

The Braithwaite Burn And Jessop Construction Company Ltd

Citizen Charter of

Braithwaite Burn And Jessop Construction
Company Limited (BBJ).

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The main object of the Citizen's Charter to provide the quality of public services, information, grievance Redressal etc.

The Citizen's Charter does not by itself create new legal right, it helps in enforcing existing rights.

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Stakeholders / Clients

Primarily, following agencies have been identified as stakeholders/ clients of the BBJ:

- Indian Railways.
- Public Sectors.
- State Governments.
- Steel Authority of India.
- Citizens of the Country.

Statement of Services provided to Stakeholders / Clients.

- Fabrication & Erection of Steel Bridge Structure.
- Construction of Road over Bridge
- Pile Foundation of bridges.
- Construction of commercial / Industrial buildings/Civil engineering works.

Redressal of stakeholders Grievances.

The Core business of the Company is to design, develop, piling, fabrication & erection of the Steel Bridge Structure. The Company is in the field of Infrastructure Creation and undertaken various types of Civil engineering works. The Company provides opportunity to the stakeholders / clients to participate directly at the discussion and resolves the issues of the clients thereto, Company's Review Committee, Monitoring Committee, Boards are the examples of the Redressal Committee.

Stakeholders continuously participate in the monitoring process with their viewpoints.

Services to the Citizens:

Sl.No.	Services	Responsible persons [Designation]	Mobile no. / E-mail	Fees
1.	RTI applications as per RTI Act.	Co. Secretary	033-22485841	As per Act.
2.	Timely publication of Annual Report	General Manager (Finance)	033-22133144	NIL