



Citizen's / Client's Charter
for
Department of Industrial Policy & Promotion
(2010-2011)

Address Udyog Bhawan, New Delhi

Website ID dipp.nic.in
Date Of Issue February 2011
Next Review January 2012

Vision

To promote Indian Industry and facilitate balanced regional development of industries.

Mission

To create a conducive environment and accelerate growth of industries to double digit level on sustained basis; improve share of manufacturing in GDP from 15.9 % in 2009-10 to 20% by 2016-17; improve India's global share of FDI from 1.27% in 2007 to 5% in 10 years (as per World Investment Report of UNCTAD); and make India one of most preferred location for foreign investment.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Grant of ad-hoc permission for manufacture and sale of cement without standard mark for a maximum period of 150 days.	1.8	Shri DS Parihar (Under Secretary)	devendra.parihar@nic.in	(23063164)	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notice/notificemai n.htm			
						Examination of proposal and issuing of deficiency memo.				
						Submission of proposal for approval by the competent authority				
						Communication of decision				
2	Certification of essentiality for import of capital goods required for initial setting up of new projects or expansion of the existing projects.	1.7	Shri DS Parihar (Under Secretary))	devendra.parihar@nic.in	(23063164)	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notice/notificemai n.htm			
						Examination of proposal and issuing of deficiency memo				
						Submission of proposal for approval by the competent authority				
						Communication of decision				

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
3	Furnishing of comments of the DIPP to the Ministry of Coal for long term coal linkage and allocation of coal blocks for cement sector.	1.8	Shri DS Parihar ((Under Secretary))	devendra.parihar@nic.in	(23063164)	Submission of proposal in DIPP	Ministry of Coal forwards proposals and documents for seeking comments of DIPP.			
						Examination of proposal and issuing of deficiency memo.				
						Submission of proposal for approval by the competent authority				
						Communication of decision				
4	Release of Plan and Non-Plan funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI).	1.7	Shri DS Parihar ((Under Secretary))	devendra.parihar@nic.in	(23063164)	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf			
						Processing the proposal for submission to IF Wing for Release of funds.				
5	Inclusion of Paper Mill in Schedule-I of Newsprint Control Order 2004	1.8	Smt. Gurpreet Gadhok ((Under Secretary))	gurpreet.gadhok@nic.in	(23062975)	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notice/notificemai.htm			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Examination of proposal and issuing of deficiency memo.				
						Submission of proposal for approval by the competent authority				
						Communication of decision				
6	Furnishing of comments of the DIPP to the Ministry of Coal for allocation of coal for paper.	1.7	Smt. Gurpreet Gadhok ((Under Secretary))	gurpreet.gadhok@nic.in	(23062975)	Submission of proposal in DIPP	Ministry of Coal forwards proposals and documents for seeking comments of DIPP.			
						Examination of proposal and issuing of deficiency memo.				
						Submission of proposal for approval by the competent authority				
						Communication of decision				
7	Release of Plan and Non-Plan funds to Central Pulp and Paper Research Institute (CPPRI) and Development Council for Pulp and Paper Association of India (DCPPAI)	1.8	Smt. Gurpreet Gadhok ((Under Secretary))	gurpreet.gadhok@nic.in	(23062975)	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Processing the proposal for submission to IF Wing for Release of funds.				
8	Release of Plan funds to Delhi-Mumbai Industrial Corridor Development Corporation (DMICDC) for Project Development	1.7	Smt. Gurpreet Gadhok (Under Secretary)	gurpreet.gadhok@nic.in	(23062975)	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf			
						Processing the proposal for submission to IF Wing for Release of funds.				
9	Essentiality Certificate for projects in Explosives sector	2.5	Shri A.S. Dhaliwal (Under Secretary)	as.dhaliwal@nic.in	(23061306)	Receipt of application at Secretariat of Industrial Assistance/ Explosive Section of DIPP & entry in the Essentiality Certificate Monitoring Register				
						Preliminary Examination of application & issue of deficiency letter, if any				
						Final Examination of the application by the Section				
						Recommendations of Technical Support Wing (TSW)				

