नागरिक चार्टर
CITIZEN CHARTER
कोचीन शिपयार्ड लिमिटेड
COCHIN SHIPYARD LIMITED

जनवरी / JANUARY 1, 2019
कोचीन शिपयार्ड लिमिटेड / COCHIN SHIPYARD LIMITED
प्रशासनिक भवन, कोचीन शिपयार्ड परिसर, पेरुमानूर, कोचि - 682015
ADMINISTRATIVE BUILDING, COCHIN SHIPYARD PREMISES, PERUMANOOR, KOCHI - 682015
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 255mx 43m x 9m and a ship repair 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. निगमन / 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 Shipping.

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. कॉरपोरेट स्थिति / CORPORATE STATUS

कोचीन शिपयार्ड वर्तमान में पोत परिवहन मंत्रालय के अधीन एक अनुसूची बी और क्षेत्रण - I मिनीरतन कंपनी है। कंपनी के इक्विटी शेयरों को अगस्त 2017 में बीएसई और एनएसई में सूचीबद्ध किया गया है।

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

4. पंजीकृत कार्यालय / REGISTERED OFFICE

कंपनी का पंजीकृत कार्यालय प्रशासनिक भवन, कोचीन शिपयार्ड परिसर, पेरुमानोर, कोची, एरनकुलम, केरल- 682015 में स्थित है।

The registered office of the company is situated at Administrative Building, Cochin Shipyard Premises, Perumanoor, Cochin, Ernakulam, Kerala – 682015.

5. व्यवसाय के क्षेत्र और संगठन / BUSINESS SEGMENTS AND ORGANIZATION

व्यवसाय के क्षेत्र / Business Segments: कोचीन शिपयार्ड विभिन्न समुद्री क्षेत्रों में काम कर रहा है, जैसे कि वाणिज्यिक पोत निर्माण, रक्षा पोत निर्माण, वाणिज्यिक पोत मरम्मत, रक्षा पोत मरम्मत और समुद्री इंजीनियरिंग प्रशिक्षण। कंपनी ने वर्ष 1978 में पोत निर्माण संचालन, वर्ष 1981 में पोत मरम्मत और वर्ष 1993 में समुद्री इंजीनियरिंग प्रशिक्षण शुरू किया।


संगठन / Organization: वर्तमान में सीएसएल में 1755 कुल स्थायी कर्मचारी हैं जिनमें 339 कार्यपालक, 157 पर्यवेक्षक और 1259 कर्मचारी शामिल हैं।

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

संगठनात्मक संरचना / Organisational Structure:

कोचीन शिपयार्ड लिमिटेड पोत परिवहन मंत्रालय के प्रशासनिक नियंत्रण में भारत सरकार का एक उपक्रम है। अथवा और प्रबंध निदेशक (सीएमडी) को भारत के राष्ट्रपति द्वारा नियुक्त निदेशक मंडल की एक टीम द्वारा निदेशित किया जाता है। सीएमडी सहित कंपनी के निदेशकों की संख्या 12 है, जिसमें 4 पूर्णकालिक सरकारी निदेशक, 2 सरकारी अंशाकल्पित निदेशक और 6 गैर-सरकारी अंशाकल्पित (स्वतंत्र) निदेशक हैं।
Cochin Shipyard Limited is a Government of India Undertaking under the Administrative control of the Ministry of Shipping. 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.
विभिन्न विभाग के कार्य / Functions of various department

पोत निर्माण / Shipbuilding

(क) ठेके के अनुसार समय पर पूरा होने और गुणवत्ता बनाए रखने पर जोर देने के साथ सभी पोत निर्माण परियोजनाओं की योजना और निष्पादन।
Planning and Execution of all shipbuilding projects, with emphasis on timely completion and maintaining quality as per contracts.

(ख) अनुकूलतम रिटर्न के लिए विभिन्न पोत निर्माण परियोजनाओं के बीच उचित रूप से संसाधनों का आबंटन।
Allocation of resources appropriately among the different shipbuilding projects for optimum returns.

(ग) पोत निर्माण आनुष्ठानिकों की पहचान और विकास।
Identification and development of shipbuilding ancillaries.

(घ) परियोजनाओं के उद्धीर्ण क्रियान्वयन के लिए मुख्य क्षेत्रों में पोत निर्माण कॉशन की उपलब्धि सुनिश्चित करने के लिए कंपनी के कुशलता विकास केंद्र के साथ समन्वय।
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.

(ङ) सुचारू संचालन के लिए संयंत्र और मशीनरी सहित पोत निर्माण परिसंपत्तियों का उचित रखरखाव।
Proper maintenance and upkeep of shipbuilding assets including plant and machinery for smooth operations.

(च) समय पर पूरा होने और गुणवत्ता पर जोर देने के साथ स्वदेशी वायुयान वाहक परियोजना की योजना और निष्पादन।
Planning and execution of the Indigenous Aircraft Carrier project with emphasis on timely completion and quality

वित्त और लेखा विभाग / Finance and Accounts Department:

(क) कॉर्पोरेट लेखा / Corporate Accounts;

(ख) कॉर्पोरेट बजट / Corporate budget;

(ग) परियोजना / कैपेक्स वित्तीय/Project/ CAPEX financing

(घ) ठेके की वित्तीय जांच सहित राजस्व लेखा;
Revenue accounts including financial vetting of contracts;
(d) Funds Management;

(e) Corporate Taxation including Service Tax and other indirect taxes;

(f) Coordination with Internal, Statutory and Government Audits;

(g) Management of risks through entering into of appropriate insurance agreements;

(h) MOU with Government of India;

(i) Internal Audit Functions: Coordination with Statutory, Government Auditors and Internal Auditors.

सूचना प्रणाली / Information System:

(k) Implementation support and management of enterprise resource planning (ERP) Software from SAP including Software Design, Development, Procurement and Maintenance;

(l) Data centre hardware and network management (LAN/WAN);

(m) Procurement and management of IT infrastructure (Servers, PCs etc.);

(n) Email/ internet & office automation;

(o) Information security;

(p) Web technologies;

(q) Systems Administration.

