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# CITIZEN CHARTER

# COCHIN SHIPYARD LIMITED

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NOVEMBER 19, 2020  
COCHIN SHIPYARD LIMITED  
ADMINISTRATIVE BUILDING, COCHIN SHIPYARD PREMISES, PERUMANOOR, KOCHI - 682015

## **1. HISTORICAL BACKGROUND**

In December 1956, a GOI committee made its recommendations in regard to the specific type of ships and the total output of ships for which the second shipyard should be planned. It was the U K Shipyard Mission which after visiting a number of sites in the country in 1958 recommended Cochin as a most suitable location for the second shipyard. An inter-departmental committee which examined the report of the U K Shipyard Mission endorsed this recommendation. Government decided that subject to the results of the proposed further soil investigations proving satisfactory, the second shipyard should be located at Cochin at the site recommended by the UK, Shipyard Mission.

Following this decision, in the late 1962, Mitsubishi Heavy Industries, Japan (MHI), sent a team of technical experts to inspect the site and formulate proposals for a second shipyard at Cochin. In February 1965, a contract was entered into with the MHI for the conduct of a basic survey for the construction of the shipyard, preparation of preliminary design including estimation and the construction cost based on the basic survey and preparation of a project report for the construction of a shipyard. Ms MHI in their detailed Project Report submitted in April 1966, recommended production in the shipyard of two sizes of bulk carriers, namely, 53,000 DWT and 33,000 DWT. They had envisaged the construction of the Shipyard in two phases to be spread over a period of 9 years.

Subsequent to the above, the size of ships to be built in the Cochin Shipyard was reviewed in the year 1967 in the light of the world trend in the size of bulk carriers/ tankers, the pattern of India's seaborne trade, the port facilities expected to be available in India and the future requirements of Indian shipping. Accordingly revised project report was prepared envisaging construction of a building dock for ships of 66000 DWT with a dock size of 255m x 43m x 9 m and a shiprepair dock to accommodate ships of 85000 DWT with a dock size of 270m x 45m x 12m. Based on the decision a formal contract was entered into with M/s Mitsubishi Heavy Industries Limited, Japan, effective from 01 October 1970. Thus, the shipyard project may be deemed to have begun from October 01, 1970.

## **2. INCORPORATION:**

After the conception of the project as brought out in para 1 above, the CSL project organization was set up with the Chief Project Officer in charge with a total strength of 236 of whom 40 were gazetted personnel. This organization was a subordinate government office under the Ministry of Ports, Shipping and Waterways.

Subsequently for operational convenience and also for setting up of a proper commercial organization, Cochin Shipyard Limited was incorporated on March 29, 1972 as a private limited company wholly owned by Government of India

## **3. CORPORATE STATUS**

Cochin Shipyard is presently a Schedule B and Category – I Miniratna Company under the Ministry of Ports, Shipping and Waterways. The equity shares of the Company have been listed in BSE and NSE in August 2017.

## **4. REGISTERED OFFICE**

The registered office of the company is situated at

Administrative Building, Cochin Shipyard Premises, Perumanoor  
Cochin, Ernakulum, Kerala - 682015

