

CLIENT'S CHARTER

KARNATAKA ANTIBIOTICS & PHARMACEUTICALS LIMITED

I. VISION OF THE COMPANY

To achieve excellence in the field of manufacturing and marketing of Quality drugs and Health care products at affordable prices for all.

II. MISSION OF THE COMPANY

1. To have manufacturing facilities complying with International Standards.
2. To strengthen the Marketing efforts to achieve at least 15% growth in Exports and private Trade Market every year.
3. To continuously improve the quality of products and services to enhance Customer Satisfaction.
4. To develop highly motivated multi skilled human resources to increase productivity.

III. OBJECTIVES OF THE COMPANY:

Karnataka Antibiotics and Pharmaceuticals Limited is a Joint Sector Company of Government of India and Government of Karnataka established with an objective of making available life saving drugs of good quality to Government of Karnataka Hospitals and other Government Institutions. Over the year the Company has been supplying its quality drugs to various Central and other State Government Hospitals and Institutions as well as in the Trade Market. Company manufactures drugs to cater to the needy in the following areas.

Pharma:

- a) Antiinfectives
- b) Antidiabetics
- c) Cardiovascular
- d) Pain Management
- e) Gynaecology
- f) Orthopaedics
- g) General Medicines

Agrovet:

- a) Animal Health Products
- b) Agro Chemicals

IV. OUR CLIENTS:

1. Government of India Hospitals/Institutions/Organizations
2. State Government Hospitals/Institutions/Organizations
3. Public Sector Hospitals/Institutions/Corporations
4. Wholesale Dealers/Stockists/Retailers

V. OUR COMMITMENTS:

Our commitment for excellence would not only include the quality of our products and services, continuous upgradation of technology, modernization of plant and machinery, maintenance of pollution free environment around our factory but also development of the most valuable performing asset namely human resources.

VI. MARKETING DIVISION OBJECTIVES:

The Quality Products and Services are provided by the Marketing Division catering to various clients to achieve a minimum of 15% growth in Sector.

1. Government of India Institutions / Organizations, Departments.
2. Institutions / Hospitals of State Government
3. PSU Hospitals / Institutions / Corporations
4. Wholesale Dealers / Stockists / Retailers

Export and Private Trade Market along with Agrovvet Market divisions will be fulfilling the Corporate objective to remain business viable.

VII. WEB SITE:

The Company has its own web site. The address is – www.kaplindia.com. The client's charter as well as all important information of the Company are available at the site.

VIII. GRIEVANCE REDRESSAL:

The grievance redressal mechanism is already in existence in the Company. Any complaint or suggestions on the following can be registered:

- Quality of the Product / Packing
- Timely availability of the products
- Timely settlement of bills
- Timely communication of arrival / dispatch of product/material.

The below mentioned officers can be contacted on the concerned issues of product supplied by the Company.

1. Shri Sunil K Kaimal
General Manager (Pharma & Intl Marketing)
Karnataka Antibiotics & Pharmaceuticals Ltd.
Dr. Rajkumar Road, 1st Block, Rajajinagar
Bangalore – 560 010
Phone : 080 – 23571590-Extn:401
Mail Id : kaimal@kaplindia.com

2. Dr. Mukesh Kumar
General Manager(Institutional Marketing)
Karnataka Antibiotics & Pharmaceuticals Ltd.
Dr. Rajkumar Road, 1st Block, Rajajinagar
Bangalore – 560 010
Phone : 080 – 23571590-Extn:400
Mail Id : mukesh@kaplindia.com

3. Shri S K Gandotra
General Manager(Agrovet)
Karnataka Antibiotics & Pharmaceuticals Ltd.
Dr. Rajkumar Road, 1st Block, Rajajinagar
Bangalore – 560 010
Phone : 080 – 23571590-Extn:300
Mail Id : gandotrask@kaplindia.com

4. Shri C S Marigoli
Asst. General Manager(QC)
Karnataka Antibiotics & Pharmaceuticals Ltd.
No. 14, Peenya Industrial Area
Bangalore – 560 058
Phone : 080 – 28395186/87/88
Mail ID – marigoli@kaplindia.com

5. Shri R N Sreenath
Dy.General Manager(Formulation Devt)
Karnataka Antibiotics & Pharmaceuticals Ltd.
No. 14, Peenya Industrial Area
Bangalore – 560 058
Phone : 080 – 28395186/87/88
Mail ID – rsreenath@kaplindia.com

6. Shri Uday B Kamath
Dy. General Manager(QA)
Karnataka Antibiotics & Pharmaceuticals Ltd.
No. 14, Peenya Industrial Area
Bangalore – 560 058
Phone : 080 – 28395186/87/88
Mail ID – u.kamath@kaplindia.com

IX. RIGHT TO INFORMATION ACT 2005

As per the provision of the RTI Act 2005, all the relevant information relating to the Company is published. The Chief Public Information Officer (CPIO) and Public Information Officer (PIO) have been nominated in the Company to provide information to persons seeking information.

X. EXPECTATION FROM CLIENTS:

To interact with KAPL and provide timely inputs so that KAPL can carry out its functions effectively in a time bound manner.