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Approval of competent authority				
						Authentication of capital goods' list and issue of certificate to concerned Customs authority with a copy to the applicant.				
						Entry in the Essentiality Certificate Monitoring Register regarding final disposal.				
						As per the Checklist available at http://siadipp.nic.in/policy/changes/prrelnov99.htm				
10	Issuing Industrial License for compulsory licensable items.	2.5	Shri Daniel E. Richards (Deputy Secretary)	De.Richards@nic.in	(23061987)	Receipt of Licence application either by post or in person.	12 copies of application form, Composite FC-IL form to be filled in 12 copies.,Forms available in our website www.dipp.gov.in/forms_dipp	DD to be drawn in favour of 'Pay & Accounts Officer, D/o Industrial Policy and promotion	Demand Draft (Rs.)	2500
						Scrutiny: Application if found correct in all respects is registered				

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						<p>Registration: An acknowledgement is issued indicating Registration No. Once registered, it is circulated amongst concerned AMs</p>				
						<p>After receipt of comments from the AMs, it is placed before the Licensing Committee for consideration (iv) Minutes of the Licensing Committee meeting are prepared.</p>				
						<p>After approval of the minutes by CIM, industrial license is issued.</p>				
11	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	2.5	Shri K. K. Guite (US)	kkguite@rediffmail.com	(23063933)	Receipt of IEM application either by post or in person.	IEM application form in 6 copies (forms available in our website www.dipp.gov.in/forms_dipp)	DD to be drawn in favour of 'Pay & Accounts Officer, D/o Industrial Policy and promotion	Demand Draft Rs. 1000/- for first 10 items belonging to the same amount for subsequent 10 items, Rs.250/_ through a consolidated draft.	1000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Application received through post- deficiencies pointed out and returned for rectification				
						Application received in person – rectification identified and the entrepreneur is guided accordingly to rectify the defects				
						Correct/rectified applications are considered for issuing IEM acknowledgements				
12	Recognition Of Competent Authority(CA), Inspecting Authority(IA), Well-Known Material Testing Laboratory, Well-Known Steel Maker, Well-Known Foundry/Forge, Well-Known Tube/Pipe Maker And Well-Known Remnant Life Assessment Organisation under the Indian Boiler Regulations, 1950.	5.0	ShriT.S.G. Narayannen. (Technical Adviser (Boilers) & Secretary, Central Boilers Board)	tsg.narayannen@nic.in	(23062151)	To submit application to Secretary, CBB(as per Regulation 4A to 4J on website)	Relevant Form XV-A to XV-G on the website: dipp.nic.in/boiler_rules_updated	Indian Firm Foreign Firm	NA for Indian Firm , DD or through SWIFT for Foreign Firm in USD	10000
						Visit by Evaluation Committee (EC) / Presentation before Appraisal Committee (AC)(For IA/CA)				
						Approval of EC/AC report by Liaison Sub-Committee				