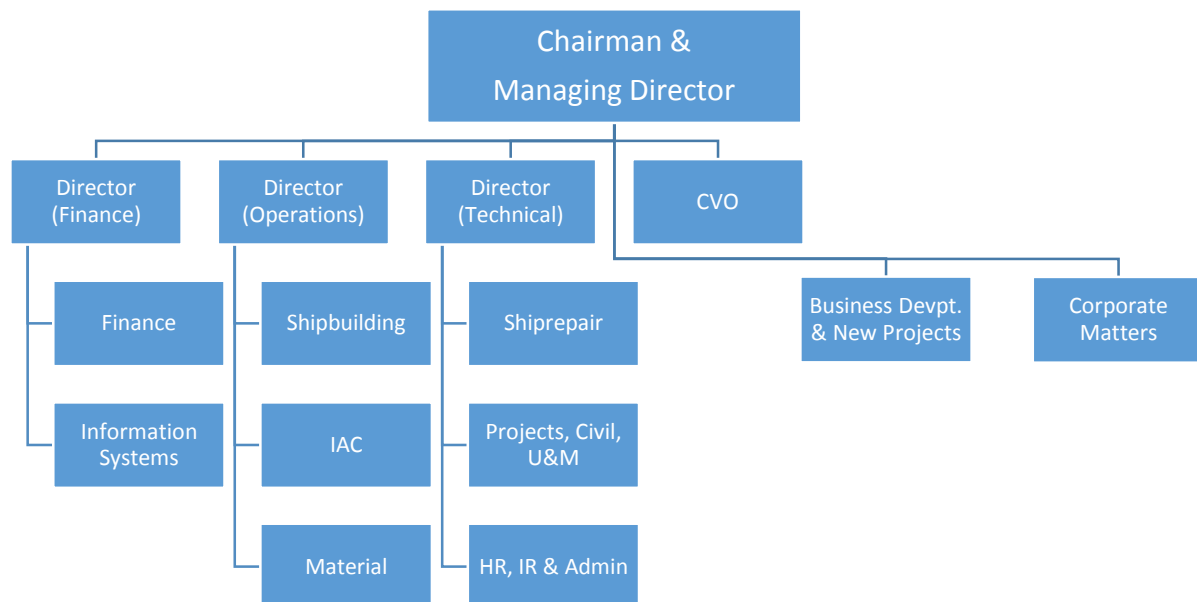
## 5. BUSINESS SEGMENTS AND ORGANIZATION

**Business Segments:** Cochin Shipyard is operating in various maritime segments viz. Commercial Shipbuilding, Defence Shipbuilding, Commercial Shiprepair, Defence Shiprepair and Marine Engineering Training. The company commenced shipbuilding operations in the year 1978, Shiprepair in 1981 and Marine Engineering Training in the year 1993.

**Organization:** Presently the total permanent employees in CSL is 1755 consisting of 339 Executives, 157 Supervisors and 1259 Workmen.

### Organisational Structure:

Cochin Shipyard Limited is a Government of India Undertaking under the Administrative control of the Ministry of Ports, Shipping and Waterways. The Chairman and Managing Director (CMD) is guided by a team of Board of Directors, appointed by the President of India. The normal strength of the Directors of the Company, including the CMD, is 12 consisting of 4 whole-time official Directors, 2 official part-time Directors and 6 non-official part-time (Independent) Directors.



### Functions of various department

#### Shipbuilding

- (a) Planning and Execution of all shipbuilding projects, with emphasis on timely completion and maintaining quality as per contracts.
- (b) Allocation of resources appropriately among the different shipbuilding projects for optimum returns.
- (c) Identification and development of shipbuilding ancillaries.
- (d) Coordinate with the company's skill development centre to ensure that there is availability of shipbuilding skills in core areas for proper execution of projects.
- (e) Proper maintenance and upkeep of shipbuilding assets including plant and machinery for smooth operations.
- (f) Planning and execution of the Indigenous Aircraft Carrier project with emphasis on timely completion and quality

### **Finance and Accounts Department:**

- (a) Corporate Accounts;
- (b) Corporate budget;
- (c) Project/ CAPEX financing
- (d) Revenue accounts including financial vetting of contracts ;
- (e) Funds Management ;
- (f) Corporate Taxation including Service Tax and other indirect taxes;
- (g) Coordination with Internal, Statutory and Government Audits;
- (h) Management of risks through entering into of appropriate insurance agreements;
- (i) MOU with Government of India.
- (j) Internal Audit Functions: Coordination with Statutory, Government Auditors and Internal Auditors.

### **Information System:**

- (a) Implementation support and management of enterprise resource planning (ERP) Software from SAP including Software Design, Development, Procurement and Maintenance
- (b) Data centre hardware and network management (LAN/WAN);
- (c) Procurement and management of IT infrastructure (Servers, PCs etc.)
- (d) Email/ internet & office automation;
- (e) Information security;
- (f) Web technologies;
- (g) Systems Administration.

