

## **CITIZEN'S CHARTER**

**BEML Limited**  
**Bangalore**  
**Ministry of Defence**  
**2015**

## **CITIZEN'S CHARTER**

This Citizen's Charter represents the commitment of BEML towards Standards, Quality, Time Frame of Service / Product Delivery, Grievance Redressal Mechanism, Transparency and Accountability; by managing the business on commercial lines in the most Fair, Honest and Transparent manner, with Corruption-free service for the benefit of the Customers/ Clients/Stake Holders who are our partners in progress and to provide a more responsive and Citizen / Customer friendly governance.

### **2. BEML Limited**

BEML Limited was established on 11<sup>th</sup> May 1964 as Bharath Earth Movers Limited and reincorporated on 11<sup>th</sup> day of September 2007 as BEML Limited. BEML Limited is a Mini Ratna Category-1 Public Sector Undertaking under Department of Defence Production, Ministry of Defence. The Company operates under three major Business Verticals - viz. Mining & Construction, Defence and Rail & Metro and undertakes design, development, manufacturing, sales and after sales activities. In addition to the above, Company provides solutions for Auto, Aero, Defence and Rail & Metro related areas and also deals in non-Company products. BEML is a listed Company and its shares are traded on BSE and NSE. Government of India holds about 54% of the total paid up capital of the Company.

BEML has Four manufacturing Units located at Bengaluru, Kolar Gold Fields (KGF), Mysuru and Palakkad and a subsidiary steel Foundry - Vignyan Industries Ltd, in Tarikere, Chikmagalur District. All the manufacturing divisions of BEML have been accredited with ISO 9001 – 2000 certification

### **3. The VISION**

Become a market leader, as a diversified Company, supplying quality products and services to sectors such as Mining & Construction, Rail & Metro, Defence & Aerospace and to emerge as a prominent international player.

### **4. The MISSION**

-  Improve competitiveness through organizational transformation, collaboration, strategic alliances & joint ventures in technology, to sustain and enhance market share in product groups BEML operates.
-  Grow profitably by aggressively pursuing business & market opportunities in domestic and international markets.
-  Adoption of state-of-the-art technologies and bring in new products through ToT and in-house R&D efforts.
-  Continue to diversify and grow addressing new and improved products and markets with increased turnover from in-house R&D developed products.
-  Attract and retain people in a rewarding and inspiring environment by fostering creativity and innovation enabling low attrition levels.
-  Offer technology and cost effective total solutions for enhanced Customer Satisfaction.

5.

**BEML**

<b>F</b>	Focus on Customer and Stakeholder	Customer Delight by developing products & services is our primary focus. Value creation for all Stakeholders guides all our actions.
<b>I</b>	Innovation & Technology	Being a learning organisation, we leverage Innovation and Technology in all our work
<b>R</b>	Reliability & Quality	We build reliability and quality in our products, processes and people
<b>S</b>	Speed & Responsiveness	We are agile and respond to needs of all Stakeholders promptly
<b>T</b>	Trust & Teamwork	Facilitate through integrity, trust, respect, transparency to become a socially responsible Corporate Citizen

## **6. The STANDARDS:**






### **BEML shall :**

- Adhere to the standards stipulated in ISO-9001: 2000 being and ISO 9001 Company.
- Strive to meet Quality standards in all products.
- Strive to deliver products as per agreed terms.
- Provide standard service and share knowledge & expertise.
- Acknowledge all correspondence / communication at the earliest not exceeding 30 working days.
- Strive to attain international standard to become a globally competitive Company.
- Ensure Maintenance of cordial and amiable relations with all concerned.
- Maintain the highest ethical standards in all our endeavor, business and economic activities.
- Make our rules and procedures as simple as possible and to be vigilant against all malpractices, irregularities and corruption.
- Make sincere efforts in meeting all our social obligations towards the community in general and our customers / vendors / stakeholders in particular.





