



BENGAL CHEMICALS & PHARMACEUTICALS LTD.
(A GOVERNMENT OF INDIA ENTERPRISE)
6, GANESH CHUNDER AVENUE, KOLKATA-700013



CITIZEN'S CHARTER

MOTTO OF THE COMPANY:

“Healthcare and Cleanliness for all.”

VISION OF THE COMPANY:

To be a Globally Respected Organization by catering the needs of all Consumers for the Quality Medicines, Life Saving Drugs, Chemicals and Home Products at Affordable Prices.

OUR MISSION:

- To achieve Manufacturing Facilities complying with International Standards.
- To continuously improve the Quality of Products with Innovations and R&D initiatives, meeting International Standards, thereby enhancing Customer Satisfaction.
- To commit for Environmental Protection, Conservation and Green Initiatives for the Promotion of Sustainable Growth.
- To develop highly motivated and talented Human Resources to meet the needs of challenging business environment.
- To socially commit and maintain highest standards of Corporate Governance and Corporate Social Responsibility.
- To bring about cost efficiencies for improving net worth.

OUR OBJECTIVES:

Company will strive to fulfill its Vision /Mission by:

- ✓ Attaining rapid growth with high quality of products and cost competitiveness and leadership in the main product categories;
- ✓ Creating a culture of continuous innovation in R&D and Customer Care;

- ✓ Emphasizing on Environmental Friendly Activities that bring out Conservation of Resources and Waste Management leading Sustainable Development; and
- ✓ Improving Employee satisfaction levels by adopting modern Human Resource Management methods.

OUR QUALITY POLICY:

- ❖ To produce drug items conforming to the prescribed standards.
- ❖ Maintenance of quality at all stages of manufacturing & quality control operations.
- ❖ To enhance consumers' satisfaction.
- ❖ To ensure continual improvement of the effectiveness of the quality management system, with the involvement of all employees.

OUR CLIENTS:

- ❖ Central Govt. /State Govt. Institutions
- ❖ E.S.I Hospitals
- ❖ Private Hospitals/Trade Market
- ❖ Canteen Stores Depot, Ministry of Defence, Govt. of India
- ❖ Armed Forces Medical Stores Depot

OUR SERVICES:

- ❖ We formulate and produce various dosage of high quality Injectables, Capsules, Tablets, Liquid Syrups & O.R.S and supply them to the domestic market at affordable price for section of country.
- ❖ We also produce home products which are eco-friendly and intend to increase productivity.

OUR ACTIVITIES:

- We are the first Pharmaceuticals & Chemical manufacturing Company in India set up by the eminent Chemist, Educator and Entrepreneur Acharya Prafulla Chandra Ray on 14th April, 1901. To undertake commercial production of Antibiotics like Streptomycin, Gentamicin, Ampicillin, Amoxycillin, Cephalexin, Cefadroxil, Ceftriaxone, Ceftazidime etc. We also undertake Commercial production of Sulfuric Acid and home products like Phenol, Naphthalene, Bleaching Powder, Cantharidine Hair Oil, Aguru scent etc. BCPL has diversified in formulation activity and has facility to manufacture various dosage forms- injectables, capsules, tablets, large volume parenterals, liquid orals, etc. conforming pharmacopocial standards. BCPL has also diversified into home products.

ORGANIZATIONAL SET UP AND ROLE OF THE COMPANY:

- BCPL has a well defined system of decision making with adequate channels of supervision and accountability. Proposals requiring decisions of any nature are initiated at an appropriate level in the concerned department/branches and at the corporate level. Proposals generally pass through Head of the Department and are finally approved by Managing Director (MD). All proposals having financial implications are routed through Finance Department.

Whenever, required Departmental Committees are formed to facilitate decision making.

Major policy decisions and decisions going beyond the delegation of powers of MD level are put up to the Board for approval.

GUIDANCE:

1. Matters pertaining to Company affairs

- Presidential Directives issued from time to time
- Government guidelines
- Central Vigilance Commission guidelines
- Statutory guidelines
- Delegation of powers by the Board of Directors

2. Establishment matters pertaining to BCPL Employees.

- BCPL employees (conduct, Discipline and Appeal (Amended) Rules, 1985)
- BCPL Certified Standing Orders
- BCPL Recruitment and Promotion Rules for officers, 1986
- BCPL employees Promotion Rules, 1984
- BCPL employees Seniority Rules, 1986
- BCPL Leave Rules (all categories of employees)
- BCPL employees LTC Rules, 1989
- BCPL Travelling Allowance Rules, 1980
- BCPL Medical Reimbursement Rules
- BCPL Travelling Allowance Rules Field Personnel, 1989
- BCPL Officers Higher Study/Training rules, 1988
- BCPL Rules for Retention of Residential Accommodation by employees/Executives of BCPL
- BCPL Rules for Incentive Schemes for employees Adopting Family Planning Norms

RIGHT TO INFORMATION ACT 2005:

As per the provisions of the RTI Act 2005, all the relevant information relating to Bengal Chemicals & Pharmaceuticals Ltd, A Government of India Enterprise is made available on the BCPL web-site in a manner, which is easily accessible to the Public. A Public Information Officer has been nominated in the department to provide information to the public. Also, names of both PIO and First Appellate Authority have been displayed on the BCPL web-site.

PUBLIC GRIEVANCE REDRESSAL:

A step towards better service to the Public, Bengal Chemicals & Pharmaceuticals Ltd has opened a Grievance cell in the Company. The cell is monitoring all grievances relating to following:

- Availability
- Quality
- Pricing
- Products
- Packing
- Administrative Matters

In the event of person wants to take up the grievances/complaints or suggestions, he or she may send it to –

DEPUTY GENERAL MANAGER (HR & ADMN.)
EMAIL: admin@bengalchemicals.co.in
PH NO: 9681681909/033-2237-2390
FAX: 033-2225-7697
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