



**CITIZEN'S CHARTER**

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

(A Government of India Undertaking – Ministry of Defense)

**'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. 033-2469-8130/31, 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 premier Warship building Company in India, under the administrative control of Ministry of Defence, a PCMM Level-2 Certified 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. The shipyard was conferred the status of a Miniratna Category I Company in 2006. GRSE has built over 790 platforms including 109 warships for Indian Navy, Indian Coast Guard and friendly foreign countries - highest 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 is also engaged in engine production and other engineering activities. The engineering division manufactures deck machinery items, pre-fabricated portable steel bridges and marine pumps. Noteworthy accolades include Raksha Mantri Award 2022 in Designing the most silent ship for Indian Navy for ASWSWC operations, 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 20 ships at a time. Team of highly skilled design engineers and state of art 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. Fast Interceptor Boats
- 14 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

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

### 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 to focus on the demand for repairs in the Indian Maritime Sector.

Dedicated Ship Repair Department focuses on Repair/Refit projects of Naval Warships, Coast Guard Ships & Commercial Vessels with necessary service support and resources. The ship repair team constitutes of personnel having over 25 years of experience.

The facilities of GRSE is spread across 04 units namely Main Works, Fitting Out Jetty, Rajabagan Dockyard and the GRSE-Kidderpore Dry Docks each having berthing/docking facility. GRSE can handle all types of ships up to 145 M for dry docking maintenance in these units. It can also cater to all types of afloat maintenance and repair services. GRSE is well placed to undertake both scheduled as well 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.

### Accolades & Awards

- Governance Now 10<sup>th</sup> PSU Awards for “Communication Outreach”, “Nation Building” and “Reskilling of Employees (Training & Development)” on 22 Mar 24
- CII AI Award in the Project “AI Enabled NDT” on 26 Feb 24
- Cmde PR Hari, IN (Retd), CMD GRSE recognized with ‘CEO of the Year Award’ at the 22<sup>nd</sup> Global Edition - Business Leader of the Year 2024 on 17 Feb 24 & the ‘CEO with HR Orientation Award’ at the World HRD Congress 2024 on 15 Feb 24
- WIPS Award 2024 in the Category “Best Performing Enterprise 2024” on 12 Feb 24
- “Best Strategic Central Public Sector Enterprise of India – Defence (Naval & Shipbuilding)” at 6<sup>th</sup> IPSE Awards 2024 on 10 Feb 24
- "Sakriya Sahbhagita Samman" from the Town Official Language Implementation Committee for the year 2023-24 on 31 Jan 24
- 13<sup>th</sup> ICC PSE Excellence Award 2023 for “Company of the Year”, “Contribution of Women &/ Differently Abled in PSEs”, “CSR & Sustainability”, “Operational Performance Excellence” and “Corporate Governance” on 20 Dec 23
- PRSI National Awards 2023 for “Coffee Table Book”, “Best PSU for Implementing CSR”, “Best PSU for Childcare Project”, “Best Organisational Effort for Atmanirbhar Bharat” and “New R&D Efforts in Defence Sector” on 25 Nov 23
- Durga Bharat Param Samman on 18 Oct 23
- Prestigious Rajbhasha Shield for the year 2022-23 for Excellence in Implementation of Official Language in the company by Town Official Language Implementation Committee on 25 Aug 23

- 91<sup>st</sup> SKOCH Awards for “Unique Transfer & Loading of Fully Built 250 T Goliath Crane” on 27 May 23

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 value of Purchase Orders placed on West Bengal Vendors (In Cr.)</b>	<b>Total value of Purchase Orders placed on 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
2023-24	411.37	215.55	52.40

## 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. Approximately **4500 contract manpower** is engaged through sub- contractors for multiple service jobs across the GRSE Units in Kolkata. The numbers are ever growing.

## VISION

To become a Navratna Company by 2030 and be globally recognised as the best Indian Shipyard.

