elaborating manpower study, succession plan formulation, revision of promotion policy for officers & supervisors, training and regular interactions with all level of employees and other key initiatives taken by the Company.

Major HRD interventions conducted by GRSE recently are stated below:

- a) Succession Planning

Succession Planning Scheme for Officers in the grades of Sr. Manager and above has been formulated in order to identify and develop potential candidates for filling up vacancies in the critical roles.

b) Leadership Development Programme for Senior Executives

A 6 day customized programme was conducted by IIM Calcutta with the objective of providing our senior Executives with an opportunity to hone their leadership skills which will be essential for them while leading their team in their respective department.

c) Mentorship Development Programme

A 9 month long Mentorship Development Scheme has been implemented for the Assistant Managers to provide them the opportunity to gain broader perspectives about the organization, its values, norms, expectations, and acceptable behaviors through structured process wherein a mutually beneficial relationship between an experienced senior level Officer (Mentor) in and the new-entrant (Mentee) is established.

d) Knowledge Management System

In GRSE we have knowledge portal wherein learning and knowledge received from on job training/workshop/seminar/outside training are disseminated to employees by uploading the information on the knowledge portal. The employees can access the knowledge portal from any system and can go through the information uploaded in knowledge portal as per their area of interest.

## **11. CORPORATE SOCIAL RESPONSIBILITY**

GRSE as a Corporate Citizen is committed to take up different developmental projects, as a part of its Corporate Social Responsibility (CSR), initiatives towards improving the quality of lives of the underprivileged sections of the society and other stakeholders primarily around our Factories, in order to make a meaningful difference in people's lives and strive to contribute towards sustainable development of the society and become a partner in nation building.

The CSR policy defines the frame work for implementing CSR activities in compliance with section 135 of the Companies Act., 2013 and rules framed thereunder.

**Modalities/ Mechanism of CSR implementation:**

Baseline Surveys are conducted in the vicinity of our factories to identify the needs and areas of concern of the local community and other stakeholders primarily in the surrounding areas of the factories. Projects are selected as per the needs of local community and also in compliance with directives issued by the Government from time to time. A Board Level Committee on CSR & Sustainability monitors the progress of various CSR and Sustainability projects.

**Creating CSR awareness among employees:**

- a) CSR training is imparted to executives entrusted with implementing CSR and Sustainability projects.
- b) CSR initiatives and events are highlighted in the Company's House Magazines and Newsletters.

**Major CSR Projects Undertaken at GRSE as follows:**

- a) GRSE engages large number of apprentices for imparting skill development training under the Apprentices Act 1961. During 2017-18, around 400 apprentices, which is more than 10% of the company's manpower strength has been engaged against the statutory requirement 2.5% of the manpower strength. Various developmental activities are conducted for these apprentices such as sponsorship for participation in Regional and National level Workskills Competition and providing placement assistance.
- b) GRSE also supports local Govt. Industrial Training Institutes towards skill development of their students. Action is in hand to upgrade the training facilities at ITI, Tollygunge (Centre of Excellence in Welding), Women ITI, Kolkata and ITI Howrah Homes. Various activities like conducting industrial visits, awards to meritorious students, advanced training of trainers and sponsorship for participation in workskills competition are conducted for the supported ITIs

- c) Monthly Health Camp is being arranged on last Saturdays of every month for the local needy people.
- d) Construction of 53 toilets in 09 local schools and Installation of incinerators in 05 local girls' school.
- e) Adoption of 03 classes of Indian Institute of Cerebral Palsy (IICP), Taratala comprising 43 Children with special needs.
- f) Infrastructure development of 04 new Anganwadi Centres.
- g) Training to 5300 school children on Water sanitation and Hygiene (WASH) habits by Confederation of Indian Industry (CII).
- h) Distribution of aids and assistive devices to 250 marginalized persons with disabilities of Ranchi in association with Artificial Limbs Manufacturing Corporation of India (ALIMCO).
- i) Provide colour coded garbage bins to 10 local schools.
- j) Blood donation camp was arranged on 10 Jan 2018.

