



CITIZEN'S CHARTER

Bharat Electronics Limited

A Public Sector Undertaking under the Ministry of Defence,
Government of India

Registered & Corporate Office
Outer Ring Road, Nagavara
Bangalore - 560045

Phone: +91- 80-25039300

Fax: +91- 80-25039305

PREFACE

BEL strongly believes that a satisfied Citizen/ User/ Stakeholder is most important factor for growth of its business. BEL Citizen's Charter represents a systematic effort to focus on the commitment of BEL towards its Citizens/ Users/ Stakeholders in respect of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Avenue for Grievances Redressal and other related information. This also includes expectations of the Organisation from the Citizens/ Users/ Stakeholders for fulfilling the commitment of the Organisation.

COMPANY

Bharat Electronics Limited (BEL) was established at Bangalore, India, by the Government of India under the Ministry of Defence in 1954 to meet the specialised electronics needs of the Indian defence services. Over the years, it has grown into a multi-product, multi-technology, multi-unit company servicing the needs of customers in diverse fields in India and abroad.

COMPANY'S VISION, MISSION AND OBJECTIVES

Vision

To be a world-class enterprise in professional electronics.

Mission

To be a customer focused, globally competitive company in defence electronics and in other chosen areas of professional electronics, through quality, technology and innovation.

Objectives

- To be a customer focused company providing state-of-the-art products & solutions at competitive prices, meeting the demands of quality, delivery & service.
- To generate internal resources for profitable growth.
- To attain technological leadership in defence electronics through in-house R&D, partnership with defence/research laboratories & academic institutions.
- To give thrust to exports.
- To create a facilitating environment for people to realize their full potential through continuous learning & team work.
- To give value for money to customers & create wealth for shareholders.
- To constantly benchmark company's performance with best-in-class internationally.
- To raise marketing abilities to global standards.
- To strive for self-reliance through indigenization.

DETAILS OF BUSINESS TRANSACTED BY BEL

BEL has significant presence in business segments of Weapon Systems, Radar & Fire Control Systems, Anti Submarine Warfare systems, Communication, Electronic Warfare Systems, Electro-Optics and Tank Electronics. Significant portion of turnover of the company is from Defence business. In Non-Defence segment, BEL manufactures Electronic Voting Machines, Tablet PCs (BEL designed), large variety of Components like Integrated Circuits, Hybrid Microcircuits, semiconductor devices, solar cells etc. Apart from these, BEL also has presence in the areas of Access Control Systems, Homeland Security systems, Solar systems & select non-defence applications. Citizens/ users/ stakeholders can visit us at our website: www.bel-india.com for more details.

DETAILS OF STAKEHOLDERS

The following agencies have been identified as stakeholders of BEL:

1. Ministry of Defence
2. Ministry of External Affairs
3. Ministry of Home Affairs (Paramilitary groups) / Other Ministries
4. State Police Departments
5. Indian Army
6. Indian Navy/Coast Guard
7. Indian Air Force
8. R&D centres of other Government Departments, Public and Private sectors
9. Defence Research Laboratories under DRDO
10. Election Commission of India / State Election Commissions
11. Academic Institutions
12. Defence Public Sector Undertakings (DPSUs), Ordnance Factories & Defence Shipyards
13. Other Public Sector Undertakings and Industrial Partners
14. Agencies under Govt. of India like BSNL, CDOT, AAI, IMD, PMO, Cabinet Secretariat, ISRO, BARC, etc
15. Private Sector Companies
16. Foreign Govt. agencies (for export business)
17. Quality Assurance Organizations both in Defence/Non-Defence sectors
18. Registered vendors of the company
19. Citizens of the Country

STATEMENT OF SERVICES PROVIDED TO STAKEHOLDERS

A summary of services provided to stakeholders is given below:

1. Design, Development, Supply & Evaluation of professional electronics equipments & weapons systems including software development as per agreed timeframes.
2. Key role in strategic projects
3. Indigenous production of professional grade electronics equipments

4. Working with global companies for manufacturing of professional electronic systems involving technology transfer
5. Technology transfer of various DRDO developed items
6. Work on up-gradation of products
7. Providing after-sales warranty / product support for all equipments supplied
8. Obsolescence Management
9. Work towards reasonable return on investment for all shareholders
10. Vendor Development & Outsourcing
11. Product Support to all customers

REDRESSAL OF STAKEHOLDERS GRIEVANCES/CONCERNS

Stakeholders, on need basis, participate in the monitoring of the projects/programmes of their interest with their viewpoints, opinions, etc. Customer Meets, Vendor Meets, Review Committees, Monitoring Committees, Steering Committees etc are some of the examples. Thus, the concerns of the stakeholders are addressed objectively and timely in an institutionalized manner.