पोत मरम्मत / Ship repair

(r) Participating in tenders and finalizing ship repair contracts;
Planning and Execution of all ship repair projects, with emphasis on timely completion and maintaining quality as per contracts;

Ship repair material procurement and subcontracts;

Allocation of resources appropriately among the different ship repair projects for optimum returns;

Identification and development of ancillaries in connection with various work relating to ship repair;

Coordinate with the company’s skill development centre to ensure that there is availability of ship repair skills in core areas for proper execution of projects;

Proper maintenance and upkeep of ship repair assets including plant and machinery for smooth operations.

All Materials Management functions, Vendor management, including Inventory Control for spares and stores with reference to shipbuilding projects.

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.
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.

उपयोगिता व अनुरक्षण / Utilities and Maintenance

(ख) दैनिक संचालन के लिए उपयोगिता वस्तुओं जैसे ऑक्सीजन, एलपीजी आदि की आपूर्ति की तयस्था करना।
To arrange supply of utility items like oxygen, LPG etc for the day to day operations.

(ग) संयंत्र और उपकरण और मशीन सहित कंपनी की संपत्ति को बनाए रखने और वार्षिक निवारक रखरखाव की योजना बनाना।
To maintain the assets of the company including the plant and equipment and Machineries and plan the annual preventive maintenance

सिविल विभाग / Civil Department

(ग) सिविल निर्माण और सिविल संरचनाओं के रखरखाव करना।
To undertake civil constructions and maintenance of civil structures

(घ) पूंजी और राजस्व ड्रेजिंग गतिविधियों की योजना और निष्पादन।
Plan and execute capital and revenue dredging activities

(ग) संपत्ति का रखरखाव / Maintenance of estate

मानव संसाधन, आद्यौगिक संबंध और प्रशासन विभाग
HR, IR and Administration department

(क) पारिश्रमिक, कर्मचारियों के मुआवजे से संबंधित सभी मामले।
All matters relating to remuneration, compensation of employees

(ख) कार्य-निष्पादन प्रबंधन और कार्य-निष्पादन से संबंधित भुगतान।
Performance management and performance related payment.

(ग) भर्ती, नियोजन, लैंगारी एवं स्थानांतरण।
Recruitment, Placements, Postings & Transfers.
(घ) औद्योगिक संबंध, विविध यूनियनों/संघों से संबंधित, औद्योगिक विवाद आदि Industrial Relations, relating to various Unions / Associations, Industrial Disputes etc.

(ह) प्रशिक्षण और कौशल / Training and skilling

(ङ) कल्याण सुविधाएं / Welfare facilities and amenities.

(च) सामान्य सेवाएं / General Services.

(झ) राजभाषा कार्यान्वयन, नागरिक चार्टर Official Language Implementation, Citizens' Charter

(ञ) कर्मचारी शिकायत / Employees Grievance

(ज) लोक शिकायत / Public Grievances

सतर्कता / Vigilance

(क) निवारक और निगराणी सतर्कता / Preventive and surveillance vigilance.

(ख) अप्रत्याशित जांच / Surprise Checks

(ग) अनुपालन के लिए सभी कार्यालयां विभागों को सतर्कता पर सरकारी निदेश जारी करना] Conveying Government Instructions on vigilance to all functional departments for compliance.

(घ) कुछ सेवा पहलुओं में सतर्कता मंजूरी। Vigilance clearance in certain service aspects

(ङ) विभागीय सतर्कता मामले को संभालना / Handling Departmental Vigilance Cases

व्यापार विकास, नई परियोजनाएं / Business Development, New Projects

(क) पोत निर्माण बाजार की स्थिति अध्ययन / निगराणी; पोत मालिकों के साथ ग्राहक संपर्क। Study / Monitor Shipbuilding Market conditions; Customer Contacts with ship owners

(ख) बाजार अनुसंधान और विकास, जनमभूमि और विदेश में पोत निर्माण क्षमता का बाजार अध्ययन और अवसर का पता लगाना, रणनीति की योजना बनाना, ग्राहकों की पहचान करना, और शीर्ष प्रबंधन को निरन्तर प्रतिक्रिया देना।
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.

(ग) निविदाओं में भाग लेना और ठेके को अंतिम रूप देना।

Participating in Tenders and Finalizing Contracts

(घ) नई पहल, कई भौगोलिक स्थानों पर विस्तार, प्रौद्योगिकी अंतरण समझौते, नई विविध परियोजनाएं आदि।

New Initiatives, expansion to multiple geographical locations, technology transfer agreements, new diversified projects etc.

कॉर्पोरेट मामले / Corporate Matters

(क) सावित्रिक अपेक्षाओं के अनुसार कंपनी की बॉर्ड बैठक, वार्षिक साधारण बैठक, लेखापत्री अधिकारी विभाग, निगमित सामाजिक उत्तरदायित्व और धारणीयता विकास समिति बैठक, नामांकन एवं पारिष्कितिक समिति बैठक, हितधारक संबंध समिति बैठक और अन्य बोर्ड उप समिति बैठक आयोजित करना।

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.

(ख) कंपनी अधिनियम, 2013 और इसके अधीन बनाए गए नियम, भारतीय प्रतिभृति और विनिमय बोर्ड (सूचीबद्ध दायित्व और प्रकटिकरण अपेक्षाएं) विनियम, 2015; भारतीय प्रतिभृति और विनिमय बोर्ड (भेदिया व्यापार का निषेध) विनियम, 2015 और कंपनी पर लागू अन्य कॉर्पोरेट कानून का अनुपालन।

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;

(ग) रजिस्ट्री ऑफ़ कंपनी, स्टॉक एक्सचेंज को कंपनी के मामलों पर समय-समय पर रिपोर्ट / विवरण प्रस्तुत करना, संसद के सवालों का जवाब देना आदि।

Submission of periodical reports / returns on the Company affairs to the Registrar of Companies, Stock Exchanges, answering Parliament questions etc.