## **7. The COMMITMENTS**

### **BEML shall accomplish its mission with :**








- Integrity, Devotion and Dedication
- Honesty, Transparency and ethics
- Attain International standards and be Globally Competitive
- Courtesy & Promptness to all
- Fairness in all transactions
- Total Quality and Customer satisfaction
- Innovation & Creativity
- Team Spirit
- Anti Corruption

-  Respect for all
-  Cooperation
-  Commitment to do duties to the best of the ability, intensity and efficiency with the prime moto of fulfilling the customers, shareholders, individuals and all stakeholders requirements to meet their expectations.
-  To meet the statutory / regulatory requirements related to products, explosive, safety, security, finance, customers, taxes and HR.
-  To train, motivate & encourage personnel at all levels to identify quality problems and to suggest solutions/remedial measures.




## **8. The BUSINESS TRANSACTED**

-  The Company operates under three major Business Verticals - viz. Mining & Construction, Defence and Rail & Metro and having a subsidiary steel Foundry for supply of Steel Casting.
-  Under Mining & Construction Business Group, the Company manufactures and supplies wide range of equipment such as Bulldozers, Excavators, Dump Trucks, Loaders, Walking Draglines, Mining Shovels, Motor Graders, Cranes etc., to meet the requirements of coal, cement, steel, power, irrigation, agriculture and construction sectors in India and to overseas markets.
-  In Defence Business Group Company manufactures and supplies a whole gamut of Wheeled & Tracked Land Systems and Platforms equipments such as Heavy Duty High Mobility Vehicles of various models like BEML HMV 12X12, BEML HMV 10X10, BEML HMV 8x8, BEML HMV 6x6, BEML HMV 4x4 etc, Tank Transportation Trailers, Heavy Recovery Vehicles (HRV), Armoured Recovery Vehicles (ARV), Mechanical and Pontoon Bridge Systems, Mine Ploughs, Military Rail Coaches and Military wagons, Crash Fire Tender, Aircraft Weapon Loading Trolley , Aircraft Towing Tractor etc.,.
-  In Rail & Metro Business Group BEML is a regular supplier of Rail coaches to Indian Railways since inception. In addition to Rail coaches, AC Electrical Multiple Units (AC EMU), Diesel Electric Multiple Unit (DEMU), Main Line Electric Multiple Unit (MEMU), Stainless Steel Electrical Multiple Units (SSEMU), Overhead Equipment

Inspection Car (OHE Car) and Wagons are also being manufactured. Company has acquired State-of-the-art technology for manufacturing of Stainless Steel Metro Cars and supplied to Delhi Metro Rail Corporation, Bangalore Metro Rail Corporation Ltd and Jaipur Metro Rail Corporation. Besides the above, Company has also Designed, Developed and Supplied Stainless steel EMUs, and now working on high speed trains and other upcoming Metro projects.

-  Formulation, direction & execution of scientific & technological programmes of Research & Development, Testing of Mining & Construction equipments, Defence systems and Rail & Metro equipments in the field of relevance.
-  Protection of Intellectual Property Rights of technologies and products developed by the Company.
-  Management of establishments, Facilities, Projects, etc. of the Company including customer relation and development.
-  Management of all matters related to HRM & HRD of the company including customer training.
-  Corporate Governance of the Company.
-  Interaction with MoD, DRDO, Ordnance Factories, Defence & other PSUs, Indian Railways and various Metro Corporations, Coal India Limited & subsidiaries, Singareni Collieries Ltd, Services, Vendors developed, and with the Regulatory agencies, etc. on aspects of our business.
-  Undertaking of CSR & SD activities.

## **9. The SERVICES PROVIDED**

-  Providing accurate and timely information regarding the Company as per the reporting system as and when required.
-  Prompt and expeditious enquiry into all genuine and legitimate complaints of corruption of any kind against any of our employees.
-  Integrate the pronouncements of the government in the areas of Economy, Society & Competition, in the strategic plans of the Company.

- Provide inputs, participate in strategic planning process and policy formation for the Business Groups.
- Implement various quality / quantity up-gradation projects for the benefit of our customers.
- Develop brand equity to enable the Company and the subsidiaries to harness the same.

## **10. The EXPECTATION FROM THE CLIENTS / CUSTOMERS:**

### **Our Expectations:**

#### **(i) From the user service (Defence Services)**

- Full participation in development & manufacturing process, quality control, periodical reviews and financial commitments.
- Information on perspective plans for development of Defence systems in the services.
- Acquainting with the systems, technologies & maintenance procedures and product performance criteria.
- Indicate realistic & reasonable schedule and make prompt payment.
- Comply with service instructions & timely maintenance procedure.

