



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.nic.in

Corporate Identity Number U35111WB1934GOI007891

Phone No. (EPABX): (033) 2469 – 8100 to 8113, Fax No. (033) 2469 8150

Other Fax Nos. :	C&MD Office	–	(033) 2469 8119
	D (S) Office	-	(033) 2469 1210
	D (P) Office	-	(033) 2469 8133
	D (F) Office	-	(033) 2469 1213
	Chief Information Officer	–	(033) 2489 3957
	CVO Office	-	(033) 2469 8129
	Ship Building Shop	–	(033) 2469 8124
	Human Resources Dept.	–	(033) 2469 8153
	Planning Department	–	(033) 2469 4318
	Materials Department	–	(033) 2469 2020
	Yard Modernisation Dept.	–	(033) 2469 7928
	Quality Assurance Dept.	–	(033) 2469 3426

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.nic.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., a small ship repair workshop, established on the banks of river Hooghly in 1884, **was taken over by the Government of India in 1960** and placed under the administrative control of the Ministry of Defence. It was renamed as "**Garden Reach Shipbuilders & Engineers Ltd., (GRSE)**" in the year 1977. A new chapter in the history of the Company thus began. 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 a total of 99 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 December 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, Unlisted, Profit making (over 23 years) and contributing regularly to the Government exchequer by payment of Taxes & Dividends.

The company has been awarded "**Mini Ratna – Category I**" status in the year 2006. 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.

Presently, GRSE has a total of 08 Units (07 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. 125 Crore and its net worth as on 31 March 2016 is Rs. 1064.41 Crore. The turnover (VOP) of the company, which was **Rs. 574 Cr in 2007-08** has almost trebled to **Rs. 1707 Cr in 2015-16**, indicating a healthy **Compounded Annual Growth Rate (CAGR) of 14.60%** approx. **Major modernisation of GRSE was undertaken at a cost of Rs. 605 Cr. and completed in June 2013.** 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 08 Nov 2013, **BS OHSAS 18001:2007** (Occupational Health & Safety Assessment Standards) issued on 08 Nov 2013 and **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 **Plate Preparation Shop** at Main Unit have been accredited with **ISO 9001:2008** (Quality Management Systems). Further, **ISO 9001:2008 accreditation** for GRSE’s **Raja Bagan Dockyard** Unit has also been received.

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**

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, other Engineering Products are manufactured at the Taratala Unit, located at a distance of about 3 KM from GRSE Main Unit.

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**.

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.

7. OUR POLICY FRAMEWORK

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

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

8. COMMITMENTS

- a. Promote excellence in designing & manufacturing of latest warships and quality engineering items.
- b. Maintain high quality standard through Benchmarking.
- c. Maintain effective environmental management system.
- d. Maximise 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.

9. HUMAN RESOURCES

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 during the year 2015-16 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) "HR at Heart of Change"
- b) Effective Management of Contracts
- c) Human Values & Ethics for professional Excellence
- d) Nutritional Awareness programme for employees

The total number of employees of GRSE is 2426 (as on 31st Jan 2017). This Manpower strength includes 511 officers, 132 supervisors, 134 staff/ clerks and 1649 operatives.

10. CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility (CSR) is an integral part of Garden Reach Shipbuilders and Engineers Ltd. (GRSE) corporate philosophy. GRSE CSR activities aim to benefit the marginalized sections of the local community through different projects that enhance income through creation of sustainable livelihood opportunities and improving the quality of life. The GRSE CSR Policy focuses on the following thrust areas :

- a) Health Care.
- b) Education & Skill Development.
- c) Community Development.

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. A Board Level Committee on CSR & Sustainability headed by an Independent Director monitors the progress of various CSR & Sustainability projects.

Creating CSR awareness among employees:

- a) CSR training is imparted to executives entrusted with implementing CSR and Sustainability projects.
- b) In house training programmes are organized for the employees in association with National CSR Hub.
- c) CSR initiatives and events are highlighted in the Company's House Magazine.

Major CSR Projects Undertaken at GRSE as follows:

- a) Skill Development / Vocational training – An initiative for harnessing human resource and empowering youth.
- b) Women Empowerment through Vocational Training.
- c) Cataract surgery for the poor and needy people of Metiabruz, Kolkata.
- d) Monthly Health Camp

- e) Improvement in infrastructural facilities in local high schools through Construction of Toilet Blocks, Providing Fire Extinguishers, Construction of Shed for Sports Gallery at Matiaburj High School (HS)
- f) Empowering Differently Abled Children
- g) Relief and support to Uttarakhand flood victims.
- h) Improvement of Anganwadi Centres into Model Centres.
- i) Support to Ramakrishna Sarada Mission–for construction of vocational training room at Thakurnagar, Purba Midnapur and Classroom for primary school at Gangarampur , DH Road, 24 Paraganas (South).
- j) Support to Saroj Gupta Cancer Centre and Research Institute

11. GRIEVANCE POLICY & PROCEDURE

GRIEVANCE REDRESSAL MECHANISM

In GRSE there is a well established Grievance Redressal machinery headed by General Manager (IE & P) as the principle grievance 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 Officers who are also members of Grievance Redressal Committee. GM (IE & P) is the chairman of this committee who review the matters on periodical / need based situations.