In Bharat Electronics, there is a constant effort to enhance customer satisfaction level. Accordingly, many initiatives have been taken to address product support issues effectively. Product Support Monitoring Groups have been established across the company to address all supportability issues. Customer Co-ordination Cell has been set up for registration of complaints through Toll Free BSNL/MTNL number or online and track progress of complaints online with Unique Identification Number.

Customer satisfaction survey is conducted periodically and the outcome of the survey is used in improving the satisfaction level.

Notwithstanding, to enable the citizens/ users/ stakeholders to voice their grievances or offer suggestions for improvement, BEL has laid down the following grievance redressal procedure.

BEL being a multi-product, multi-technology, multi-unit company, adopts a decentralized approach to redress citizens/ users/ stakeholders grievances.

In case citizens/ users/ stakeholders have any grievances and would like to seek redressal, the matter may first be brought to the notice of the concerned Unit level nodal officer for immediate redressal giving full details of the case.

Acknowledgment of grievances will be within 10 working days and prompt disposal thereof by the concerned nodal officer after analyzing the grievance.

The details viz., names, designations, addresses, telephone/fax numbers of Nodal Officers dealing with citizens/ users/ stakeholders grievances are given herein at Annexure.

If the person who raises the grievance still feels unsatisfied with the responses received, he can address his/her grievance to the Corporate Nodal Officer designated to deal with citizens/ users/ stakeholders grievances giving full details of the case.

After exhausting all the above machinery/channels, if the citizens/ users/ stakeholders are not satisfied, they are free to take recourse to the following:

- A. Directorate of Public Grievances, Govt. of India, Cabinet Secretariat, Sansad Marg, New Delhi.
- B. Department of Administrative Reforms & Public Grievance (DARPG)
- C. Public Grievance Redress And Monitoring System (PGRAM)

Anonymous grievances will not be entertained.

OUR EXPECTATION FROM THE CUSTOMERS/VENDORS/ PARTNERS

Enable understanding of present and future requirements and expectations.

Ensure values, ethics, accountability, trust, integrity and transparency for long term collaboration in business relations.

Encourage participation for wider societal benefits.

Create a Culture of involvement for development of ideas, innovation and indigenization for mutual benefit.

Active engagement in the life cycle of the product, including Design, Manufacturing, Quality Management, Maintenance Management, Spares Management and Obsolescence Management to facilitate in reducing overall cost of ownership.

Encourage sharing of information, knowledge and best practices through different levels of communication.

Reduce non-value adding interface activities (multiple checks, tests, inspections, queries etc).

Help in risk mitigation arising out of legal and regulatory compliance requirements.

Ensure sustainable development.

ANNEXURE

| Head Office Address: Bharat Electronics Limited, Corporate Office, Outer Ring Road, Nagavara, Bangalore: 560 045 | | | | | | |
|--|---------------|------------------|---------------------------|---------------------|----------------|--------------------------|
| Unit Nodal Officer | | | | | | |
| S.No | Unit | Name | Designation | Telephone No | Fax No. | Official Email-ID |
| 1 | Bangalore | Shivakumaran K M | General Manager (HR) | 080-28381886 | 080-28380160 | shivakumarankm@bel.co.in |
| 2 | Ghaziabad | R K Handa | General Manager (Antenna) | 0120-2770777 | 0120-2776730 | handark@bel.co.in |
| 3 | Pune | D K Batra | General Manager | 020-25865251 | 020-25865577 | batradk@bel.co.in |
| 4 | Machilipatnam | Ramesh T N | General Manager | 08672-222582 | 08672-222640 | rameshtn@bel.co.in |
| 5 | Panchkula | Baljit Chander K | General Manager | 0172-2591899 | 0172-2594548 | kbaljitchander@bel.co.in |
| 6 | Chennai | Srinivasan R | General Manager | 044-22326913 | 044-22326905 | srinivasanr@bel.co.in |
| 7 | Kotdwara | Manoj Kumar | General Manager | 01382-231102 | 01382-231132 | manojkr@bel.co.in |
| 8 | Hyderabad | Bagdalkar R N | General Manager | 040-27171027 | 040-27171406 | bagdalkarrn@bel.co.in |
| 9 | Navi Mumbai | Pandey M M | General Manager | 022-27412486 | 022-24340351 | pandeymm@bel.co.in |
| Corporate Nodal Officer | | | | | | |
| 10 | Corporate | V D Bevinamarad | General Manager (HR) | 080-25039220 | 080-25039218 | veereshdb@bel.co.in |

Note : Visit BEL website for the postal address of respective Units/Locations