### **Shiprepair**

- (a) Participating in tenders and finalizing shiprepair contracts;
- (b) Planning and Execution of all shiprepair projects, with emphasis on timely completion and maintaining quality as per contracts;
- (c) Shiprepair material procurement and subcontracts;
- (d) Allocation of resources appropriately among the different shiprepair projects for optimum returns;
- (e) Identification and development of ancillaries in connection with various work relating to shiprepair;
- (f) Coordinate with the company's skill development centre to ensure that there is availability of shiprepair skills in core areas for proper execution of projects;

- (g) Proper maintenance and upkeep of shiprepair assets including plant and machinery for smooth operations.

### **Material Department**

- (a) All Materials Management functions, Vendor management, including Inventory Control for spares and stores with reference to shipbuilding projects;

### **Projects**

- (a) Solicit from various departments their annual requirements of capital items under renewals and replacements. Collate these items, prioritise and based on this arrive at the annual outlay on the renewals and replacements
- (b) To effectively plan and execute the major expansion projects of the company and in this regard to select and appoint consultants for carrying out the DPR, to obtain environmental clearances, GOI clearances and execute the project with emphasis on timely completion

### **Utilities and Maintenance**

- (a) To arrange supply of utility items like oxygen, LPG etc for the day to day operations.
- (b) To maintain the assets of the company including the plant and equipment and Machineries and plan the annual preventive maintenance
- (c) To undertake repair and maintenance activities

### **Civil Department**

- (a) To undertake civil constructions and maintenance of civil structures
- (b) Plan and execute capital and revenue dredging activities
- (c) Maintenance of estate

### **HR, IR and Administration department**

- (a) All matters relating to remuneration, compensation of employees
- (b) Performance management and performance related payment.
- (c) Recruitment, Placements, Postings & Transfers.
- (d) Industrial Relations, relating to various Unions / Associations, Industrial Disputes etc.
- (e) Training and skilling
- (f) Welfare facilities and amenities.
- (g) General Services.
- (h) Official Language Implementation, Citizens' Charter
- (i) Employees Grievance
- (j) Public Grievances

## **Vigilance**

- (a) Preventive and surveillance vigilance.
- (b) Surprise Checks.
- (c) Conveying Government Instructions on vigilance to all functional departments for compliance.
- (d) Vigilance clearance in certain service aspects.
- (e) Handling Departmental Vigilance Cases.

## **Business Development, New Projects**

- (a) Study / Monitor Shipbuilding Market conditions ; Customer Contacts with ship owners
- (b) Market Research & Development, Market study of shipbuilding potential at Home and abroad and locating opportunities, planning strategies identifying clients and continuous feed-back to top management.
- (c) Participating in Tenders and Finalizing Contracts
- (d) New Initiatives, expansion to multiple geographical locations, technology transfer agreements, new diversified projects etc.

## **Corporate Matters**

- (a) Conducting Board Meetings, Annual General Meetings, Audit Committee meetings, Corporate Social Responsibility and Sustainable Development Committee meetings, Nomination and Remuneration Committee meeting, Stakeholders Relationship Committee meetings and other Board subcommittee meetings of the Company, as per statutory requirements.
- (b) Compliance with Companies Act, 2013 and rules made thereunder, Securities and Exchange Board of India (Listing Obligation and Disclosure Requirements) Regulations, 2015; Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015 and other corporate laws applicable to the Company;
- (c) Submission of periodical reports / returns on the Company affairs to the Registrar of Companies, Stock Exchanges, answering Parliament questions etc.
- (d) Issue and maintenance of Shares; correspondence with the stock exchanges, Shareholders / Investors.
- (e) Public Grievances through the prime ministers portal.
- (f) RTI Act Implementation,
- (g) All matters pertaining to Public Relations & Media.