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of recognition Certificate or rejection as per accepted EC/AC Report				
13	Approval under Regulation 393 (b) of the Indian Boiler Regulations, 1950	4.5	T.S.G. Narayannen (Technical Adviser (Boilers) & Secretary, Central Boilers Board)	tsg.narayannen@nic.in	(23062151)	To submit application to Technical Adviser (Boilers) as per Regulation 393(b) of Indian Boiler Regulations	Manufacturing Drawings, Design details and materials list of Boilers approved by IBR Inspecting Authority			
14	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	4.5	T.S.G. Narayannen (Technical Adviser (Boilers) & Secretary, Central Boilers Board)	tsg.narayannen@nic.in	(23012151)	To submit simple application to Technical Adviser (Boilers)				
15	Disbursal of Plan Funds to Implementing Authorities	2.5	R K MALIK (Director)	rk.malik@nic.in	(23061951)	Within 45 working days. Administrative approval/IF Wing concurrence/Submission of documents for bill by organization/Entry on CGA website/ Sanction/Bill generation/ Bill preparation/ Preparation of RTGS Cheque, Deposit of cheque into Bank, Transfer of money by Bank	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf			
16	In principle approval to IIUS Projects	5.0	Shri S.K. Sehgal, (Under Secretary)	sanjiv.sehgal@nic.in	(23061526)	Preliminary scrutiny of projects. Technical and Financial Appraisal of the Project. Approval of Apex	Detailed Project Report			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Committee.				
17	Release of Funds to IIUS Projects	5.0	Shri S.K. Sehgal, (Under Secretary)	sanjiv.sehgal@nic.in	(23061526)	Scrutiny of Proposal. Approval of IF Wing. Submission of Bill to the PAO.	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf			
18	Preparation and scrutiny of Bills to make payment to private firms/suppliers	5.0	Shri Babu Lal, (Director)	Babu.lal@nic.in	(23063212)	Preparation and Scrutiny of Bills. Approval of competent authority. Submission of Bill to the PAO for payment.	Copy of Invoice copy of bills.			
19	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division)	2.5	Shri K.K. Sinha. (Industrial Adviser)	kk.sinha@nic.in	(23061684)	Approval of JS in charge is obtained on the comments prepared on each case. Comments are forwarded to DEA (FIPB Division)	Copies of proposals received from DEA (FIPB Division)			
20	Essentiality Certificate for projects in Consumer Industry	7.0	Shri A.K. Mishra, (Under Secretary)	Ajit.mishra@nic.in	(23063933)	Receipt of application at the Secretariat of Industrial Assistance (SIA) of DIPP	As per the Checklist available at http://siadipp.nic.in/policy/changes/prrelnov99.htm			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Receipt of application at the section level and entry in the Diary Register				
						Preliminary Examination of application by the Technical Support Wing (TSW) & issue of deficiency letter, if any				
						Final Examination of the application at the section level				
21	Bulletin Board Services for Investors (a) Initial Deficiency Memo (b) Bulletin Board Services for Investors	2.5	Shri K.K. Sinha, (Industrial Adviser)	kk.sinha@nic.in	(23061684)	(i) Receipt of query at DIPP website (ii) Examination of query & informing applicant about deficiency online. (i) Receipt of query at DIPP website (ii) Examination of question at the earliest. (iii) Obtaining information from concerned Division/Section, if required. (iv) Posting of reply online.				
22	Essentiality Certificate for projects in Light Engineering Industry	7.0	Shri A.K. Mishra (Under Secretary)	Ajit.mishra@nic.in	(23063933)	Receipt of application at Secretariat of Industrial Assistance (SIA) of DIPP.	As per the Checklist available at http://siadipp.nic.in/policy/changes/prrelnov99.htm			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Receipt of application at the section level and entry in the diary Register				
						Preliminary examination of application by the Technical Support Wing (TSW) and issue of deficiency letter.				
						Final examination of the application at the section level after receipt of the recommendations of TSW.				
						Approval of competent authority (viz. JS concerned).				
						Authentication of capital goods' list and issue of certificate to the concerned Customs authority with a copy to the applicant.				
23	Release of Wholesale Price Index	7.7	Sh. A.K. Sadhu (DDG)	dir-wpi@nic.in	(23062665)	Information is placed on http://eaindustry.nic.in .				
24	Release of Monthly report on Growth of DIPP industries	2.8	Sh. S.S. Das (AEA)	ss.das@nic.in	(23061532)	Information is placed on http://eaindustry.nic.in .				