## MISSION

- To be self-reliant in design capability and deploy state-of-the-art manufacturing processes.
- To build Quality Warships at competitive prices, exceeding customer's expectation in terms of delivery time and product support.
- To achieve sustained growth through customer satisfaction, product innovation, capturing export potential, employee and other stakeholder engagement and talent development.
- Leverage GoI Initiatives and Technology to "Reform & Transform" in all spheres of Operations to attain "Next Level of Performance"

## 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 can. 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 20 ships (08 large & 12 small) concurrently.

### STRONG ORDER BOOK

The Order Book position of the company as on 31 December 2023 was Rs.23,592.47 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

The total number of employees of GRSE is 1649 (as on 31 Mar 2024). This Manpower strength includes 484 officers, 171 supervisors, 56 Office assistants and 938 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 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.

#### 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 fulfilment 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 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.

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, Dy. General Manager (HR-Legal & Unit HR )** 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. **Shri Subardan Toppo, Dy. General Manager ( HR-Legal & Unit HR )** 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>E-mail</b>
<b>ShriSubardan Toppo</b> <b>(Principal Public Grievance Redressal Officer) &amp; Chairman, Public Grievance Redressal Committee</b>	Dy.General Manager (HR- Legal &Unit HR)	GRSE 61 Park unit, HR Dept, HR Corporate Office, 61 Garden Reach Road, Kolkata- 700024 (West Bengal)	Toppo.Subardan @grse.co.in
<b>Shri A. K. Rout</b> <b>(Public Grievance Redressal Officer)</b>	Sr. Manager- Works, ( MW )	GRSE Main Unit, 43/46, Garden Reach Road,  Kolkata-700 024 (West Bengal)	Rout.AmiyaKum ar@grse.co.in
<b>Shri Tapas Pramanick</b> <b>(Public Grievance Redressal Officer )</b>	Addl.General Manager- Works ( FOJ )	GRSE FOJ Unit, P- 70, Karl Marx Sarani, Kolkata-700043 (West Bengal)	Pramanick.Tapa s@grse.co.in
<b>Shri Shib Sundar Bala</b> <b>(Public Grievance Redressal Officer)</b>	Dy. General Manager (BB /Engg. & Works Manager )	GRSE 61 Park Unit, 61, Garden Reach Road, Kolkata- 700024 ( West Bengal)	Bala.Shibsundar @grse.co.in
<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)	Biswas.C@grse. co.in
<b>Shri Kaushik Bhattacharjee</b> <b>(Public Grievance Redressal Officer)</b>	Senior Manager (Works) (TU)	GRSE TU Unit P2/2,Taratala Road, Kolkata 700088	Bhattacharjee.K aushik@grse.co. in

<b>Shri Anjan Paul (Public Grievance Redressal officer)</b>	Addl.General Manager,(P&S) & Works Manager (DEP Ranchi)	GRSE – DEP Unit, Plant Plaza Road, Dhurwa, Ranchi- 834004 (Jharkhand)	Paul.Anjan@grs e.co.in
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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,  
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
- 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: -

- 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 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.

**SERVICES OFFERED TO STAKEHOLDERS & BENEFICIARIES**

<b>Sl.</b>	<b>SERVICE</b>	<b>STAKEHOLDERS</b>	<b>Officials Responsible for the services</b>
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: 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,	D(F) email: df@grse.co.in



		Government of India.	
c.	Payments of Dividend	Ministry of Finance, Government of India.	D(F) e-mail: df@grse.co.in
d.	Sales of Ships for Indian Navy	Indian Navy	D(S) e-mail: ds@grse.co.in
e.	Sales of Ships for Coast Guard	Indian Coast Guard	D(S) e-mail: ds@grse.co.in
f.	Sales and Maintenance of Boats for MHA	Ministry of Home Affairs, Govt. of India.	D(S) e-mail: ds@grse.co.in
g.	Payments made to KPT for the use of its Dry Dock.	Kolkata Port Trust	D(F) e-mail: df@grse.co.in
h.	Compliance with Govt. of West Bengal Regulations.	Government of West Bengal	D (P) e-mail: dp@grse.co.in
i.	Sales of Bailey Bridges & Diesel Engines	BRO (Border Road Organization), Indian Army, Indian Navy & Indian Coast Guard.	D (P) e-mail: dp@grse.co.in
j.	Framing of Productivity Index	Contractors, Vendors/Suppliers	D(S) e-mail: ds@grse.co.in
k.	Jobs that are being out Sourced to different Vendors.	Various Vendors	(a)D(S) (b)e-mail: ds@grse.co.in

	Salary & other financial benefits.	Employees of GRSE	D (P)  ( b) e-mail: dp@grse.co.in
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### 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.