(घ) शेयरों को जारी करना और रखरखाव; शेयर बाजारों, शेयरधारकों / निवेशकों के साथ पत्रचार।

Issue and maintenance of Shares; correspondence with the stock exchanges, Shareholders / Investors.

(ड) प्रधान मंत्री के पोर्टल के माध्यम से लोक शिकायत।

Public Grievances through the prime ministers portal.

(च) सूचना अधिकार अधिनियम का कार्यान्वयन / RTI Act Implementation.
All matters pertaining to Public Relations & Media.

6. विभागों के मुख्य कार्यालय और प्रमुख

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.

मुख्य कार्मिक / Key Personnel

<table>
<thead>
<tr>
<th>Name &amp; Designation</th>
<th>Phone Number</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>मधु एस नायर अध्यक्ष एवं प्रबंध निदेशक Shri Madhu S Nair Chairman &amp; Managing Director</td>
<td>0484 250 1201</td>
<td><a href="mailto:madhu.nair@cochinshipyard.com">madhu.nair@cochinshipyard.com</a></td>
</tr>
<tr>
<td>पौल रंजन डी निदेशक(वित्त) Shri Paul Ranjan D Director (Finance)</td>
<td>0484 250 1222</td>
<td><a href="mailto:paulranjan@cochinshipyard.com">paulranjan@cochinshipyard.com</a></td>
</tr>
<tr>
<td>सुरेश बाबू एन वी निदेशक (प्रचालन) Shri Suresh Babu N V Director (Operations)</td>
<td>0484 250 1254</td>
<td><a href="mailto:sureshbabu.nv@cochinshipyard.com">sureshbabu.nv@cochinshipyard.com</a></td>
</tr>
<tr>
<td>बीजोय भास्कर निदेशक (तकनीकी) Bejoy Bhasker Director (Technical)</td>
<td>0484 250 1364</td>
<td><a href="mailto:bejoy@cochinshipyard.com">bejoy@cochinshipyard.com</a></td>
</tr>
<tr>
<td>रमेश के ज मुख्य महा प्रबंधक (मानव संसाधन एवं प्रशिक्षण) Ramesh K J Chief General Manager (Human Resource &amp; Training)</td>
<td>0484 250 1206</td>
<td><a href="mailto:ramesh.kj@cochinshipyard.com">ramesh.kj@cochinshipyard.com</a></td>
</tr>
<tr>
<td>मुरुगाया म मुख्य महा प्रबंधक (तकनीकी) Murugaiah M Chief General Manager (Technical)</td>
<td>0484 250 1877</td>
<td><a href="mailto:murugaiah.m@cochinshipyard.com">murugaiah.m@cochinshipyard.com</a></td>
</tr>
<tr>
<td>Name</td>
<td>Title</td>
<td>Phone</td>
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<tr>
<td>Varghese M D</td>
<td>Chief General Manager (Industrial Relations &amp; Administration &amp; CSR Head)</td>
<td>0484 250 1236</td>
</tr>
<tr>
<td>Neelakandhan A N</td>
<td>General Manager (Materials)</td>
<td>0484 250 1360</td>
</tr>
<tr>
<td>Sreejith K N</td>
<td>General Manager (Shiprepair)</td>
<td>0484 250 1261</td>
</tr>
<tr>
<td>Suresh Kumar A V</td>
<td>General Manager (Shipbuilding)</td>
<td>0484 250 1261</td>
</tr>
<tr>
<td>Kala V</td>
<td>General Manager &amp; Company Secretary</td>
<td>0484 250 1306</td>
</tr>
<tr>
<td>Rajesh Gopalakrishnan</td>
<td>General Manager (Business Development and New Projects)</td>
<td>0484 250 1900</td>
</tr>
<tr>
<td>Harikrishnan S</td>
<td>General Manager (ELANJEE, PIEAM &amp; PIPIS)</td>
<td>0484 250 1429</td>
</tr>
</tbody>
</table>
### 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.
To be admired for our achievements, respected for our ethics and trusted for our service excellence by our valued customers.

**Mission**

1. **Build and repair ships and offshore structures to international standards and provide value added quality engineering services.**

2. **Sustain corporate growth in competitive environment.**

3. **Adopt and undertake practices towards becoming a responsible corporate citizen.**

**Objectives**

1. **Sustain and enhance shipbuilding and shiprepair activities through technology upgradation and capacity augmentation.**

2. **Continuously endeavor to expand/ diversity activities of the shipyard including setting up new facilities.**

3. **Carry out Research & Development in emerging technologies in shipbuilding process.**

**8. Performance of Cochin Shipyard**

Cochin Shipyard Limited has been consistently acknowledged for its excellence in shipbuilding and shiprepair services. It has been involved in the construction of a wide range of vessels, including offshore structures, for both domestic and international markets. The company has a reputation for its commitment to quality and safety in all its operations. Over the years, Cochin Shipyard has been pivotal in the growth of the shipbuilding industry in India and has played a significant role in the country's maritime economy.

Cochin Shipyard Limited has been instrumental in the development of India's offshore sector, contributing significantly to the country's maritime endeavors. The company is recognized for its expertise in building and repairing ships to international standards and for its commitment to sustainable practices. With its focus on innovation and technology, Cochin Shipyard continues to set benchmarks in the shipbuilding industry, making a valuable contribution to India's shipping and maritime sector.
The Company has emerged as a front-runner in the Indian Shipbuilding and Ship Repair industries in the last four decades. Presently, the yard has capacity to build ships up to 110000 DWT and repair ships up to 125000 DWT. The yard has built and delivered two of India’s largest double hull Aframax tankers each of 95000 DWT. CSL has secured ship building order from internationally renowned companies from Europe and Middle East and is currently building the country’s first Indigenous Aircraft Carrier.