Details of Public Grievance Officers are mentioned against table given below:

NAME	DESIGNATION	LOCATION	PHONE NUMBER
Shri K. S. Verma (Principal Grievance Officer) & Chairman, Public Grievance Committee	General Manager (Industrial Engineering & Process)	GRSE Main Unit, 43/46, Garden Reach Road, Kolkata-700024 (West Bengal)	033-2489 3957 033-2469 8100 - 8113 Extn. 711
Shri K. C. Chattopadhyay (Public Grievance Officer)	Sr. Manager (Works, ICER, Utility)	GRSE Main Unit, 43/46, Garden Reach Road, Kolkata-700024 (West Bengal)	033-2469 8100 Extn. 676
Shri Sanjoy Paul (Public Grievance Officer)	DGM (Works)	GRSE-RBD Unit, 44, Garden Reach Road, Kolkata-700044 (West Bengal)	033-2489 7152
Shri C. S. Singh (Public Grievance Officer)	Sr. Manager (Production & Works)	GRSE-Taratata Unit, P-2/2, Taratata Road, Kolkata-700088 (West Bengal)	033-2469 8138 Extn. 241 033-2469 8154

Shri Anjan Paul (Public Grievance Officer)	DGM (P&S)	GRSE – DEP Unit, Plant Plaza Road, Dhurwa, Ranchi-834004 (Jharkhand)	0651-244 6360
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The details of the committee have been uploaded on the GRSE website www.grse.nic.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.

12. 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 Limited design, manufacture and supply warships and other vessels to Indian Navy, Indian Coast Guard, other customers and Ministry of Home Affairs, Govt. of India.

Following are its clients:

- a. Indian Navy
- b. Indian Coast Guard
- c. Ministry of Home Affairs, Govt. of India

- d. Border Roads Organisation (BRO)
- e. State Governments of West Bengal, Odisha, Chhattisgarh, Nagaland, Arunachal Pradesh, Himachal Pradesh, Jammu & Kashmir, Bihar, Jharkhand, Mizoram, Manipur and Tripura
- f. Govt. of Bhutan
- g. Govt. of Mauritius

13. 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 of 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 outsourced 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

14. 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.

15. 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.

16. BOARD OF DIRECTORS

Functional Directors

Commodore R. Ghosh, IN (Retd)	Director (Shipbuilding) Additional Charge – Chairman & Managing Director
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Shri Sarvjit Singh Dogra,	Director (Finance)
Shri A.K.Nanda	Director (Personnel)

Designation of Part-time Govt. Directors

Name	Designation
Shri Ashwani Kumar Mahajan	Additional FA & Jt. Secretary(Ministry of Defence)

Independent Directors:

Name	} Part Time Non-Official Director
Cmde. M. Jitendran, IN(Retd.)	
Shri Swapan Kumar Mukherjee	
Shri Ajay Bhattacharya	

Permanent Special Invitees to the Board

Name	Designation
NIL	

Special Invitees to the Board

Name	Designation
NIL	

17. 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. Annual Returns are being regularly uploaded in RTI MIS Updating System developed by NIC. The list of RTI Authorities as well as the names of concerned officers are given in the Table below:

Sl.	NAME	DESIGNATION	RTI Authority	ADDRESS	Contact No. & Email ID
1.	Commodore R. Ghosh, IN	Director (Shipbuilding)	First Appellate Authority	Garden Reach Shipbuilders & Engineers Ltd.	+91 33 2469 8132 Email ID: ds@grse.co.in

	(Retd)	Additional Charge Chairman & Managing Director	(FAA)	43/46, Garden Reach Road, Kolkata – 700 024, W Bengal.	
2.	Shri K. S. Verma	General Manager (Industrial Engineering & Process)	Central Public Information Officer (CPIO)	IE&P Dept. Garden Reach Shipbuilders & Engineers Ltd. 43/46, Garden Reach Road, Kolkata – 700 024, W Bengal.	+91 33 2489 3957 Email ID: iep.gm,K S VERMA@grse.co.in
3.	Smt. Arunava Srivastava	Manager (Industrial Engineering & Process)	Assistant Central Public Information Officer (ACPIO)	IE&P Dept. Garden Reach Shipbuilders & Engineers Ltd. 43/46, Garden Reach Road, Kolkata – 700 024, W Bengal.	+91 33 2489 3957 Email ID: iep.mgr,ARUN AVA SRIVASTAVA @grse.co.in