## **6. THE CHIEF EXECUTIVE AND HEADS OF DEPARTMENTS**

The Chairman and Managing Director is assisted by the whole time functional directors and the Heads of functional departments in the administration of the Organisation.

## **Key Personnel**

<b>Name</b>	<b>Designation</b>	<b>Phone Number</b>	<b>Email Address</b>
Madhu S Nair	Chairman and Managing Director	0484 250 1201	cmd@cochinshipyard.com
Suresh Babu N V	Director - Operations	0484 250 1254	diropa@cochinshipyard.com
Bejoy Bhasker	Director - Technical	0484 250 1364	dirtech@cochinshipyard.com
Jose V J	Director - Finance	0484 250 1222	dirfin@cochinshipyard.com
K Rajendran	Chief Vigilance Officer	0484 250 1908	cvo@cochinshipyard.com
Ramesh K J	Chief General Manager (HR & TRG)	0484 250 1206	ramesh.kj@cochinshipyard.com
Murugaiah M	Chief General Manager (Tech)	0484 250 1877	murugaiah.m@cochinshipyard.com
Sreejith K N	Chief General Manager (Ship Repair)	0484 250 1261	sreejith.kn@cochinshipyard.com
Neelakandhan A N	General Manager (Plg & Project Management)	0484 250 1429	neelakandhan@cochinshipyard.com
Suresh Kumar A V	General Manager (Training)	0484 250 1439	sureshkumar.av@cochinshipyard.com
Varadarajan S	General Manager & Spl Officer(KMRL Prjt)	0484 250 1330	varadarajan.s@cochinshipyard.com
Rajesh Gopalakrishnan	General Manager (busins Dev & New Prjct)	0484 250 1900	rajesh.g@cochinshipyard.com
Harikrishnan S	General Manager (Materials)	0484 250 1360	harikrishnan.s@cochinshipyard.com
Eldho John	General Manager (Infra Projects)	0484 250 1913	eldho.john@cochinshipyard.com
Subramaniya Pillai R	General Manager (U&M)	0484 250 1267	rspillai@cochinshipyard.com
Sivakumar A	General Manager (Ship Building)	0484 250 1386	sivakumar.a@cochinshipyard.com
Sunil Kumar K R	General Manager (IAC)	0484 250 1323	sunilkumar.kr@cochinshipyard.com
Anjana K R	General Manager (Design)	0484 250 1440	anjana.kr@cochinshipyard.com
Jayan K Thampi	General Manager (Ship Repair- Mumbai)		jayan.kt@cochinshipyard.com

## **7. VISION / MISSION AND OBJECTIVES**

### **Vision**

- (i) Emerge as an internationally preferred shipyard to construct world class Merchant and Naval ships, Offshore vessels and structures
- (ii) Be the market leader in India for ship repairs, including conversions and up gradation

- (iii) To be admired for our achievements, respected for our ethics and trusted for our service excellence by our valued customers.

### **Mission**

- (i) To build and repair ships and off-shore structures to international standards and provide value added quality engineering services.
- (ii) Sustain corporate growth in competitive environment.
- (iii) To adopt and undertake practices towards becoming a responsible corporate citizen.

### **Objectives**

- (i) To sustain and enhance shipbuilding and shiprepair activities through technology upgradation and capacity augmentation
- (ii) To continuously endeavor to expand/ diversity activities of the shipyard including setting up new facilities
- (iii) To carry out Research & Development in emerging technologies in shipbuilding process.

## **8. FINANCIAL PERFORMANCE :**

Financial Year	Turnover	Profit Before Tax (PBT)	Profit After Tax (PAT)	EPS (Rs. Per share)	Rs. Crores	
					Face Value of Share (Rs.)	Dividend Pay-out
2010-11	1461.72	344.23	227.53	20.09	10	11.32
2011-12	1404.85	252.97	172.33	15.21	10	16.99
2012-13	1554.16	275.55	185.27	16.35	10	16.99
2013-14	1652.66	290.96	194.24	17.15	10	16.99
2014-15	1859.51	367.56	235.07	20.75	10	16.99
2015-16	1993.45	419.65	273.79	24.07	10	86.65
2016-17	2058.87	493.40	321.55	28.39	10	101.61
2017-18	2355.12	604.86	396.75	31.03	10	163.12
2018-19	2965.60	751.38	481.18	35.72	10	171.00
2019-20	3422.49	863.43	637.69	48.48	10	218.75

## **9. MEMORANDUM OF UNDERSTANDING**

The Company has been signing “MoU” with the Government and the performance of the Company is assessed and rated as per MoU Criteria/ parameters.