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
25	Release of Monthly report on Growth of Infrastructure Sector concerning Crude, Petroleum, Steel, Cement, Electricity and Coal.	2.8	Sh. S.S. Das (AEA)	ss.das@nic.in	(23061532)	Information is placed on http://eaindustry.nic.in				
26	Approval of Foreign visit of Ministers and officers of the State Government concerning industry sector.	0.7	Sh. S.S. Das (AEA)	ss.das@nic.in	(23061532)	A formal application	An application			
27	Release of funds	2.0	Shri Mukul Ratra (Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per instructions issued vide O.M. No. G.21020/3/2009-B&A dated 24.6.2009 and Chapter-9 of GFR-2005f regarding release of grant-in-aid.			
28	Views on MOUs Agreements, Guidelines etc.	1.5	Shri Mukul Ratra (Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per scheme guidelines			
29	Views on NITs, EOIs, RFPs etc.	1.5	Shri Mukul Ratra, (Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per instruction under Chapter-6 of GFR-2005 regarding procurement of goods and services and Manual of policies and procedures of Employment of consultants.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
30	Concurrence to foreign deputations	1.5	Shri Mukul Ratra (Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per instruction issued by Cabinet Secretariat and Ministry of Finance from time to time.			
31	Views on SFC/EFC NOTES/Cabinet Notes	1.5	Shri Mukul Ratra (Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division. Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any.	As per instruction issued by Planning Commission, Ministry of Finance and Cabinet Secretariat from time to time.			
32	Misc. Administrative matters having financial implications	1.5	Shri Mukul Ratra (Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division. Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any.	As required under relevant rules/guidelines on the particular subject			
33	Payments of bills by PAO	1.5	Smt. Rita Bansal (Senior Accounts Officer)	paoipp@gmail.com	(23061093)	Scrutiny of bills Issue of Cheques/ Demand Drafts	Sanction, Bill and DI Sheet for classification			
34	Despatch of Pension Authority to the CPAO	1.5	Smt. Rita Bansal (Senior Accounts Officer)	paoipp@gmail.com	(23061093)	Scrutiny of Service Book, Pension Calculation, Preparation and issue of PPO	Service Book, Vigilance Clearance, Pension Papers (with joint photographs, specimen signature etc.)			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
35	Issue of annual account of GPF	1.5	Smt. Rita Bansal (Senior Accounts Officer)	paoipp@gmail.co m	(23061093)	Schedule Posting, Interest Calculation, Preparation and issue of Annual Statements				