18. LIST OF SENIOR EXECUTIVES

Sl.	Name	Designation	Address
1.	<i>Shri. Arup Ratan Pal</i>	<i>Chief General Manager (Enterprise Resource Planning, Yard Modernisation)</i>	43/46, Garden Reach Road, Kolkata - 700 024 Phone : 91 33 2469 4818 Fax : 91 33 2469 8150 Email : pal.arupratan@grse.co.in
2.	<i>Captain Surendra Kumar Singh Kushwaha, IN(Retd.)</i>	<i>Chief General Manager (C&CP)</i>	61, Garden Reach Road, Kolkata - 700 024 Phone : 91 33 2469 4317 Fax : 91 33 2469 6975 / 2489 3424 Email : ccp.cgm@grse.co.in
3	<i>Shri. Dumpala Vijayam</i>	<i>Chief General Manager (Engineering, DEP)</i>	61, Garden Reach Road, Kolkata - 700 024 Phone : 91 33 2469 4961 Fax : 91 33 2469 1400 Email : engg.gm@grse.co.in
4	<i>Commodore PR Hari, IN (Retd)</i>	<i>Chief General Manager (Production Planning & Control)</i>	43/46, Garden Reach Road, Kolkata - 700 024 Phone : 91 33 2469 6146 Fax : 91 33 2469 4318 email : pr.hari@grse.co.in
5	<i>Shri. Karm Singh Verma</i>	<i>General Manager (Industrial Engineering & Process)</i>	43/46, Garden Reach Road, Kolkata - 700 024 Phone : 91 33 2489 3957 Fax : 91 33 2469 8150 Email : iep.gm@grse.co.in
6.	<i>Shri. Dibyendu Maitra</i>	<i>General Manager (Main Works)</i>	43/46, Garden Reach Road, Kolkata - 700 024 Phone : 91 33 2469 8124 Fax : 91 33 2469 8124

			Email : Maitra.Dibyendu@grse.co.in
7.	Shri. Siddhartha Ray	General Manager (Finance)	43/46, Garden Reach Road, Kolkata – 700 024 Phone : 91 33 2469 4439 Fax : 91 33 2469 8150 Email : Ray.Siddhartha@grse.co.in
8.	Captain Jagmohan IN(Retd.)	General Manager (Design)	61, Garden Reach Road, Kolkata - 700 024 Phone : 91 33 2469 6120 Fax : 91 33 2469 8144 email : Jagmohan@grse.co.in
9.	Shri Venkatesh Murthy	General Manager (Material)	43/46, Garden Reach Road, Kolkata-700024 Phone : 033 24698123 Fax : 033 24692020, 24893591 email : Murthy.Venkatesh@grse.co.in
10.	Shri Abhaya Kumar Mahapatro	General Manager (Human Resource & Administration)	43/46, Garden Reach Road, Kolkata-700024 Phone: 033 24698153 Fax : 033 24698153 email : Mahapatro.AbhayaKr@grse.co.in
11.	Commander Soumya Choudhury, IN (Retd.)	General Manager (Fitting Out Jetty)	P-70, Karl Marks Sarani Kolkata - 700 043 Phone: 91 33 2439 1072 Fax : 91 33 2439 2416 email : Choudhury.Soumya@grse.co.in
12.	Commander Bhaskar Sengupta, IN(Retd.)	General Manager (P17A)	61, Garden Reach Road, Kolkata 700024 Phone: 91 33 24698140 (Ext 400) Fax : 91 33 2469 8144 email : Sengupta.Bhaskar@grse.co.in
13.	DIG, (Retd.) Subrato Ghosh	General Manager (Raja Bagan Dockyard)	44, Garden Reach Road, Kolkata - 700 044 Phone: 91 33 2469 4512 Fax : 91 33 2469 3250 email : Ghosh.Subrato@grse.co.in
14.	Commander Prodyut Kumar Sikdar IN(Retd.)	Additional General Manager, In-Charge (FIB & PS)	43/46, Garden Reach Road, Kolkata - 700 024 Phone:033 2469 8150 (Extn: 614) Fax :031 92 230480 email : Sikdar.prodyutkumar@grse.co.in
15.	Shri Tarashankar Mukherjee	Additional General Manager, In-Charge (Vendor Development)	43/46, Garden Reach Road, Kolkata - 700 024 Phone : 91 33 2469 4439 Fax : 91 33 2469 8150 email : Mukherjee.T@grse.co.in
16.	Shri Sumit Ghosh	Additional General	43/46, Garden Reach Road,

		Manager, In-Charge (Quality Assurance)	Kolkata - 700 024 Phone : 91 33 2469 8102 – 8117 (Extn: 617) Fax : 91 33 2489 3426 email : Ghosh.Sumit@grse.co.in
17.	Commander RN Chattopadhyay, IN(Retd.)	Additional General Manager, In-Charge (Taratala Unit)	P-2/2, Taratala Road, Kolkata - 700 088 Phone : 91 33 2469 6943 Fax : 91 33 2469 8137 email : Chattopadhyay.RN@grse.co.in
18.	Shri Srikumar Ghose Choudhury	Additional General Manager (Internal Audit)	43/46, Garden Reach Road, Kolkata - 700 024 Phone: 91 33 2469 8100 (Extn: 722) Fax : 91 33 2469 8150 email : GhoseChoudhury.S@grse.co.in

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