## 12. GRIEVANCE POLICY & PROCEDURE

**GRIEVANCE REDRESSAL MECHANISM:-** In GRSE there is a well established Grievance Redressal machinery headed by Sr. Manager (Law) as the Principal 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 Senior 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:

NAME	DESIGNATION	LOCATION	PHONE NUMBER
<b>Shri Sandip Biswas (Principal Public Grievance Redressal Officer) &amp; Chairman, Public Grievance Redressal Committee</b>	Senior Manager (Law)	GRSE Main Unit, 43/46, Garden Reach Road, Kolkata-700 024 (West Bengal)	033-2489 3957 033-2469 8100 - 8113 Extn. 661
<b>Shri Arunava Das Adhikary (Public Grievance Redressal Officer)</b>	Sr. Manager (ES/ Mech.) & Works Manager	GRSE Main Unit, 43/46, Garden Reach Road, Kolkata-700 024 (West Bengal)	033-2469 8100 - 8113 Extn. 677

<b>Shri Shiba Prasad Sahoo (Public Grievance Redressal Officer)</b>	Manager (Works)	GRSE FOJ Unit, P-70 Karl Marx Sarani, Kolkata-700 043 (West Bengal)	033-2439 1081 Extn. 105
<b>Shri Subrata Kumar Sahu (Public Grievance Redressal Officer)</b>	Deputy General Manager (Works)	GRSE- 61 Park Unit, 61, Garden Reach Road, Kolkata-700 024 (West Bengal)	033-2469 1177 Extn. 343
<b>Shri Chinmoy Biswas (Public Grievance Redressal Officer)</b>	Sr. Manager (Civil) & Works Manager	GRSE-RBD Unit, 44, Garden Reach Road, Kolkata-700 044 (West Bengal)	033-2489 7152
<b>Shri C. S. Singh (Public Grievance Redressal Officer)</b>	Deputy General Manager (Works)	GRSE-Taratata Unit, P-2/2, Taratata Road, Kolkata-700 088 (West Bengal)	033-2469 8154 Extn. 241
<b>Shri Anjan Paul (Public Grievance Redressal Officer)</b>	Deputy General Manager (P&S) & Works Manager	GRSE – DEP Unit, Plant Plaza Road, Dhurwa, Ranchi-834004 (Jharkhand)	0651-244 6360

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 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. Ministry of External affairs, Government of India.
- c. Ministry of Finance, Government of India.
- d. Indian Navy
- e. Indian Coast Guard
- f. Ministry of Home Affairs, Govt. of India
- g. Kolkata Port Trust
- h. Government of West Bengal
- i. Department of Industrial Policy & Promotion (DIPP)

- j. Contractors, Vendors/Suppliers
- k. Financial Institutions such as RBI, Nationalized and scheduled Banks
- l. 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. Reliance Defence and Engineering Limited
- h. Hindustan Shipyard Limited
- i. 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 Uttrakhand.

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

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

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, Uttrakhand, 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 collapse 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, Bailey Bridges & Deck Machinery items	Department of Defence Production, Ministry of Defence (MoD), Government of India	D(S) Fax No. 033 2469 1210 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	D(F) Fax No. 033 2469 1213 e-mail : df@grse.co.in
c.	Payments of Dividend	Ministry of Finance, Government of India.	D(F) Fax No. 033 2469 1213 e-mail : df@grse.co.in
d.	Sales of Ships for Indian Navy	Indian Navy	D(S) Fax No. 033 2469 1210 e-mail : ds@grse.co.in
e.	Sales if Ships for Coast Guard	Indian Coast Guard	D(S) Fax No. 033 2469 1210 e-mail : ds@grse.co.in
f.	Sales and Maintenance of Boats for MHA	Ministry of Home Affairs, Govt. of India	D(S) Fax No. 033 2469 1210 e-mail : ds@grse.co.in
g.	Payments made to KPT for the use of its Dry Dock	Kolkata Port Trust	D(F) Fax No. 033 2469 1213 e-mail : df@grse.co.in
h.	Compliance with Govt. of West Bengal Regulations	Government of West Bengal	D(P) Fax No. 033 2469 8133 e-mail : dp@grse.co.in
i.	Sales of Bailey Bridges to BRO	BRO (Border Road Organisation)	D(S) Fax No. 033 2469 1210 e-mail : ds@grse.co.in
j.	Framing of Productivity Index	Contractors, Vendors/Suppliers	D(S) Fax No. 033 2469 1210 e-mail : ds@grse.co.in
k.	Jobs that are being out sourced to different Vendors	Various Vendors	D(S) Fax No. 033 2469 1210 e-mail : ds@grse.co.in
l.	Salary & other Financial benefits	Employees of GRSE	D(P) Fax No. 033 2469 8133 e-mail : dp@grse.co.in

#### 15. EXPECTATIONS FROM STAKEHOLDERS

To provide efficient services to the stakeholders and satisfying their expectations, the Organisation 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
Rear Adm. V K Saxena, IN (Retd)	Chairman & Managing Director <i>43/46, Garden Reach Road,            Kolkata - 700 024            Ph: 033 2469 8130/31            Fax: 033 2469 8119            Email: <a href="mailto:cmd@grse.co.in">cmd@grse.co.in</a></i>
Cmde Sanjeev Nayyar, IN (Retd.)	Director (Shipbuilding) <i>43/46, Garden Reach Road,            Kolkata - 700 024            Phone : 91 33 2469 8132            Fax : 91 33 2469 1210/ 3937            Email: <a href="mailto:ds@grse.co.in">ds@grse.co.in</a></i>

