

CITIZEN CHARTER

Overview

This Charter is a declaration of our commitment, expectations and highest standards with Total Quality, to achieve excellence in Design, Manufacture and Maintenance of defence equipment, managing the business on commercial lines in the most fair, honest and transparent manner, with corruption-free service for the benefit of the Customers who are our partners in progress to ensure safe custody of public money.

Mission

- Production of State of the Art Battlefield Equipments.

Vision

- To equip our Armed Forces with modern **"Defence and Battle Field Equipment"**.
- To continuously modernize production facilities.
- To Train and motivate personnel.
- To equip ourselves with technologies through acquisition, synergy and in R & D activities
- To continuously improve quality.
- To achieve highest level of customer satisfaction.
- To increase customer base in defence, non-defence, opens market and establish global presence.

Commitment

We shall accomplish our mission with

- Absolute integrity and dedication
- Total customer satisfaction
- Honesty and transparency
- Courtesy and promptness
- Fairness
- Total quality
- Innovation and creativity
- Trust and team spirit
- Respect for the individual
- Humility
- Compassion

We commit ourselves to do our duty to the best of our ability, integrity and efficiency with the prime motto of fulfilling the customer's, shareholders' and individuals requirements and to rise to their expectations and beyond.

Our Expectations

We expect you to

- Be prompt and reasonable
- Be fair, honest and transparent in dealings.
- Adhere to time and delivery schedules
- Extend your cooperation in all our endeavor
- Provide us detailed specifications
- Acquaint us with the systems and maintenance procedures and product performances criterion
- Indicate realistic schedule and make prompt payment
- Comply with the service instructions and timely maintenance procedures.

Standards

We shall

- Strictly adhere to the standards, specifications stipulated in ISO standard
- Ensure that our products reflect the state-of-the-art technology and competitive prices
- Deliver our products as per the agreed delivery Schedules
- Produce goods and services of the highest standards to fulfill all your requirements
- Declare that our products have gone through the strictest quality control norms and guarantee the total technical life of the product.
- Assure the highest standard of service and are ever willing to share our knowledge and expertise
- Strictly adhere to the delivery schedules committed by us
- Work as an instrument of self-reliance in defence equipment
- Strive to attain international standards to become globally competitive.
- Make sincere efforts in meeting all our social obligations towards the community in general
- Always strive to maintain cordial relations with the community

Cost and Time

We shall

- Always be sensitive to our social obligations and maintain the highest ethical standards in all our endeavors, business and economic activities.
- Always strive to achieve economy in all our products and services without compromising the quality standards.
- Always remain competitive in the market through continuous improvement in our technology
- Always strive to reduce the cost and shorten the delivery schedules of our product and services. We shall eliminate wasteful practices and continuously improve in all areas of our work. We shall hold our capital assets in public money in absolute trust and shall commit ourselves to achieve our economic progress competently and in socially acceptable ways.
- Provide at international competitive prices.

Corruption Free Services

We shall

- Adopt systems and procedures which leave no scope for any corrupt practice
- Maintain absolute confidentiality of the information/complaints
- We shall promptly and expeditiously enquire into all genuine and legitimate complaints of corruption against any employee of our organization
- Shall always be honest and transparent and would like to be seen as honest. We shall not claim any judicial privilege for our documents and records except in rare cases and that too in the interest of national security.
- Shall implement all the policies and directives of Central Vigilance Commission.

Complaints and Grievances

We shall

- Keep our complaint and grievance redressal Machinery open and receptive.
- Acknowledge complaints and commit ourselves to redress them as soon as possible on receipt of the complaints.
- Promptly take action against the complaints by going into the genuineness and roots of the complaints and within a time frame attend to the grievances.