The MOU covers:

- (a) Exercise of Enhanced Autonomy and delegation of financial powers
- (b) Performance Evaluation parameters and targets
- (c) Commitments/ Assistance from Government
- (d) Action Plan for Implementation and monitoring of MOU



## **10. MOU RATINGS RECEIVED**

The MOU ratings received by the company in the last 10 years is as follows:

<b>Year</b>	<b>MOU Rating</b>
2019-10	Excellent
2010-11	Excellent
2011-12	Very Good
2012-13	Excellent
2013-14	Excellent
2014-15	Excellent
2015-16	Excellent
2016-17	Excellent
2017-18	Excellent
2018-19	Excellent

## **11. AWARDS AND RECOGNITIONS**

During the financial year 2019-20, CSL received following awards:

- (a) KMA award 2019 for recognition of contribution in the category 'innovative and effective deployment of CSR fund' and also in specific contribution in the category 'health & hygiene';
- (b) NIPM Best Corporate Citizen Award 2019 from National Institute of Personnel Management, in recognition of its CSR initiatives in 'healthcare' sector;
- (c) Rotary International CSR Excellence Award 2019. The Company won golden award for its contribution in 'healthcare and sanitation' sector and platinum award for its contribution in 'education and special education' sector;
- (d) Rajbhasha Kirti Puraskar in recognition of the achievements of the PSUs and Government departments in implementation of the official language;
- (e) Rajbhasha Shield (first prize) for the year 2018-19 from Ministry of Shipping for best official language implementation;
- (f) CSL bagged first prize for the implementation of official language from TOLIC and also the trophy sponsored by HIL. CSL has also bagged overall championship for the year 2019 from TOLIC & a trophy sponsored by United India Insurance;
- (g) Third prize for Hindi home magazine 'Sagar Ratna' from Kochi TOLIC for the year 2019; and
- (h) Outstanding Safety performance award 2019 from Department of Factories & Boilers, Govt. of Kerala, in the category of very large engineering/automobile repairing and servicing, textiles and coir with more than 500 workers.

## **12. CAPITAL STRUCTURE**

The authorized and paid up share capital of the Company are Rs 250 crores and Rs.131.24 crores respectively. Presently 72.86 percent of the share capital is held by the Government of India. The shareholding pattern of the Company is given below:

Particulars	Post Issue	
	No. of Shares	% of shares
President of India acting through Ministry of Ports, Shipping and Waterways, Government of India	9,58,43,464	72.86
Public	3,56,96,926	27.14
<b>Total</b>	<b>13,15,40,390</b>	<b>100.00</b>

### **13. COCHIN SHIPYARD'S PURCHASE PROCEDURE:**

The Purchase Procedure, as approved by the Board of Directors of the company, is required to be read and guidelines therein followed while going in for any purchase / procurement of material or service for the company. For any details or clarity, the said Procedure shall be referred by the Functional Departments and Projects for all purchases. The salient features of the Procedure are indicated hereunder:

#### **Registration of new vendors:**

The following procedure shall be followed in registering new names on the approved list: -