Cochin Shipyard has enviable and unmatched track records for delivery of quality ships to its clients. The shipyard has a ‘state of the art’ design centre manned by experienced designers. The shipyard boasts of world class infrastructure equipped with plasma cutting machines, plate preparation equipment, humidity controlled paint coating shops etc. The shipyard has a building dock of 255 m length by 43 m width capable of building ships of 110000 DWT. The building dock is serviced by two large gantry cranes of 150 T and 300 T capacity. The greatest strength of the shipyard is its human resource - a group of 1867 nos dedicated committed and highly skilled personnel who have built and delivered over 100 ships in the last 30 years.

It is the best equipped ship repair yard in the country with a ship repair dock which can accommodate vessels upto a length of 270 M and width of 45 M.
CSL has built and exported more than 40 high tech ships to discerning clients worldwide. The yard is also privileged to build the company’s first Indigenous Aircraft Carrier for the Indian Navy. With this, India joins a select club of five nations to build an Aircraft Carrier of this size. The only shipyard in India which is into many maritime segments, commercial and defence shipbuilding, commercial and defence ship repair, Marine Engineering Training, the yard truly reflects the capability of India as a Maritime Nation. A category I Miniratna company, the yard has been graded “Excellent” under the MOU signed with GOI for the last several years. In ship repair, Cochin Shipyard has undertaken repairs to over 1800 ships of all types. CSL has an enviable reputation for quality and timely delivery of vessels. CSL is the only yard which has been undertaking underwater repairs to the aircraft carrier INS Viraat and INS Vikramaditya of Indian Navy. The yard has also successfully undertaken afloat repairs to jack up rigs of ONGC/foreign clients.

CSL’s two major expansion plans of the company include the International Ship Repair Facility (ISRF) at the Cochin Port Trust premises at cost of Rs. 970 crores and the new Drydock at the shipyard’s existing premises at a cost of Rs.1799 crores. These new facilities will expand the Company’s existing capabilities significantly. The new drydock will enable the yard to build and repair a broader variety of vessels including new generation aircraft carriers and oil rigs. The new International Shiprepair Facility will allow the Company to undertake repair of a broader range of smaller vessels and significantly increase shiprepair capacities. The progress on these expansion projects have been satisfactory.

CSL ने दिनांक 20 अक्टूबर, 2018 को इंदिरा डॉक में पोत मरम्मत सुविधा के संचालन और प्रबंधन के लिए मूंबई पोटट ट्रस्ट के साथ एक समझौता किया है। सीएसएल पोत मरम्मत और संबंध सेवाओं के उद्देश्य से और मूंबई क्षेत्र में पोत मरम्मत के क्षेत्र में और विस्तार हेतु सुविधाओं का उपयोग करेगा। नेताजी सुभाष डॉक में पोत मरम्मत सुविधा के संचालन और प्रबंधन के लिए दिनांक 17 मार्च, 2018 को कोलकाता पोटट ट्रस्ट के साथ इसी तरह के एमओयू पर हस्ताक्षर किया गया है, जो कोलकाता क्षेत्र और अंतराष्ट्रीय जलमारी पर पोत मरम्मत आवश्यकताओं पर ध्यान केंद्रित करेगा। सीएसएल ने सितंबर 2018 में पोट ब्लेडर में अपनी ड्रैडन म्यस्टाइट्ट करने के लिए अंडमान और निकोबार शासन के साथ भी एक समझौते जापन पर हस्ताक्षर किया है। अंडमान और निकोबार
CSL has entered into an agreement with the Mumbai Port Trust on October 20, 2018 for operations and management of Ship Repair facility at Indira Dock. CSL shall utilize the facilities for the purpose of ship repair and allied services and for further expansion in the field of ship repair in Mumbai Area. Similar MOU has been signed with Kolkata Port Trust on March 17, 2018 for operations and management of ship repair facility at Netaji Subhas Dock, which shall be focusing on the Ship Repair requirements at Kolkata area and Inland waterways. CSL has also signed a MoU with Andaman & Nicobar Administration for setting up its unit at Port Blair in Sep 2018. By entering into this arrangement with A&N Administration, CSL shall be developing an integrated Ship Repair Ecosystem at A&N islands that includes, modernisation of facilities, maintenance of Administration owned vessels and skill development for the islanders.

CSL has incorporated a joint venture company in October 2017 viz. Hooghly Cochin Shipyard Limited (HCSL) with Hooghly Dock & Port Engineers Limited (HDPEL) for upgradation and modernization of shipbuilding infrastructure at HDPEL’s facilities in Salkia and Nazirgunge in Kolkata by taking over on lease the said facilities from HDPEL.

9. वित्तीय निष्पादन / FINANCIAL PERFORMANCE:

पिछले पाँच वर्षों से सीएसएल का कारोबार 32% से अधिक बढ़ गया है। कारोबार में लगातार वैश्विक मंदी के बाद, कोचीन शिपयार्ड एकात्म वाणिज्यिक शिपयार्ड है जिसने लगातार विश्वसनीय वित्तीय निष्पादन दिखाया है। कारोबार में स्थिरता रखा पोत निर्माण और पोत मरम्मत से हासिल की गई थी। जैसा कि देखा जा सकता है, हाल ही के वर्षों में कुल कारोबार में पोत मरम्मत का परिपूर्त बढ़ गया है। वर्ष 2012-13 में 22% से पोत मरम्मत परिपूर्त वित्त वर्ष - 18 में 59% तक बढ़ गया है। जैसा कि कंपनी ने मुंबई, कोलकाता और पोट ब्लेनर जैसी नई भौगोलिक क्षेत्रों में सुविधाएं स्थापित की है, इसलिए यह उम्मीद की जाती है कि पोत मरम्मत पूरक बेहतर कारोबार और उपांतों की उज्ज्वल से कारोबार में और अधिक वृद्धि करेगा। सीएसएल के कर से पहले का लाभ भी पिछले पाँच वर्षों में लगातार बढ़ा है। इस अवधि में कर से पहले लाभ में 78% वृद्धि हुई है। चालू स्वदेशी विभाग वाहक परियोजना की प्रगति और पोत मरम्मत कारोबार के भी हुई वृद्धि के कारण लाभग्राह्यता में वृद्धि हुई जो बेहतर उपांत प्रदान करता है। चालू वर्ष की प्रवृत्ति कंपनी के पिछले वित्तीय वर्ष के 90% पीबीटी को चालू वित्तीय वर्ष के आधे वर्ष तक देखते हुए प्रोत्साहित कर रहा है।
The Turnover of CSL has increased by over 32% in the last five years. There has been a consistent YoY growth in turnover. In the aftermath of the global downturn, Cochin Shipyard is the only commercial shipyard which has consistently posted credible financial performance. The consistency in turnover was achieved through defence shipbuilding and shiprepair. As can be seen, the complement of shiprepair in total turnover has increased in the recent years. From 22% in 2012-13 the shiprepair complement has increased to 59% of turnover in FY -18. As the company sets up facilities in newer geographies like Mumbai, Kolkata and Port Blair, it is expected that the shiprepair complement will further increase in the turnover leading to better turnovers and margins. The Profit before tax of CSL has also consistently increased over the last five years. It has posted a 78% increase in Profit Before tax over the period. The increase in profitability was owing to the progress in the ongoing Indigenous Aircraft Carrier project and also the increase in Shiprepair turnover which provides better margins. The trend in the current year is also encouraging with the company clocking 90% of previous years PBT by the half year of the current financial.