Cmde. P.R. Hari, IN(Retd)	<p><b>Director (Personnel)</b>  43/46, Garden Reach Road,  Kolkata - 700 024  Phone : 91 33 2469 8133  Fax : 91 33 2469 8150  Email: <a href="mailto:dp@grse.co.in">dp@grse.co.in</a></p>
Shri Ramesh Kumar Dash	<p><b>Director (Finance)</b>  43/46, Garden Reach Road,  Kolkata - 700 024  Phone : 91 33 2469 8134  Fax : 91 33 2469 1213  Email: <a href="mailto:df@grse.co.in">df@grse.co.in</a></p>

**Part-time official (Government) Directors**

<b>Name</b>	<b>Designation &amp; Address</b>
Shri Surendra Prasad Yadav	<p><b>Part-time Official Director</b>  <i>Joint Secretary (NS), Department of  Defence Production, Ministry of  Defence, South Block, New Delhi –  110 011</i></p>

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

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

<b>Name</b>	<b>Assumption of Charge</b>	<b>Designation &amp; Address</b>
RAAdm Inder Paul Singh Bali, AVSM, VSM, IN (Retd.)	09 Mar 2018	<p><i>C-1/11, Bapanagar, Zakir Hussain Marg,  New Delhi-110 001  Ph: 8800292687  Email: <a href="mailto:ipsbali@yahoo.com">ipsbali@yahoo.com</a></i></p>
Dr. Biswapriya Roy Choudhury	15 Aug 2018	<p><i>Fulbari, Manaskamana Road, English  Bazar, Malda, West Bengal – 732101  Ph: 9434245560  Email: <a href="mailto:balubjpmalda@gmail.com">balubjpmalda@gmail.com</a></i></p>

**Permanent Special Invitees to the Board**

Name	Designation
NIL	

**Special Invitees to the Board**

Name	Designation
NIL	

**18. APPELLATE AUTHORITY, CPIO, AND APIO 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. & Email ID
1.	Shri A.R Pal	Chief General Manager (ERP, YM & ES)	First Appellate Authority	Garden Reach Shipbuilders & Engineers Ltd. 43/46, Garden Reach Road, Kolkata – 700 024, W Bengal.	+91 9831061592 Email ID: Pal.Arupratan@grse.co.in
2.	Shri Sandip Biswas	Senior Manager (Law)	Central Public Information Officer	Administration Department. Garden Reach Shipbuilders & Engineers Ltd. 43/46, Garden Reach Road, Kolkata – 700 024, W Bengal.	+91 33 2489 3957 +91 33 24698100-13 lines, Extn.-661 Email ID: Biswas.Sandip@grse.co.in
3.	Smt. Arunava	Manager	Central	RTI & Public	+91 33 2489 3957

	Srivastava	(RTI & Public Grievance Cell)	Assistant Central Public Information Officer	Grievance Cell Garden Reach Shipbuilders & Engineers Ltd. 43/46, Garden Reach Road, Kolkata – 700 024, (West Bengal).	Email ID: Srivastava.Arunava@grse.co.in
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## 19. LIST OF SENIOR EXECUTIVES

<b>Sl.</b>	<b>Name</b>	<b>Designation</b>	<b>Address</b>
1.	<i>Shri. Arup Ratan Pal</i>	<i>Chief General Manager (Technical)</i>	43/46, Garden Reach Road, Kolkata - 700 024  Phone: 91 33 2469 4818 Fax : 91 33 2469 8150  email: <a href="mailto:Pal.Arupratan@grse.co.in">Pal.Arupratan@grse.co.in</a>
2.	<i>Shri. Siddhartha Ray</i>	<i>General Manager (Finance)</i>	43/46, Garden Reach Road, Kolkata – 700 024  Phone: 91 33 2469 4439 Fax : 91 33 2469 8150  email: <a href="mailto:Ray.Siddhartha@grse.co.in">Ray.Siddhartha@grse.co.in</a>
3.	<i>Shri Venkatesh Murthy</i>	<i>Chief General Manager (Commercial)</i>	43/46, Garden Reach Road, Kolkata-700024  Phone : 033 24698123 Fax : 033 24692020, 24893591  email : <a href="mailto:Murthy.Venkatesh@grse.co.in">Murthy.Venkatesh@grse.co.in</a>
4.	<i>Commodore Rajiv Sreedharan, IN (Retd.)</i>	<i>Chief General Manager, (Central Design Office)</i>	61, Garden Reach Road, Kolkata - 700 024  Phone : 91 33 2469 6120 Fax : 91 33 2469 8144  email : <a href="mailto:Sreedharan.Rajiv@grse.co.in">Sreedharan.Rajiv@grse.co.in</a>
5.	<i>Shri Abhaya Kumar Mahapatro</i>	<i>General Manager (Employee Relation &amp; Administration)</i>	43/46, Garden Reach Road, Kolkata-700024  Phone : 033 24698153 Fax : 033 24698153 email: <a href="mailto:Mahapatro.AbhayaKr@grse.co.in">Mahapatro.AbhayaKr@grse.co.in</a>