#### **(ii) From MoD**

- Facilitate transfer of technology, absorption and production.
- Make us partner in developing new technologies and productionisation of indigenously developed products / systems.

#### **(iii) From DPSUs, OFBs & Vendors**

- Strict adherence to time and delivery schedule.
- To extend full cooperation to achieve target.
- To remain as an active and willing partner giving full participation in all our endeavor.

#### **(iv) General Expectations:**

- Spirited sensitiveness to our social obligations.
- Determination to achieve economy on our products/services without compromising the quality standards.



- Strive to maintain reasonable and competitive rates through continuous technology improvement, re-engineering and restructuring.
- Determination to eliminate wasteful practices, to reduce rejection and to ensure zero defects.
- Passionate desire for up-gradation & expansion of employee knowledge and skills and create an ambience for nurturing & growing talents.
- Fair, Honest, Anti Corrupt and Transparent in dealing.

## **11. The STAKEHOLDERS/CLIENTS**

BEML deals with the following Stakeholders / clients:

1. Ministry of Defence
2. Defence Forces and Services
3. DRDO & other Defence related Laboratories
4. Ordnance Factories, Defence Public Sector Undertakings and Industrial Partners
5. Indian Railways and various Metro Corporations
6. Coal India Limited & its subsidiaries, Singareni Collieries Ltd
7. R&D centres of other Government Departments,
8. Public and Private Sectors
9. Academic Institutions
10. Customers
11. Shareholders
12. Vendors
13. Employees
14. Citizens of the Country

## **12. The GRIEVANCE REDRESSAL MECHANISM**

The complaints of the customers/clients/stake holders shall be systematically processed for timely response and solution, BEML shall adopt a decentralized approach to handle the compliance of customers/clients/stake holders . BEML shall :

- i) Keep a grievance and complaint redressal machinery open and receptive.
- ii) Grievance/complaints will be acknowledged within three days and effort will be made to redress within 30 working days from the date of receipt .
- iii) Grievance/ complaints may be taken up with designated Nodal officers (Head of HR) at Corporate Office/Divisional level.
- iv) The Nodal Officer will forward the grievance to the Head of the Department within three working days. The HOD will take decision within 25 working days from the date of receipt of grievance and forward the same to Nodal Officer who will send the same to the Grievance Petitioner/Complainant within three working days.
- v) In case the decision taken by Nodal Officer is not acceptable to the aggrieved person, he can take his grievance directly to the Appellate Authority (High Power Committee) at Corporate Office / Divisional level.

### **Appellate Authority (High Power Committee):**

A High-Powered Committee consisting of the following:

- i. Head of Division
- ii. Head of HR (Convenor)
- iii. Head of Department to which the Grievance is related,

The HPC will decide on all the Grievances within 20 days of its receipt and thereafter inform the aggrieved person about the decision of the Committee within 7 days. The decision given by the High-Powered Committee is final. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply will be sent to the concern.

### **Grievances that will not be taken up include:**

- Anonymous / Pseudonym complaints / Frivolous cases / others in respect of which inadequate supporting details are provided.
- Cases involving decisions/policy matters in which the aggrieved has not been affected directly/indirectly.
- Cases where quasi judicial procedures are prescribed for deciding matters or cases that are sub-judice.
- A grievance which has already been disposed of by the High-Powered Committee or under the Complaints Handling Policy of the Company (Copy Attached – Enclosure -1).

### **13. Transparency**

- BEML ever strives to reach higher standards of transparency, without infringing the requirements of confidentiality and privacy.
- BEML also firmly believes this endeavor of transparency would flush out corrupt practices.

### **14. Help Line**

- We are willing to provide help and assistance required in the selection, deployment and maintenance of any of our products and services.
- We shall equip our Corporate Communication department suitably to render all general information, which is of common interest.
- You are also welcome to visit us at our website: [www.bemlindia.in](http://www.bemlindia.in) and Toll free No. 1800 425 2365 for immediate help and assistance to meet your product and services requirement.
- A network of help line personnel in each division/complex, which will provide immediate assistance in various matters is given in Enclosure – 2.