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Grant of ad-hoc permission for manufacture and sale of cement without standard mark for a maximum period of 150 days.	1.8	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Working Days	0.9	Section Diary/ Despatch Register
			Maximum time taken to process the fully completed proposal for submission to issue of ad-hoc permission.	17	Working Days	0.9	Section Diary/ Despatch Register
2	Certification of essentiality for import of capital goods required for initial setting up of new projects or expansion of the existing projects.	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	9	Working Days	0.85	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to communicate recommendation to customs authorities.	35	Working Days	0.85	Section Diary /Despatch register
3	Furnishing of comments of the DIPP to the Ministry of Coal for long term coal linkage and allocation of coal blocks for cement sector.	1.8	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Working Days	0.9	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to communicate recommendation to Ministry of coal.	17	Working Days	0.9	Section Diary /Despatch register
4	Release of Plan and Non-Plan funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI).	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal	8	Working Days	0.85	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds.	17	Section Diary /Despatch register	0.85	Section Diary /Despatch register
5	Inclusion of Paper Mill in Schedule-I of Newsprint Control Order 2004	1.8	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	7	Working Days	0.9	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to Include Paper Mill in Schedule-I of Newsprint Control Order 2004.	30	Working Days	0.9	Section Diary /Despatch register
6	Furnishing of comments of the DIPP to the Ministry of Coal for allocation of coal for paper.	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Working Days	0.85	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to communicate the recommendation of DIPP to Ministry of Coal.	17	Working Days	0.85	Section Diary /Despatch register
7	Release of Plan and Non-Plan funds to Central Pulp and Paper Research Institute (CPPRI) and Development Council for Pulp and Paper Association of India (DCPPAI)	1.8	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Working Days	0.9	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release	17	Working Days	0.9	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
			of funds			0.9	
8	Release of Plan funds to Delhi-Mumbai Industrial Corridor Development Corporation (DMICDC) for Project Development	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10	Working Days	0.85	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	17	Working Days	0.85	Section Diary /Despatch register
9	Essentiality Certificate for projects in Explosives sector	2.5	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10	Working Days	1.25	Essentiality Certificate Monitoring Register
			Maximum time taken to process the fully completed proposal for submission to issue Essentiality Certificate.	35	Working Days	1.25	Essentiality Certificate Monitoring Register
10	Issuing Industrial License for compulsory licensable items.	2.5	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10	Working Days	1.25	Section Diary /Despatch register
			Maximum time taken to issue of Industrial Licence of receipt of clearance of all Ministries/Deptts.	50	Working Days	1.25	Section Diary /Despatch register
11	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	2.5	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	2	Working Days	1.25	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
			Maximum time taken to issue on Industrial Entrepreneur memorandum (IEM)	2	Working Days	1.25	Section Diary /Despatch register
12	Recognition Of Competent Authority(CA), Inspecting Authority(IA), Well-Known Material Testing Laboratory, Well-Known Steel Maker, Well-Known Foundry/Forge, Well-Known Tube/Pipe Maker And Well-Known Remnant Life Assessment Organisation under the Indian Boiler Regulations, 1950.	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	6	Month	5.0	Section Diary /Despatch register
13	Approval under Regulation 393 (b) of the Indian Boiler Regulations, 1950	4.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30	Working Days	4.5	Section Diary /Despatch register
14	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	4.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30	Working Days	4.5	Section Diary /Despatch register
15	Disbursal of Plan Funds to Implementing Authorities	2.5	Maximum time taken from the date of receipt of the fully completed proposal.	10	Working Days	1.25	Section Diary /Despatch register
			Maximum time taken on receipt of application complete in all respects, viz. Utilization Certificate (UC), pre-receipt and subject to the availability of plant budget and financial approval.	50	Working Days	1.25	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
16	In principle approval to IIUS Projects	5.0	Initial Deficiency Memo	20	Working Days	2.5	Section Diary /Despatch register
			Approval/Rejection of the Project	100	Working Days	2.5	Section Diary /Despatch register
17	Release of Funds to IIUS Projects	5.0	Initial Deficiency Memo	20	Working Days	2.5	Section Diary /Despatch register
			Actual release of fund	40	Working Days	2.5	Section Diary /Despatch register
18	Preparation and scrutiny of Bills to make payment to private firms/suppliers	5.0	Initial Deficiency Memo	6	Working Days	2.5	Section Diary /Despatch register
			Making payment to private firms/suppliers	32	Working Days	2.5	Section Diary /Despatch register
19	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division)	2.5	Maximum time taken from the date of receipt of the proposal, fully complete in all respects.	0	Working Days	0.0	Section Diary /Despatch register
			Initial deficiency Memo	7	Working Days	1.25	Section Diary /Despatch register
			Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division), completed in all respects	20	Working Days	1.25	Section Diary /Despatch register
20	Essentiality Certificate for projects in Consumer Industry	7.0	Maximum time taken from the date of receipt of the proposal, fully complete proposal in all respects.	35	Working Days	7.0	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
21	Bulletin Board Services for Investors (a) Initial Deficiency Memo	2.5	Time taken for indicating the deficiency	6	Working Days	1.25	Section Diary /Despatch register
	(b) Bulletin Board Services for Investors		Time taken for posting the reply	6	Working Days	1.25	
22	Essentiality Certificate for projects in Light Engineering Industry	7.0	Maximum time taken from the date of receipt of the proposal, fully complete proposal in all respects.	35	Working Days	7.0	Section Diary /Despatch register
23	Release of Wholesale Price Index	7.7	Weekly basis for Primary articles and Fuel and Power every Thursday (or next working day if Thursday is a holiday)	2	Working Days	3.85	Office File
			Monthly basis for all commodities and manufactured products on 14th of the succeeding month (on next working day if 14th is a holiday)	2	Working Days	3.85	Office File
24	Release of Monthly report on Growth of DIPP industries	2.8	12th of every month. Preceding working day, if 12th is a holiday.	2	Working Days	2.8	Office File

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
25	Release of Monthly report on Growth of Infrastructure Sector concerning Crude, Petroleum, Steel, Cement, Electricity and Coal.	2.8	By the last week of succeeding month.	2	Working Days	2.8	Office File
26	Approval of Foreign visit of Ministers and officers of the State Government concerning industry sector.	0.7	Sending approval concerning Ministers of State Governments	11	Working Days	0.35	Section Diary /Despatch register
			Sending approval concerning Ministers of State Governments	10	Working Days	0.35	Section Diary /Despatch register
27	Release of funds	2.0	Maximum time taken from the date of receipt of the proposal, fully completed in all respects.	6	Working Days	2.0	Section Diary /Despatch register
28	Views on MOUs Agreements, Guidelines etc.	1.5	Maximum time taken from the date of receipt of the proposal	10	Working Days	1.5	Section Diary /Despatch register
29	Views on NITs, EOIs, RFPs etc.	1.5	Maximum time taken from the date of receipt of the proposal	10	Working Days	1.5	Section Diary /Despatch register
30	Concurrence to foreign deputations	1.5	Maximum time taken from the date of receipt of the proposal	6	Working Days	1.5	Section Diary /Despatch register
31	Views on SFC/EFC NOTES/Cabinet Notes	1.5	Maximum time taken from the date of receipt of the proposal	10	Working Days	1.5	Section Diary /Despatch register
32	Misc. Administrative matters having financial implications	1.5	Maximum time taken from the date of receipt of the proposal	6	Working Days	1.5	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
33	Payments of bills by PAO	1.5	Maximum time taken for Sanction Bill and DI Sheet for classification	3	Working Days	1.5	Section Diary /Despatch register
34	Despatch of Pension Authority to the CPAO	1.5	Maximum time taken	1	Working Days	1.5	Section Diary /Despatch register
35	Issue of annual account of GPF	1.5	Maximum time taken	31/08/2011	Date	1.5	Section Diary /Despatch register