6.	<b>Commander Bhaskar Sengupta, IN(Retd.)</b>	<b>General Manager (Fitting Out Jetty)</b>	43/46, Garden Reach Road, Kolkata - 700 024  Phone: 91 33 2439 1072 Fax:91 33 2439 2416  email: <a href="mailto:Sengupta.Bhaskar@grse.co.in">Sengupta.Bhaskar@grse.co.in</a>
7.	<b>DIG, (Retd.) Subrato Ghosh</b>	<b>General Manager, (Shipyards Strategy &amp; Resource Planning)</b>	61, Garden Reach Road, Kolkata - 700 044  Phone: 91 33 2469 4512 Fax:91 33 2469 3250  email: <a href="mailto:Ghosh.Subrato@grse.co.in">Ghosh.Subrato@grse.co.in</a>
8.	<b>Captain P Sunilkumar, IN (Retd.)</b>	<b>General Manager, (Corporate Planning, Corporate Communication &amp; DEP)</b>	61, Garden Reach Road, Kolkata - 700 024  Phone: 91 033 2469 4317 Fax:91 033 2489 3424  email: <a href="mailto:P.Sunilkumar@grse.co.in">P.Sunilkumar@grse.co.in</a>
9.	<b>Commander Arun Kumar Mahapatra, IN (Retd.)</b>	<b>General Manager, (Main Works)</b>	43/46, Garden Reach Road, Kolkata - 700 024  Phone: 91 33 2469 8124 Fax: 91 33 2469 8124  email: <a href="mailto:mahapatra.ak@grse.co.in">mahapatra.ak@grse.co.in</a>
10.	<b>Commandant AK Biswas, ICG (Retd.)</b>	<b>General Manager, (Production, Planning &amp; Control)</b>	43/46, Garden Reach Road, Kolkata - 700 024  Phone: 91 33 2469 6120 Fax: 91 33 2469 8144  email: <a href="mailto:Biswas.AK@grse.co.in">Biswas.AK@grse.co.in</a>
11.	<b>Shri Gulshan Ratan</b>	<b>General Manager, (Quality Assurance &amp; Vendor Development, Industrial Engineering &amp; Process)</b>	43/46, Garden Reach Road, Kolkata - 700 024  Phone: 91 33 2469 8140 Fax: 91 33 2469 8144  email: <a href="mailto:Ratan.Gulshan@grse.co.in">Ratan.Gulshan@grse.co.in</a>
12.	<b>Shri S. Srinivas</b>	<b>General Manager, (Human Resource Management)</b>	43/46, Garden Reach Road, Kolkata - 700 024  Phone: Fax:  email: <a href="mailto:Samavedam.Srinivas@grse.co.in">Samavedam.Srinivas@grse.co.in</a>

<b>13.</b>	<b>Commander Shantanu Bose, IN(Retd.)</b>	<b>General Manager, (P17A)</b>	43/46, Garden Reach Road, Kolkata - 700 024  Phone: 91 33 2469 8100 Fax: 91 33 2469 8144  email: Shantanu.Bose@grse.co.in
<b>14.</b>	<b>Commander Bhubaneshwar Mishra, IN(Retd.)</b>	<b>Additional General Manager, I/c (Taratala Unit)</b>	P-2/2, Taratala Road, Kolkata - 700 088  Phone: 91 33 2469 8137 Fax: 91 33 2469 8137  email: Mishra.b@grse.co.in
<b>15.</b>	<b>Commander MK Biswas, IN(Retd.)</b>	<b>Additional General Manager, (I/c)  (Raja Bagan Dockyard Unit)</b>	44, Garden Reach Road, Kolkata - 700 044  Phone: 91 33 2489 7290 Fax: 91 33 2469 6842  email: Biswas.mk@grse.co.in
<b>16.</b>	<b>Shri Natarajan Partheepan</b>	<b>Additional General Manager, (Engineering)</b>	61, Garden Reach Road, Kolkata - 700 024  Phone: 91 33 2469 4961 Fax: 91 33 2469 1400  email: Partheepan.Natarajan@grse.co.in