- (a) Application for Registration on the approved list shall be as per specimen available in CSL Website
- (b) The applicants shall satisfy through documentary evidence their financial stability, income tax clearance, capacity to perform satisfactorily and produce performance certificate from those to whom they are already supplying.
- (c) An established office with a telephone for direct contact is essential.
- (d) The firm's premises may be inspected by an officer to verify the quality standards of the products manufactured and other details shown in the application. Performance reports from Government Departments and Public Sector Undertakings will also be considered for the purpose of registration.
- (e) A reference may also be made about their performance to their existing clients.
- (f) Small-scale industries shall satisfy the registration requirements.
- (g) Certain vendors can be considered for one - time registration under conditions prevailing as follows:
  - (i) When nominated by the customer,
  - (ii) No response from OEM on repeated requests.
  - (iii) Cost and or delivery quoted by OEM is exorbitant / protracted.
  - (iv) As a policy, OEM deals through nominated agents only.
  - (v) Very specific items of one - time requirement.
  - (vi) As only vendor having ready availability of items / services required at the specific time.

### **14. RESERVATION IN EMPLOYMENT FOR VARIOUS CATEGORIES**

- (a) Scheduled Castes/Scheduled Tribes and Other Backward Categories.
- (b) Ex-servicemen.
- (c) Physically Handicapped/Persons with Disabilities.
- (d) An SC/ST Cell has been set up with a Liaison Officer in the Corporation

## **15. MACHINERY FOR PREVENTION OF SEXUAL HARASSMENT IN WORK PLACES**

In line with the government directives a Special Committee has been constituted to look into complaints on sexual harassment at work places. A complaints register is being maintained for the purpose and necessary provision has been made in the CDA Rules of the Corporation and Certified Standing Orders. CSL is a life-member in the Forum for Women in Public Sector (WIPS) with one woman representative from the Corporation. A separate Rest Room is provided for women employees.

## **16. MARINE ENGINEERING TRAINING INSTITUTE AND SKILL CENTRE**

### **One Year GME Course**

- (a) One of CSL's most rewarding contributions is its Marine Engineering Training Institute (METI), located in the Shipyard premises. METI is under ISO 9001 Management System Standard from **DNV (Det Norske Veritas)** for Quality Assurance, ISO 14001 for Environmental Management System, OHSAS 18001 for Occupational Health and Safety Management System as part of CSL Management System Standard. **The International Maritime Organization** and the **Government of India** approve its standards, and the training is rated "**VERY GOOD**" by Indian Register of Shipping (IRS), Mumbai approved by DG Shipping. METI has till date turned out more than two thousand two hundred competent marine engineers; working in different shipping companies around the world. The GME course approved by Director General of Shipping, Govt of India, is open to Indian National Graduate Engineers in Mechanical /Mechanical & Automation / Naval Architecture from institutions approved by All India Council of Technical Education or UGC. Maximum age limit is 28 years. Minimum qualifying marks are 50% marks in final year of Engineering graduation, 50% marks in English either in 10th standard or 12th standard; and medically fit.
- (b) Every year there will be two batches - one batch commences on 1st of January and the second batch commences on 1st of August. The duration of the course is 12 months, and the course is fully residential.
- (c) Successful completion of this course is the mandatory training requirement obtaining all documents including Part A of Class IV Certificate of Competency, required for joining a Merchant Ship as Junior Marine Engineer Officer as per STCW 2010.

### **Admission**

#### **Sponsor Candidates:**

- (a) The sanctioned capacity of the training institute is induction of a maximum of 140 GME per annum. The January batch will have an intake of 108 graduates and the August batch will have 32. Normally, admission to the course is reserved for candidates Sponsored by Shipping Companies or their agents. Non sponsored candidates are also considered subject to availability of training slots. For getting sponsorship, candidates have to get selected by a Shipping Company. The candidates have to directly approach the Shipping Companies and go through their selection procedure and get selected by them. Sponsoring companies submit the list of selected candidates

to METI and their admission is on 15th November for January Batch and 1st July for August Batch.

**Non Sponsored Candidates (Direct Application):**

(a) Non-sponsored candidates have to fill up the 3 page application form available in the joining instructions and send it by post (no attachments) to The Head of Department, Marine Engineering Training Institute, Cochin Shipyard Limited Kochi - 682 015, from 1st September to 15 November for January Batch and 1st May to 1st July for August Batch. Vacant seats after sponsored candidates will be allotted to Non-sponsored candidates. Non sponsored candidates will be selected on merit as per the marks scored in Engg. Degree and informed by e-mail to report for admission with all documents & fees, after 15th November for January Batch and after 1st July for August Batch.