Grievance Redress Mechanism

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri K.K. Guite, PRO	23063933	kkguite@rediffmail.com	
2	Shri Talleen Kumar, Joint Secretary	23063838	talleenkumar@nic.in	
3	Shri Saurav Chandra, AS & FA	23062756	chandras@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Central Government organisations (Ministries/Departments)
2	State Governments/ Union Territories
3	Industry bodies, Associations and Citizens
4	Universities, Autonomous bodies and Research Bodies

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	National Council for Cement and Building Materials (NCCBM)	1292242051	nccbm@vsnl.com		34 Km Stone, Delhi Mathura Road, (NH-2), Ballabgarh – 121004, Haryana (India)
2	Central Pulp and Paper Research Institute (CPPRI)	1322714050	director@cppri.org.in		CPPRI, P.B. No. 174, Paper Mills Road, Himmat Nagar, Saharanpur-247001
3	Delhi Mumbai Industrial Corridor Development Corporation Ltd. (DMICDC)	26118883	abhishekchaudhary@dmicdc.com		No. 341-B, Ashoka Hotel, Chanakya Puri, New Delhi-21
4	Petroleum and Explosive Safety Directorate	7122510248	explosives@explosives.gov.in		A Block, Vth Floor, CGO Complex, Seminary Hills, Nagpur-440006 (Maharashtra)
5	Quality Council of India (QCI)	23379321	info@qcin.org		Quality Council of India, 2nd Floor, Institution of Engineers Building
6	Salt Commission's Organisation	1412705821	Lavan-rj@nic.in		Lavan Bhavan, Jhalana, Jaipur-302004
7	Office of Controller General of Patents, Design and Trade Mark	28034310	cg-ipindia@nic.in		Patent Office, Boudik Sampadha Bhavan, Sector 14, Dwarka, New Delhi.
8	Tariff Commission	24694025	mahkumar@nic.in		7th Floor, Lok Nayak Bhavan, Khan Market, New Delhi
9	National Productivity Council	24690331	info@npcindia.org		Utpadakta Bhavan, 5-6 Institutional Area, Lodhi Road,

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
10	Central Manufacturing Technology Institute (CMTI)	23375081	cmti@cmti-india.net		Tumkur Road,Bangalore 560 022,Karnataka,
11	National Institute of Design	26623692	info@nid.edu		National Institute of Design, Paldi, Ahmedabad 380 007
12	Indian Rubber Manufacturers Research Association	25811348	info@irmra.org		Plot No. 254/1B, Road NO.16V.,Wagle Industrial Estate, Thane (West), PIN - 400604.,Maharashtra, India
13	Office of the Economic Adviser	2306 2721	mc.singhi@nic.in		Udyog Bhawan, Maulana Azad Road, New Delhi-110011
14	National Manufacturing Competitiveness Council (NMCC)	23022537	nmcc@nic.in		Vigyan Bhavan Annexe, Maulana Azad Road,New Delhi - 110011

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submission of duly completed application forms in all respects.
2	Proper utilisation of central financial assistance released to State Governments/UT Administrations for specific projects and making efforts for the timely completion of these projects.
3	Extending courtesies to officials of the Department.
4	Always keeping proper records of letters and communications with the Department
5	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment.
6	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance.
7	Send reports in the prescribed format as per prescribed timelines
8	To check the website regularly for updates on policies, programmes and procedures.
9	Give their suggestions/inputs on drafts placed on Ministry's website/those circulated to them.
10	State representatives should attend the conference with complete information.