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**1. PREAMBLE:**

(a) Complaints containing information about corruption, malpractice or misconduct by public servants are received in a decentralized manner. CVOs receive complaints, also from many a decentralized location. According to the prevailing practice what is sent to the CVO from different decentralized locations entirely depends on the appreciation of 'vigilance angle' or otherwise by the officers controlling these decentralized locations.

(b) In such a system there is every chance that a complaint with a vigilance overtone may not be forwarded to the CVO, due to a lack of appreciation or for other bonafide reasons. This has also been revealed through the vigilance audit by the CVC in some organizations.

(c) In order to have uniform practices and procedures in the handling and processing of complaints in an organisation, it is imperative that a 'Complaint Handling Policy' is laid down for receipt, handling and processing of all types of complaints / grievances from the public, contractors, vendors, suppliers, etc.

**2. OBJECTIVE:**

Any complaint / grievance received in the organisation by any functionary containing any element of alleged corruption, malpractices or misconduct etc., should necessarily be sent to the CVO of the organisation for scrutiny and action.

**3. DEFINITION :**

(a) COMPLAINT :-

Receipt of information about alleged corruption, malpractice or misconduct on the part of public servants, from whatever source, would be termed as COMPLAINT.

(b) TYPES OF COMPLAINTS :

(i) IDENTIFIABLE or SIGNED COMPLAINTS : - These are complaints wherein the identity of the complainant is mentioned by virtue of name, contact details, etc. Further, the complainant owns / confirms the details mentioned in the complaint, when the complainant is contacted at the address / contact no. mentioned in the complaint.

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(ii) PSEUDONYMOUS COMPLAINTS (bearing a false or fictitious name; writing or written under a fictitious name) : - These are complaints wherein the identity of the complainant is mentioned by virtue of name, contact details, etc. However, when the signatory of the complaint is contacted at the address / contact no. mentioned in the complaint, the complaint is either disowned or there is no response within a reasonable time.

(iii) ANONYMOUS COMPLAINTS : - These are complaints where the complainant where the complainant has not revealed, verifiable or traceable or contactable identity while making the complaint.

(iv) SOURCE INFORMATION : - Source information received by the Vigilance Department shall be reduced in writing and shall be treated as signed complaint.

#### **4. ACTION ON COMPLAINTS RECEIVED BY VIGILANCE DEPARTMENT:**

The complaints received directly by Vigilance Department have to be marked or forwarded to CVO (in original) for deciding the further course of action.

#### **5. ACTION ON COMPLAINTS RECEIVED BY SECTIONS / DEPARTMENTS OF DIVISIONS, COMPLEXES, ROs / DOs: -**

(a) Nodal Agency : Under the Complaint Handling Policy of BEML Ltd. the CGM (HR) – ('KH') is notified as the Nodal Agency. He will receive the complaints from the respective HR chief of the Complex / Division / ROs / DOs in original and send the same to CVO as and when received to decide upon the existence of a vigilance angle in the format as prescribed at Annexure-I.

(b) Any Complaint, as defined, received by the Heads of Sections / Departments of Complex should invariably be forwarded to the respective Complex HR Heads. Similarly, for Marketing & Defence HQ / ROs / DOs and Corporate Office, the same will be forwarded to MK and KP(E&M) respectively. Every complaint, irrespective of source, should be entered in the Complaint Register in the prescribed format (Annexure-II) Respective HR department shall then forward the complaints as and when received, to the CGM (HR) – ('KH') in the format as prescribed at Annexure-I. No other action on the complaint should be initiated by the respective HR department at this stage.

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6. SCRUTINY OF COMPLAINTS:

- (a) All complaints including Anonymous / Pseudonymous received by / forwarded to the Nodal Agency will be sent to CVO as and when received.
- (b) No action is required to be taken on the anonymous complaints irrespective of the nature of allegations and such complaints need to be simply filed.
- (c) Complaints containing vague allegations could also be filed without verification of identity of the complainant.
- (d) If a complaint contains verifiable allegations, CVO will take cognizance of such complaint.
- (e) In such cases, the complaint will be first sent to the complainant for owning / disowning, as the case may be. If no response is received from the complainant within 15 days of sending the complaint, a reminder will be sent. After waiting for 15 days after sending the reminder, if still nothing is heard, the said complaint may be filed as pseudonymous.
- (f) The decision with regard to the existence of a vigilance angle in such complaint case will be taken by the CVO. The CMD or his nominee, may, if there are valid reasons, within a period of 15 days, differ from the CVO. In case of difference between CVO and CMD, the matter will be referred to the CVC for advice. Else, the Complaint will be registered in the Vigilance Complaint Register, the CVO will then process the matter further to decide as to whether the allegations or the matter requires further investigation or should be entrusted to the CBI or local police or taken up departmentally.
- (g) A case may be entrusted to the CBI with the approval of the CMD, if the allegations:
  - (i) are criminal in nature (e.g. bribery, corruption, forgery, criminal breach of trust, possession of assets disproportionate to known sources of income, cheating, etc.); or
  - (ii) require inquiries to be made from non-official persons; or
  - (iii) involve examination of private records; or
  - (iv) need expert police investigation for arriving at a conclusion; or need investigation abroad.A decision in this regard shall be taken by the CMD within 15 days from the date on which papers are received by him for consideration and decision.
- (h) A complaint involving a Board-level appointee, alone or with others, shall be forwarded to the CVO of the Administrative Ministry.

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**7. METHODS OF RECEIVING COMPLAINTS IN BEML:**

- (a) Through Vigilance Portal of BEML Web site 'www.bemlindia.com'.
- (b) Through the Drop Boxes placed at various locations.
- (c) Directly/By Post/source.

**8. Methods of receiving Complaints by CVC:**

- (a) Through complaint handling portal of CVC web site <http://www.cvc.nic.in>
- (b) PROJECT VIGEYE. Please refer VigEYE website ([www.vigeye.com](http://www.vigeye.com)) for any clarification / details.
- (c) Public Interest Disclosure and Protection of Informers Resolution (PIDPIR) – popularly known as Whistle Blower Complaint. A copy of detailed notification is available on the web-site of the Commission <http://www.cvc.nic.in>.



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**FORMATS FOR SENDING DETAILS OF COMPLAINTS AS & WHEN RECEIVED**  
**UNDER COMPLAINT HANDLING POLICY**

Sl No	Name of Complainant (indicate if Anonymous / Pseudonymous)	Date of receipt of Complaint	Complaint against	Gist of Complaint	Remarks
1	2	3	4	5	6



**COMPLAINT REGISTER – FORMAT**

Sl No	Source of Complaint	Date of receipt	Name and Designation Staff No. of Executive / Employee, complained against	Date of forwarding the Complaint to Nodal Agency	Action taken	Remarks
1	2	3	4	5	6	7

NB : Remarks column should indicate (a) if there were previous cases / complaints against the same Executive / Employee, the facts should be maintained in the "remarks" column and (b) Date of Chargesheet issued, or details of Disciplinary action taken, wherever necessary.

Corporate Office & Unity Building:

Nodal Office Address: BEML Limited, Corporate Office, No. 23/1, 4th Main, S. R. Nagar, Bengaluru – 560027, Karnataka, India.

Designation	Telephone No.	Fax No.	Official Email-ID
Assistant General Manager – Corporate Communication Department	080- 22224457	080-22963164	bemlpr@gmail.com

Manufacturing Complex:

Nodal Office Address: BEML Limited, BEML Nagar, Kolar Gold Fields-563 115, Karnataka, India.

Designation	Telephone No.	Fax No.	Official Email-ID
Executive Director	08153-263777	08153-279015	e@beml.co.in

Manufacturing Complex:

Nodal Office Address: BEML Limited, Belavadi Post, Mysuru-570 018, Karnataka, India.

Designation	Telephone No.	Fax No.	Official Email-ID
Chief General Manager	0821-2402444	0821-2402333	y@beml.co.in

Manufacturing Complex:

Nodal Office Address: BEML Limited, New Thippasandra Post, Bengaluru-560 075, Karnataka, India.

Designation	Telephone No.	Fax No.	Official Email-ID
Executive Director	080-25241752	080-25242942	roffice@beml.co.in

Manufacturing Complex:

Nodal Office Address: BEML Limited, Kinfra Wisepark, Menonpara Road, Kanjikode, Palakkad-678 621, Kerala, India.

Designation	Telephone No.	Fax No.	Official Email-ID
General Manager	0491-2568055	0491-2567488	p@beml.co.in