### 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

<b>Name</b>	<b>Designation</b>
<b>Cmde P R Hari , IN ( Retd)</b>	<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>
<b>Shri Ramesh Kumar Dash</b>	<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>
<b>Cdr Shantanu Bose, IN ( Retd)</b>	<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>
<b>DIG Subrato Ghosh, ICG ( Retd.)</b>	<b>Director (Personnel &amp; Transperancy 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 Nominee) Director :

<b>Name</b>	<b>Designation &amp; Address</b>
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.)

<b>Name</b>	<b>Assumption of Charge</b>	<b>Designation &amp; Address</b>
Shri Sanjay Dattatraya Panse	27 Dec 2021	Part Time Non-Official Independent Directors: 51, Aswamedh, Shivaji Park, Road No.3, Dadar, Mumbai - 400028 Email: sanjay@panse.in
Shri Sanjeeb Mohanty	06 Apr 2022	Part Time Non-Official Independent Directors: AT / PO/ PS- Bisoi, Dist. Mayurbhanj, Odisha-757033, Email: <a href="mailto:sanjeebmohanty595@gmail.com">sanjeebmohanty595@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:

SI . No.	NAME	DESIGNATION	RTI Authority	ADDRESS	Contact No. & Email ID
1.	Cdr.Bhaskar Sengupta, IN (Retd.)	CGM (CP&CC) & First Appellate Authority (FAA)	First Appellate Authority (FAA)	GRSE Bhavan, Garden Reach Shipbuilders & Engineers Ltd., 61, Garden Reach Road, Kolkata -700024, West Bengal.	9831061577 Email: Sengupta.Bhaskar@grse.co.in
2.	Shri Subardan Toppo	Dy. General Manager (HR-Legal & Unit HR ) & CPIO	Central Public Information Officer	HR Department, HR Corporate Office ,61 Park, Garden Reach Shipbuilders & Engineers Ltd.,61 Garden Reach Road, Kolkata---700024, West Bengal.	7603039439 Email ID: <a href="mailto:Toppo.Subardan@grse.co.in">Toppo.Subardan@grse.co.in</a>

**List of Senior Management:**

SI 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.	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.	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
4.	DIG Subrato Ghosh , ICG (Retd.)	Director (Personnel)	GRSE Bhavan, 61 Garden Reach Road, Kolkata - 700024. Phone (033)-469-8133 Fax: (033)-2469-8133 Email: dp@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. Venkatesh Murty	Chief General Manager (Technical)	43/46, Garden Reach Road, Kolkata - 700 024 Email: <a href="mailto:Murthy.Venkatesh@grse.co.in">Murthy.Venkatesh@grse.co.in</a>

7.	<b>Cmde Rajat Manchanda, IN ( Retd.)</b>	<b>Chief General Manager, (Planning – SVL &amp; ASWSWC)</b>	<b>43/ 46, Garden Reach Road, Kolkata – 700024</b> <b>Email: Manchanda.Rajat @grse.co.in</b>
8.	<b>Cdr Bhaskar Sengupta, IN ( Retd.)</b>	<b>Chief General Manager (CP &amp; CC ) , First Appellate authority (FAA)</b>	<b>43/ 46, Garden Reach Road, Kolkata – 700024</b> <b>Email: <a href="mailto:Sengupta.Bhaskar@grse.co.in">Sengupta.Bhaskar@grse.co.in</a></b>
9.	<b>Capt P.Sunilkumar, IN (Retd.)</b>	<b>Chief General Manager, (BDM &amp; Commercial Shipbuilding)</b>	<b>61, Garden Reach Road, Kolkata - 700024</b> <b>Fax:91 033 2489 3424</b> <b>Email: P.Sunilkumar@grse.co.in</b>
10.	<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</b> <b>Email: <a href="mailto:Sreedharan.Rajiv@grse.co.in">Sreedharan.Rajiv@grse.co.in</a></b>
11.	<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</b> <b>Email: Dasgupta. <a href="mailto:Indrajit@grse.co.in">Indrajit@grse.co.in</a></b>