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>Turnover</th>
<th>Profit Before Tax (PBT)</th>
<th>Profit After Tax (PAT)</th>
<th>EPS (Rs. Per share)</th>
<th>Face Value (Rs.)</th>
<th>Dividend Pay-out</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-09</td>
<td>1256.21</td>
<td>247.63</td>
<td>160.07</td>
<td>14.13</td>
<td>10</td>
<td>11.32</td>
</tr>
<tr>
<td>2009-10</td>
<td>1248.50</td>
<td>331.25</td>
<td>223.04</td>
<td>19.69</td>
<td>10</td>
<td>11.32</td>
</tr>
<tr>
<td>2010-11</td>
<td>1461.72</td>
<td>344.23</td>
<td>227.53</td>
<td>20.09</td>
<td>10</td>
<td>11.32</td>
</tr>
<tr>
<td>2011-12</td>
<td>1404.85</td>
<td>252.97</td>
<td>172.33</td>
<td>15.21</td>
<td>10</td>
<td>16.99</td>
</tr>
<tr>
<td>2012-13</td>
<td>1554.16</td>
<td>275.55</td>
<td>185.27</td>
<td>16.35</td>
<td>10</td>
<td>16.99</td>
</tr>
<tr>
<td>2013-14</td>
<td>1652.66</td>
<td>290.96</td>
<td>194.24</td>
<td>17.15</td>
<td>10</td>
<td>16.99</td>
</tr>
<tr>
<td>2014-15</td>
<td>1859.51</td>
<td>367.56</td>
<td>235.07</td>
<td>20.75</td>
<td>10</td>
<td>16.99</td>
</tr>
<tr>
<td>2015-16</td>
<td>1993.45</td>
<td>419.65</td>
<td>273.79</td>
<td>24.07</td>
<td>10</td>
<td>86.65</td>
</tr>
<tr>
<td>2016-17</td>
<td>2058.87</td>
<td>493.40</td>
<td>321.55</td>
<td>28.39</td>
<td>10</td>
<td>101.61</td>
</tr>
<tr>
<td>2017-18</td>
<td>2355.12</td>
<td>604.86</td>
<td>396.75</td>
<td>31.03</td>
<td>10</td>
<td>163.12</td>
</tr>
</tbody>
</table>

10. समझौता जापन / 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

11. MOU RATINGS RECEIVED

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

<table>
<thead>
<tr>
<th>Year</th>
<th>MOU Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-09</td>
<td>Excellent</td>
</tr>
<tr>
<td>2009-10</td>
<td>Excellent</td>
</tr>
<tr>
<td>2010-11</td>
<td>Excellent</td>
</tr>
<tr>
<td>2011-12</td>
<td>Very Good</td>
</tr>
<tr>
<td>2012-13</td>
<td>Excellent</td>
</tr>
<tr>
<td>2013-14</td>
<td>Excellent</td>
</tr>
<tr>
<td>2014-15</td>
<td>Excellent</td>
</tr>
<tr>
<td>2015-16</td>
<td>Excellent</td>
</tr>
<tr>
<td>2016-17</td>
<td>Excellent</td>
</tr>
<tr>
<td>2017-18</td>
<td>Excellent</td>
</tr>
</tbody>
</table>

12. AWARDS AND RECOGNITIONS

CSL has won a number of awards in the state and national level in the area of productivity, HR excellence, CSR, Industrial Safety etc. It is the best performing shipyard in India. The various awards secured by the yard include

(a) KMA excellence award for best CSR activities undertaken;
(b) Bureaucracy Today CSR excellence award for 'Rural Development', given by Bureaucracy Today;

(c) Madhu S Nair, CMD, Cochin Shipyard Limited, was honoured with the ‘CSR-Oriented Chairman/ CMD/MD of the Year (PSU)’ Award, given by Bureaucracy Today;

(d) Kerala State Energy Conservation Award 2017 in the category of ‘Large Scale Energy Consumers’;

(e) ‘Corporate Citizen of the year 2018 Award for outstanding contribution to the profession, industry and society, given by Public Relations Council of India;

(f) Award for Best Stall’ in the National Level Vendor Development Programme cum Industrial Exhibition & B2B Meet, ‘IND EXPO 2017’ organised by MSME Development Institute, Thrissur, Ministry of MSME from December 07 to 09, 2017;
13. **कैपिटल स्तरीया / CAPITAL STRUCTURE**

र्पूंजी िंर्चिा / CAPITAL STRUCTURE

कंपनी की अधिकृत और प्रदत शेयर पूंजी क्रमशः 250 करोड़ रुपए और 1,31.24 करोड़ रुपए है। मौजूदा भारत सरकार के पास 75.21 प्रतिशत शेयर पूंजी है। कंपनी का शेयरधारण स्वरूप नीचे दिया गया है:

The authorized and paid up share capital of the Company are Rs 250 crores and Rs.131.24 crores respectively. Presently 75.21 percent of the share capital is held by the Government of India. The shareholding pattern of the Company is given below:

<table>
<thead>
<tr>
<th>Category of shareholder</th>
<th>No. of shareholders</th>
<th>Total no. shares held</th>
<th>Shareholding as a % of total no. of shares (calculated as per SCRR, 1957)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(क) प्रोमोटर एवं प्रोमोटर गूप्त</td>
<td>1</td>
<td>9,89,34,442</td>
<td>75.21</td>
</tr>
<tr>
<td>(ख) सार्वजनिक</td>
<td>1,74,167</td>
<td>3,26,05,948</td>
<td>24.79</td>
</tr>
<tr>
<td>कुल योग</td>
<td>1,74,168</td>
<td>13,15,40,390</td>
<td>100.00</td>
</tr>
</tbody>
</table>

14. **कोचीन शिपयार्ड का क्रय प्रक्रिया COCHIN SHIPYARD’S PURCHASE PROCEDURE:**

कंपनी के लिए किसी सेवा या सामग्री के क्रय / प्राप्ति के लिए जाते समय, कंपनी के निदेशक मंडल द्वारा अनुमोदित क्रय प्रक्रिया को पढ़ने और दिशानिर्देशों का पालन करना आवश्यक है। किसी भी विवरण या स्पष्टता के लिए उक्त प्रक्रिया को कार्यालयक विभागों और परियोजनाओं द्वारा सभी क्रय के लिए संदर्भित किया जाएगा। इस प्रक्रिया की मुख्य विशेषताएँ यहाँ बताई गई हैं:

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:
नए विक्रेताओं का पंजीकरण / Registration of new vendors:

अनुमोदित तारीखों में नए नाम दर्ज करने हेतु निम्नलिखित प्रक्रिया अपनाई जाएगी:

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

(a) अनुमोदित सूची पर पंजीकरण हेतु आवेदन सीएसएल वेबसाइट में उपलब्ध नमूने के अनुसार होगा।

Application for Registration on the approved list shall be as per specimen available in CSL Website

(b) आवेदक विभागों से सम्बन्धित साक्ष्य के माध्यम से अपनी वित्तीय स्थिता, आयकर निन्यासी, संतोषजनक डंग से प्रदर्शन करने की क्षमता और लोगों से निष्पादन प्रमाणपत्र पेश करेंगे जिनको वे पहले से ही आयोजित कर रहे हैं।

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) प्रत्यक्ष संपर्क हेतु दूरभाष के साथ एक स्थायी कार्यालय आवश्यक है।

An established office with a telephone for direct contact is essential.

(d) कंपनी के परिसर का निरीक्षण एक अधिकारी द्वारा किया जा सकता है जो निम्नित उत्पादों के गुणवत्ता मानकों और आवेदन में दिखाए गए अन्य विवरणों को सत्यापित करता है। पंजीकरण के उद्देश्य हेतु सरकारी विभागों और सार्वजनिक क्षेत्र के उपक्रमों से निष्पादन रिपोर्ट पर भी विचार किया जाएगा।

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) उनके मौजूदा ग्राहकों के लिए उनके निष्पादन के बारे में एक हवाला भी बनाया जा सकता है।

A reference may also be made about their performance to their existing clients.

(f) लघु - उद्योग पंजीकरण आवश्यकताओं को पूरा करेंगे।

Small-scale industries shall satisfy the registration requirements.

(g) कुछ विक्रेताओं को एक समय पंजीकरण के लिए माना जा सकता है, जो निम्नानुसार है: Certain vendors can be considered for one - time registration under conditions prevailing as follows:

(i) जब ग्राहक द्वारा नामांकित किया जाता है, When nominated by the customer,

(ii) बार-बार अनुरोध पर भी ओएसएम से कोई प्रतिक्रिया न मिलना,

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.

15. विभिन्न श्रेणियों के लिए रोजगार में आक्षण

RESERVATION IN EMPLOYMENT FOR VARIOUS CATEGORIES

(a) Anusuchit Jati/Anusuchit Janjati and Any Pichhde Varg
Scheduled Castes/Scheduled Tribes and Other Backward Categories

(b) Bhootpaurv Sanik
Ex-servicemen

(c) Shaarakik Rup Se Aashakt / Aashakt Vyaktitya
Physically Handicapped/Persons with Disabilities

(d) Kopteeshan me Ek Sampark Adhikari ke Sath Ek Anusuchit Jati/Anusuchit Janjati Kkash Sthapatik Ki Gai

An SC/ST Cell has been set up with a Liaison Officer in the Corporation

16. कार्य स्थानों में यौन उत्पीड़न के नवायण के लिए तंत्र

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.

17. समृद्ध इंजीनियरिंग प्रशिक्षण संस्थान और कृत्रिम केंद्र

MARINE ENGINEERING TRAINING INSTITUTE AND SKILL CENTRE
One Year GME Course

(a) 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.

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. For details of GME Course click on the link below:-
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) The gauranteed intake of the course has been fixed at 3 units. This includes the following:

- **January Batch**:
  - 108 graduates
  - These candidates are directly selected by the Shipping Companies and admitted into the course.

- **August Batch**:
  - 32 graduates
  - These candidates are directly selected by the Shipping Companies and admitted into the course.

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

(a) The gauranteed intake of the course has been fixed at 3 units. This includes the following:

- **January Batch**:
  - 108 graduates
  - These candidates are directly selected by the Shipping Companies and admitted into the course.

- **August Batch**:
  - 32 graduates
  - These candidates are directly selected by the Shipping Companies and admitted into the course.