- **Fees:** The Total fees for the course is Rs. 3,00,000/- at present, including boarding and lodging. Candidates have to pay the total amount of Rs. 3,00,000/- at the time of admission. For female candidates the total fees is Rs. 2,20,000/-

- **Contact details:**

The Head of Department,  
Marine Engineering Training Institute,  
Cochin Shipyard Limited,  
Perumanoor P.O.  
Cochin - 682 015.  
Ph. 0484-2501437/2501223  
E-mail - [metihod@cochinshipyard.com](mailto:metihod@cochinshipyard.com)

- **Training in Fire fighting (STCW Courses)**

The following Modular Courses approved by Director General of Shipping are conducted regularly in Fire Fighting Training Centre (FFTC) in CSL situated in the heart of the City.

- (a) Fire Prevention & Fire Fighting Course (FPFF) (two batches in a month) 3 days course; Fees: Rs. 2,500/-
- (b) Elementary First Aid (EFA) - (Presently for METI trainees only) 2.5 days course; Fees: Rs. 1,500/-

For booking in advance contact Course-in-Charge (FFTC) / Office (Telephone No. 0484 - 2501522; E-mail - [ffc@cochinshipyard.com](mailto:ffc@cochinshipyard.com))

*NB: 'Fire Prevention and Fire Fighting course' (FPFF) is mandatory for persons working in Ships, Offshore Vessels, Ships at anchorage & Fishing Vessels.*

## **17. CORPORATE SYSTEMS AND POLICY**

Cochin Shipyard was the first shipyard to obtain the Integrated Management System certification comprising of ISO 9001:2008 Quality Management System ISO 14001:2004 Environment Management System OHSAS 18001: 2007. Cochin Shipyard is ISPS compliant. CSL has adopted the following policies:

- Quality, Health, Safety & Environmental (QHSE) Policy,
- Dividend Distribution Policy
- Material Subsidiary Policy
- Risk Management Policy
- Board Diversity Policy.

- Fraud Prevention and detection policy and Cochin Shipyard Vigil Mechanism and Whistle Blower Policy.
- Code of Conduct for Directors and Senior Management Personnel
- Insider Trading Policy.
- Materiality for Disclosure of Events to Stock Exchange.
- Related Party Transactions Policy & Procedures.
- Nomination and Remuneration Policy.
- Policy on Identification of Group Companies, Material Creditors & Material Litigations.
- Preservation of Documents and Archival Policy.

We are committed to providing ship building, ship repair services and training of marine engineers to the total satisfaction of customers. We undertake these in healthy & safe working conditions, an eco-friendly environment and ensure continual improvement of management systems performance. We endeavor to achieve the above by:-

- (a) Meeting or exceeding customer requirements.
- (b) Assuring quality of the products and services.
- (c) Developing competent marine engineers.
- (d) Preventing occupational ill health and injuries.
- (e) Ensuring safe work sites.
- (f) Conserving natural resources.
- (g) Preventing / minimizing air, water and land pollution.
- (h) Handling and disposal of hazardous wastes safely.
- (i) Complying with statutory & regulatory and other requirements.
- (j) Developing Skills and motivating employees.

#### **18. PUBLIC GRIEVANCE PORTAL**

To ensure smooth operation of public grievance redressal mechanism in CSL and bringing in transparency, an online grievance redressal portal has been implemented. The portal will be open to public and will be available by visiting the link "Grievance Cell" under "Related Links" in CSL official website [www.cochinshipyard.com](http://www.cochinshipyard.com).

**Grievance Procedures applicable to Officers, Supervisors and Workmen:** The grievance procedures applicable to Officers, Supervisors and workmen was renotified in Nov 2016 and is available in the company's intranet.