12.	<b>Cdr Bhubaneshwar Mishra, IN (Retd.)</b>	<b>Chief General Manager, MW</b>	43/46 Garden Reach Road, Kolkata – 700 024 Email: <a href="mailto:Mishra.B@grse.co.in">Mishra.B@grse.co.in</a>
13.	<b>Cmde Vikas Kaushal IN (Retd.)</b>	<b>Project Suprintendent</b>	43/46 Garden Reach Road, Kolkata – 700 024 Email: <a href="mailto:Kaushal.Vikas@grse.co.in">Kaushal.Vikas@grse.co.in</a>
14.	<b>Shri Gulshan Ratan</b>	<b>General Manager, (QA , VD &amp; IND) and Chief Indigenisation Officer</b>	43/46, Garden Reach Road, Kolkata – 700 024 Email: <a href="mailto:Ratan.Gulshan@grse.co.in">Ratan.Gulshan@grse.co.in</a>
15.	<b>Shri Sujoy Chakravorty</b>	<b>General Manager (COMMERCIAL)</b>	61, Garden Reach Road, Kolkata-700024 Email : <a href="mailto:Chakravorty.Sujoy@grse.co.in">Chakravorty.Sujoy@grse.co.in</a>
16.	<b>Cmde Vinith Aerat, IN (Retd.)</b>	<b>GENERAL MANAGER (CDO)</b>	43/46, Garden Reach Road, Kolkata – 700 024 Email : <a href="mailto:Vinith.Aerat@grse.co.in">Vinith.Aerat@grse.co.in</a>
17.	<b>Smt. Lipi Das</b>	<b>General Manager (HR&amp;A)</b>	61, Garden Reach Road, Kolkata-700024 Email: <a href="mailto:Das.Lipi@grse.co.in">Das.Lipi@grse.co.in</a>



18.	Smt. Aparajita Ghosh	General Manager (Finance)	61, Garden Reach Road, Kolkata-700024 Email: Ghosh. Aparajita@grse.co.in
19.	Shri Sandeep Mahapatra	General Manager (CO. SECY.)	GRSE Bhavan, 61 Garden Reach Road, Kolkata- 700024. Email: <a href="mailto:co.sec@grse.co.in">co.sec@grse.co.in</a>
20.	Cdr Gaurav Pramod Pande, IN (Retd.)	General Manager (FOJ)	P-70, Karl Marx Sarani, Kolkata – 700 043 Email: <a href="mailto:pande.gaurav@grse.co.in">pande.gaurav@grse.co.in</a>
21.	Shri Natarajan Partheepan	General Manager (BB)	61, Garden Reach Road, Kolkata – 700 024 Email: <a href="mailto:Partheepan.Natarajan@grse.co.in">Partheepan.Natarajan@grse.co.in</a>
22.	Cdr Manoj Kumar Gupta, IN (Retd.)	General Manager (CC,HP & IP)	61, Garden Reach Road, Kolkata – 700 024 Email: <a href="mailto:Gupta.Manoj@grse.co.in">Gupta.Manoj@grse.co.in</a>
23.	Shri Rajeev Shrivastava	General Manager (HR)	61, Garden Reach Road, Kolkata – 700 024 Email:Shrivastava.Rajeev@grse.co.in

24.	Cdr Harish Kumar, IN (Retd.)	Addl. General Manager ( I /C-RO- Delhi)	Shipyard House, A1/314, Safdarjung Enclave, New Delhi--- 110029 Ph.: 011-2617-1223 / 9818229836
25.	Cdr Rajneesh Kumar, IN (Retd.)	Addl. General Manager ( I /C-RO- Mumbai)	C/O: Mazagaon Dock Ltd, Dock Yard Road, Mumbai- 400010 Ph: 022-2376-3108 / 9131105785