

## CITIZEN'S/CLIENTS' CHARTER

The main objective of Citizens'/Clients' Charter is to make aware of the citizens/clients about the Company as well as to improve the quality of public services. The Citizens' Charter by itself does not create any legal rights, but it, of course, will help public to know about the services of the Company.

### INTRODUCTION

Rajasthan Drugs & Pharmaceuticals Ltd (RDPL) is a Joint Venture of Govt. of India and Rajasthan State Industrial Development & Investment Corporation Ltd (RIICO) with 51% and 49% equity participation respectively. The Company falls under the administrative control of Govt. of India, Ministry of Chemicals & Fertilizers, Deptt. of Pharmaceuticals. It was consistently earning profit and was regularly declaring dividend to its promoters for the last so many years and it was also a debts free Company having sufficient reserves.

### VISION

RDPL is manufacturing quality life saving medicines, a list of products being presently manufactured by the Company is attached separately. RDPL was mainly supplying its products to Govt. of Rajasthan and other State Govts. outside Rajasthan. The Govt. of Rajasthan was the major purchaser of drugs and medicines from the Company and was depending upon the Company for its smooth running of health services, for which Preferential Purchase Policy was made by the State Govt. in the year 1988, but after creation of Rajasthan Medical Services Corporation Limited (RMSCL) the said Policy of Govt. of Rajasthan was discontinued and the Company was hardly getting orders from the State Govt./RMSCL for a meager value. Although RDPL was a profit making Company for the last so many years, now it has become a loss making Unit due to blockage of huge outstanding amount, non receipt of orders from State Govt., working capital crunch, etc., which is having an impact of the performance of the Company in terms of production, sales and profit, etc.

The Company is undertaking a WHO-GMP Modernization Project under the financial assistance of the Govt. of India in order to meet the requirement of Schedule-M & WHO GMP. After up-gradation of the plant and subsequent award of WHO GMP Certification Company shall be able to enhance its manufacturing capacities, improve quality and commence exports, which shall improve the performance of the Company.

#### ACTION TAKEN/BEING TAKEN

01. Infusion of Equity Capital

While the Company in the process of combating all difficulties and trying our level best to come over the present situation with the concerted efforts, we made a request to Administrative Ministry for infusion of equity capital to the extent of Rs.5.10 crores, being the bare minimum, is the only possible way to bring debt-equity ratio at an appropriate level. Similarly a request was also made with RIIICO Limited for infusion of fresh equity share capital for meeting the short-fall in working capital in the ratio of Rs.4.90 crores.

02. To make Purchase Policy

Company is vigorously following up with the Concerned Authorities of the State Govt. for making a Preferential Purchase Policy favouring RDPL in order to achieve its performance to a large extent. If the required Purchase Police is made available in favour RDPL, the following benefit can be enjoyed:-

1. The Company will enjoy purchase preference with State Govt. and other institutions owing to its continued Status as Central Pharma PSU.
2. On going expansion and modernization plan will not be hampered.

3. Employees morale would be high as there will be no threat to employment.
4. It shall continue to provide quality drugs and medicines at reasonable prices and support health programme of the Govt.
5. It hopefully expect to achieve open market sale during next five years which would enable to achieve break-even based on open market sale and dependence on Govt. sale would be reduced to a larger extent.

#### ADVANTAGES

1. Shall continue to provide revenue to Govt. Exchequer on yearly basis.
2. A team of dedicated technically trained employees with RDPL would continue to serve with their capability and ability in the overall interest of the Company.
3. Shall continue a debt free Company in good financial health.
4. Shall have good order position as preferred supplier to Govt. Institutions.
5. Shall strive in a better way for obtaining WHO GMP Certificate and Schedule-M compliance.
6. Shall have good possibility to enter in the Global Generic Market (Export).
7. Has planned to diversify its product range in Ayurvedic and OTC segments.
8. Stability in sale after achieving sizeable open market sale.

9. Has planned to introduce technology oriented formulations meeting requirements of fast growing therapeutic segments after obtaining know-how from outside.
10. Being a Central Pharma PSU it is fully alive to social commitment and shall continue donating medicines for victims of natural calamity in the Country and assist the Govt. in distress.
11. Value addition on account of modernization of production and quality control facilities.
12. Improved possibility of marketing and production tie-up with MNCs.
13. More employment opportunities after expansion and modernization.
14. Continuous product and process improvement.