**Public Grievance Redressal and Monitoring System (PGRAMS):** In line with the Ministry's direction, the Public Grievance Redressal and Monitoring System (PGRAMS) is accessed by CSL and the grievances pertaining to CSL are addressed immediately.

A Public Complaints Box is placed at the main entrance of CSL and a register is also being maintained to record complaints received from the public.

#### **19. GRIEVANCE COMMITTEE**

Cochin Shipyard has constituted a Grievance Committee as an alternate mechanism for redressal of grievances in all contracts where value is above Rs 100 lakhs. The parties to this contract can approach this committee in case they are unable to settle their disputes through discussions with concerned department of Cochin Shipyard overseeing the contract. Presently the committee is constituted as follows:

<b>Name of the Member</b>	<b>Phone No.</b>	<b>Membership</b>
Shri Harikrishnan S	9895705098	Chairman of the committee
Shri Shibu John, GM (Finance)	8138027521	Member of the committee
Shri Subramaniam K K, AGM(HR)	8138001152	Member of the committee

## **20. COCHIN SHIPYARD VIGIL MECHANISM AND WHISTLE BLOWER POLICY**

The Whistle Blower and Fraud Prevention Policy was adopted by the Board of Directors at the 252<sup>nd</sup> Meeting held on November 12, 2019 and the same is functioning as Vigil Mechanism of CSL. The Whistle Blower Policy of CSL is available at the below link:

<https://cochinshipyard.com/uploads/investors/86e4f639de81552f10f00afec6917a09.pdf>

## **21. IMPLEMENTATION OF THE RIGHT TO INFORMATION ACT, 2005**

As per the directives of the Government of India, the Right to Information Act, 2005 was implemented w.e.f. 12-10-2005 and all the required appointment for implementation of the Act were made. Voluntary disclosures have been made in the CSL website about the Company. A Register is also being maintained for monitoring the requests from public seeking information and the replies by the concerned are also being coordinated.

## **22. CSL- IT'S CITIZENS' CHARTER**

This Citizens Charter is a document prepared as per the directives of the Government of India and it represents a systematic effort to focus on the commitment of CSL towards its citizens / clients in respect of standard of services, information, choice and consultation, non-discrimination and accessibility, grievance redress, courtesy and value for money, including expectations of the Organisation from the citizen / client for fulfilling the commitment of the Organisation.

As decided by the Core-group on Citizens' Charter set up in Government of India under the Chairmanship of the Secretary, Ministry of Personnel, PG and Pensions, the HoD (HR) has been designated Nodal Officer to coordinate and monitor the formulation and implementation of the Citizens Charter in CSL.

## **23. CORPORATE GOVERNANCE**

The Company strongly believes that good Corporate Governance is pre-requisite for enhancing shareholder value and its image in the prevailing competitive business scenario. The policies and practices of the Company are aimed at efficient conduct of business and effectively meeting its obligations to shareholders, customers, employees and society at large. The Company has consistently sought to improve its focus by increasing transparency and accountability to all its stakeholders. The Company continues to be customer focus.

## **24. CORPORATE SOCIAL RESPONSIBILITY POLICY:**

The Company has adopted CSR Policy as per the requirements of the Companies Act and DPE Guidelines. The company undertakings CSR activities as per the policy approvals of Competent Authority from time to time. The activities of CSR policy are published on the website. The audited CSR budget and actual spent for the last three years are as follows:

Year	Statutory Budget (Rs. Crores)	Actual (Rs. Crores)
2019-20	12.33	15.29
2018-19	10.15	10.41
2017-18	8.54	8.57

**25. DISCLAIMER:**

The objectives, expectations, assumptions or predictions etc., if any, of the Company as described in this Charter may be forward-looking in nature, within the meaning of applicable laws and regulations. Actual results could differ materially from those expressed or implied. The important factors that could make a difference to the operations of the Company include economic conditions effecting demand / supply, price conditions in the domestic and international market, Government policies and regulations and statutes and other incidental factors.