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 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/-

**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) (ईएफए) - (फिलहाल मेटी प्रशिक्षाधृतयों केलिए) 2.5 दिनों का पाठ्यक्रम, शुल्क : 1,500/- रुपए ।

**Contact details:**

विभागध्यक्ष / The Head of Department,
समुद्री इंजीनियरिंग प्रशिक्षण संस्थान / Marine Engineering Training Institute,
कोचीन शिपयार्ड लिमिटेड / Cochin Shipyard Limited,
पेरुमानूर पी ओ / Perumanoor P.O.
कोचीन - 682 015.
दूरभाष / Ph. 0484-2501437/2501223
ई-मेल / E-mail - metihod@cochinshipyard.com
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: fttc@cochinshipyard.com)

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

18. कॉर्पोरेट सिस्टम और नीति

CORPORATE SYSTEMS AND POLICY

कोचीन शिपयार्ड, एकीकृत प्रबंधन प्रणाली प्रमाणीकरण जिसमें आईएसओ 9001:2008, गुणवत्ता प्रबंधन प्रणाली आईएसओ 14001:2004, पर्यावरण प्रबंधन प्रणाली एएसएएसएस एसएसएसएस 18001 : 2007 शामिल हैं, प्राप्त करनेवाला प्रथम शिपयार्ड था। कोचीन शिपयार्ड आईएसपीएस अनुमंति है। सीएसएल ने निम्नलिखित नीतियों को अपनाई हैं:

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:

- गुणवत्ता, स्वास्थ्य, सुरक्षा और पर्यावरण (क्यूएचएसए) नीति  
  Quality, Health, Safety & Environmental (QHSE) Policy

- लाभांश वितरण नीति  
  Dividend Distribution Policy

- महत्वपूर्ण नियमित कंपनी नीति  
  Material Subsidiary Policy

- जोखिम प्रबंधन नीति  
  Risk Management Policy

- बोर्ड विविधता नीति  
  Board Diversity Policy

- धोखाधड़ी रोकथाम और पहचान नीति तथा कोचीन शिपयार्ड सत्तरता तंत्र और मुखबिर नीति
  Fraud Prevention and detection policy and Cochin Shipyard Vigil Mechanism and Whistle Blower Policy.

- निदेशकों और वरिष्ठ प्रबंधन कार्यालयों के लिए आचरण सहित  
  Code of Conduct for Directors and Senior Management Personnel

- इनसाइडर ट्रेडिंग नीति
Insider Trading Policy

- स्टॉक एक्सचेंज में घटनाओं के प्रकटीकरण का महत्व
  Materiality for Disclosure of Events to Stock Exchange
- संबंधी पार्टी लेनदेन नीति एवं प्रक्रियाएं
  Related Party Transactions Policy & Procedures
- नामांकन और पारिश्रमिक नीति
  Nomination and Remuneration Policy
- गूँप कंपनियाँ, मुद्रा लेनदार एवं मुद्रा मुकदमे-बाजी के पहचान पर नीति
- दर्दनाक और पुराणेली संरक्षण नीति
  Preservation of Documents and Archival Policy

हम, ग्राहकों की पूर्ण संतुलित केलेले पोट निर्णय, पोट मरम्मत सेवां और समुद्री इंजिनियर्स को प्रशिक्षण प्रदान करणे मध्ये प्रतिवेदन आहेत. हम, त्यांच्या स्वास्थ्य व सुरक्षा म्हणजेच परिस्थितींमध्ये, एक स्वास्थ्यवर्धक अनुकूल वातावरण म्हणजे करते हून एवढं प्रवर्धन दर्शविण्यासाठी निष्ठायने म्हणजे सुधार सुनिश्चित करते हून. हम निगमनात्मकतेच्या दृष्टीकोनातून उपरोक्त प्राप्त कला प्रयास करते हून.

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) ग्राहक की आवश्यकताओं को पूरा करना या उससे अधिक करना।
  Meeting or exceeding customer requirements.

(b) उत्पादन और सेवाओं की गुणता का विश्वास दिलाना।
  Assuring quality of the products and services.

(c) सक्षम समुद्री इंजिनियर्स का विकास करना।
  Developing competent marine engineers.

(d) व्यावसायिक अस्वस्थता और चोरी को रोकना।
  Preventing occupational ill health and injuries.

(e) सुरक्षित कार्य स्थल सुनिश्चित करना।
  Ensuring safe work sites.

(f) प्राकृतिक संसाधन का संरक्षण करना।
  Conserving natural resources.

(g) वायु, जल और भूमि प्रदूषण को रोकना/कम करना।
  Preventing / minimizing air, water and land pollution.

(h) सुरक्षित रूप से खतरनाक कार्यों को संभालना और निपटान करना।
Handling and disposal of hazardous wastes safely.

(i) Complying with statutory & regulatory and other requirements.

(ii) Developing Skills and motivating employees.

19. लोक शिकायत
PUBLIC GRIEVANCE

लोक शिकायत निवारण केल्याचे प्रक्रिया

Procedure for Redressal of Public Grievances:

सीएसएल मध्ये कार्यक्रमासोबत प्रशासन विभाग, सभी लोक शिकायताची प्राप्ती आणि लिपिबद्ध केलेल्या एक नोटिका बिंदु के रूप मध्ये कार्य करतात । श्री पॉल रंजन, निदेशक (वित्त) सीएसएल के निदेशक (लोक शिकायत) हे । श्री भोजन भास्कर, निदेशक (टेक्निकल), शिकायतांचे निवारण हेतु कंपनी के शिकायत अधिकारी हे । सीएसएल मध्ये प्राप्त लोक शिकायतांसाठी कार्य करणारे निदेशक (लोक शिकायत) का विवरण नीचे दिला जाता है:

The department of Personnel & Administration in CSL acts as a nodal point for receipt and disposal of all public grievances. Shri Paul Ranjan, Director (Finance) is the Director (Public Grievances) of CSL. Shri Bejoy Bhasker, Director (Technical) is the Grievance Officer of the company for the redressal of grievances. Particulars of the Director (Public Grievances) to attend to the public grievances received in CSL are given below:

<table>
<thead>
<tr>
<th>निदेशक (लोक शिकायत)</th>
<th>श्री पॉल रंजन डी</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director (Public Grievances)</td>
<td>Shri Paul Ranjan D</td>
</tr>
<tr>
<td>दूरभाष / Telephone</td>
<td>0484-6641222</td>
</tr>
<tr>
<td>दूरभाष / Telephone</td>
<td>0484-2384001</td>
</tr>
<tr>
<td>ई-मेल / E-mail</td>
<td><a href="mailto:paulranjan@cochinshipyard.com">paulranjan@cochinshipyard.com</a></td>
</tr>
</tbody>
</table>

प्रक्रिया / Procedure:

लोक शिकायत के प्रसंस्करण की प्रक्रिया इस प्रकार हैं:

The procedure for processing of public grievances is as follows:

I. शिकायतांत आसानी से प्रस्तुत करने की सुविधा केलेली, उत्तर गेट (सूचना केन्द्र), दक्षिण गेट, पोत मरम्मत कार्यालय भवन, मोल्ड लॉफेट बिल्डिंग और मुख्य कार्यालय भवन में लोक शिकायत बॉक्स लगाए गए हैं ।

To facilitate easy submission of grievances, Public Grievance Boxes has been placed at North Gate (Information Centre), South Gate, Ship Repair Office Building, Mould Loft Building and Main Office Building.

II. सभी लोक शिकायतें कार्यक्रमासोबत प्रशासन विभाग में प्राप्त की जाएंगी । यदि कंपनी के विभागों

द्वारा किसी भी लोक शिकायत को सीधे प्राप्त किया जाता है, तो, संबंधित विभागाध्यक्ष उसी को
All public grievances will be received in the Department of Personnel & Administration. In case any public grievance is received directly by other departments of the company, the concerned Heads of Departments should forward the same to the Department of Personnel & Administration for initial processing. An acknowledgement of the receipt of the grievance will be sent to the petitioner within 3 days of receipt.

III. Depending upon the nature of grievance, the matter will be referred to the Head of the concerned Department for examining the grievance/complaint.

IV. In normal case, the concerned departments should process the grievance/complaint and take a decision within two months of its receipt under intimation to the Department of Personnel & Administration for further processing.

V. In the case of grievances received through the Directorate of Public Grievances (Cabinet Secretariat), the same must be examined and decision taken within a period of 30 days under intimation to the Department of Personnel & Administration.

VI. In exceptional cases where a decision is likely to exceed the time limits indicated above, the Department of Personnel & Administration should be intimated so that an interim reply can be sent to the petitioner within a period of 15 days of receiving the grievance.

VII. Wherever clarifications directly from the petitioner are required, the same may be obtained by the concerned departments with the assistance of the Department of Personnel & Administration.

VIII. Individual Departments maintain a separate register for processing the complaints received under the Redressal of Public Grievances procedure. This register should be forwarded to the Department of Personnel & Administration on the last working day of every quarter of the year for scrutiny.
IX. The Grievance officer shall be available and accessible to the public to receive the grievance between 1400 and 1600 hrs; every Wednesday.

X. All public grievances received shall be entered in a General Register kept in the Department of Personnel and Administration.

XI. Every Public Grievance, even if it is a repetition of an earlier grievance from the same person, shall be attended to with utmost sympathy and consideration and replied to. The replies shall be in polite language and self-contained. Expressions such as 'no further representation on the subject will be entertained' shall not be used in such replies.

XII. Public grievances expressed in the columns of newspapers shall also be taken as a specific grievance and quick action shall be taken for redressing those grievances on a time bound basis and replies issued.

XIII. In normal cases the final reply will be given to the petitioner within 60 days of receipt of grievance. In the case of grievances received through the Directorate of Public Grievances (Cabinet Secretariat), a reply will be given within a period of 6 weeks. The time schedule for action fixed as above shall be followed by all concerned.

XIV. A quarterly report on the operation of the grievance procedure redressal system would be submitted to the CSL Board of Directors for information.

XV. All replies to be given shall be issued with the approval of the Director (Public Grievances).
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.

20. 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:

<table>
<thead>
<tr>
<th>Name of the Member</th>
<th>Phone No.</th>
<th>Membership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shri Suresh Kumar AV, GM(SB)</td>
<td>9895765868</td>
<td>Chairman of the committee</td>
</tr>
<tr>
<td>Shri V J Jose, GM (Finance)</td>
<td>9895705112</td>
<td>Member of the committee</td>
</tr>
<tr>
<td>Shri Subramaniam K K, AGM(P&amp;A)</td>
<td>8138001152</td>
<td>Member of the committee</td>
</tr>
</tbody>
</table>

21. Cochin Shipyard Vigil Mechanism and Whistle Blower Policy

Cochin Shipyard has constituted a Vigil Mechanism and Whistle Blower Policy in accordance with the Ministry’s direction. The Vigil Mechanism was constituted on 22 February, 2012 and the Whistle Blower Policy was constituted on 28 January, 2013.
The Cochin Shipyard Vigil Mechanism and Whistle Blower Policy adopted by the Board of Directors at the 198th Meeting held on February 22, 2012 subsequently amended on December 14, 2016 is functioning as Vigil Mechanism of CSL. The Whistle Blower Policy of CSL is available at the below link:

https://www.cochinshipyard.com/links/CSLVIGILMECHANISMANDWHISTEBLOWERPOLICY.pdf

22. सूचना अधिकार अधिनियम, 2005 का कार्यान्वयन

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.

23. सीएसएल - नागरिक चार्टर

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.

24. निगमित शासन

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.

25. निगमित सामाजिक उत्तरदायित्व नीति

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:

<table>
<thead>
<tr>
<th>Year</th>
<th>Statutory Budget (Rs. Crores)</th>
<th>Actual (Rs. Crores)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td>8.54</td>
<td>8.57</td>
</tr>
<tr>
<td>2016-17</td>
<td>7.22</td>
<td>7.24</td>
</tr>
<tr>
<td>2015-16</td>
<td>6.23</td>
<td>6.27</td>
</tr>
</tbody>
</table>

26. अट्ठीकरण

DISCLAIMER:

The objectives, expectations, assumptions or predictions etc. 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.

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