



सत्यमेव जयते

Citizen's Charter/Client's Charter
Department of Industrial Policy and Promotion
Udyog Bhawan
New Delhi

Address : Udyog Bhawan, New Delhi

Website ID: www.dipp.nic.in

Date of Issue: January, 2012

Date of Next Review : January, 2013

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.

Objectives

1. To accelerate industrial growth by providing financial, infrastructural and other support.
2. To facilitate and encourage domestic and foreign investment in industries and coordinate faster implementation of investment approvals.
3. To facilitate development of industries in North East and other special category States.
4. To improve intellectual property regime consistent with our international commitments and increase output and efficiency in Trade Mark and Patent Offices.
5. To create a sound information base of macroeconomic indicators of production and prices
6. To initiate measures towards procedural changes to make functioning of the Department more transparent and responsive.

Functions

1. Formulation and implementation of industrial policy and administration of Industries (Development & Regulation) Act, 1951.
2. Monitoring and stimulation of industrial growth in general and performance of industries specifically assigned to DIPP.
3. Promotion of industrial development in North East and special category states of J &K, Himachal Pradesh and Uttarakhand through appropriate incentives.
4. Formulation of Foreign Direct Investment Policy and promotion and facilitation of direct foreign and non-resident investments in industrial and service projects.
5. Association as nodal department for investment related issues in Bilateral/Regional Economic Cooperation Agreements.
6. Formulation of policies relating to Intellectual Property Rights in the field of Patents, Trade Marks, Industrial Design and Geographic Indication of Goods and administration of regulations and rules under IPR.
7. Compilation of Wholesale Price Index and monthly industrial production statistics for use in construction of Index of Industrial Production.

Department of Industrial Policy and Promotion (DIPP)

Main Services / Transaction

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	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	011-23063164	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notice/notificemain.htm	NA	NA	0
						Examination of proposal and issuing of deficiency memo.		NA	NA	0
						Submission of proposal for approval by the competent authority		NA	NA	0
						Communication of decision		NA	NA	0
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	011-23063164	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notice/notificemain.htm	NA	NA	0
						Examination of proposal and issuing of deficiency memo.		NA	NA	0
						Submission of proposal for approval by the competent authority		NA	NA	0
						Communication of decision		NA	NA	0
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	011-23063164	Submission of proposal in DIPP	Ministry of Coal forwards proposals and documents for seeking comments of DIPP.	NA	NA	0
						Examination of proposal and issuing of deficiency memo.		NA	NA	0
						Submission of proposal for approval by the competent authority		NA	NA	0
						Communication of decision		NA	NA	0
4.	Release of Plan and Non-Plan funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI).	17	Shri DS Parihar (Under Secretary)	devendra.parihar@nic.in	011-23063164	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf	NA	NA	0
						Processing the proposal for submission to IF Wing for Release of funds.		NA	NA	0
Sl.	Services / Transaction	Weight	Responsible	Email	Phone/	Process	Document	Fees		

No.		%	Person (Designation)		mobile		Required	Category	Mode	Amount
5.	Inclusion of Paper Mill in Schedule-I of Newsprint Control Order 2004	1.8	Smt. Gurpreet Gadhok (Under Secretary)	gurpreet.gadhok@nic.in	011-23062975	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notice/notificemain.htm	NA	NA	0
						Examination of proposal and issuing of deficiency memo.		NA	NA	0
						Submission of proposal for approval by the competent authority		NA	NA	0
						Communication of decision		NA	NA	0
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	011-23062975	Submission of proposal in DIPP	Ministry of Coal forwards proposals and documents for seeking comments of DIPP.	NA	NA	0
						Examination of proposal and issuing of deficiency memo.		NA	NA	0
						Submission of proposal for approval by the competent authority		NA	NA	0
						Communication of decision		NA	NA	0
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	011-23062975	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf	NA	NA	0
						Processing the proposal for submission to IF Wing for Release of funds.		NA	NA	0
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	011-23062975	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf	NA	NA	0
						Processing the proposal for submission to IF Wing for Release of funds.		NA	NA	0

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
9.	Essentiality Certificate for projects in Explosives sector	2.5	Smt. Moly Tiwari (Under Secretary)	molly.tiwari@nic.in	011-23061306	(i) Receipt of application at Secretariat of Industrial Assistance/ Explosive Section of DIPP & entry in the Essentiality Certificate Monitoring Register (ii) Preliminary Examination of application & issue of deficiency letter, if any (iii) Final Examination of the application by the Section (iv) Recommendations of Technical Support Wing (TSW) (v) Approval of competent authority (vi) Authentication of capital goods' list and issue of certificate to concerned Customs authority with a copy to the applicant. (vii) Entry in the Essentiality Certificate Monitoring Register regarding final disposal.	As per the Checklist available at http://siadipp.nic.in/policy/changes/prrelnov99.htm	NA	NA	0
10.	Issuing Industrial License for compulsory licensable items.	2.5	Smt. Neera Sharma Under Secretary	neera.sharma@nic.in	23062975	Receipts of Licence application either by post or in person. (i) Scrutiny: Application if found correct in all respects is registered (ii) Registration: An acknowledgement is issued indicating Registration No. Once registered, it is circulated amongst concerned AMs. (iii) 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. After approval of the minutes by CIM, industrial license is issued	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/-

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
11.	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	2.5	Sh. K.K. Guite Under Secretary	kkquite@rediffmail.com	23063933	<p>Receipt of IEM application either by post or in person.</p> <p>Application received through post-deficiencies pointed out and returned for rectification</p> <p>Application received in person – rectification identified and the entrepreneur is guided accordingly to rectify the defects</p> <p>Correct/rectified applications are considered for issuing IEM acknowledgements</p>	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.
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	Shri T.S.G. Narayannen. Technical Adviser (Boilers) & Secretary, Central Boilers Board (CBB)	tsg.narayannen@nic.in	011-23062151	<ol style="list-style-type: none"> To submit application to Secretary, CBB(as per Regulation 4A to 4J on website) Visit by Evaluation Committee (EC) / Presentation before Appraisal Committee (AC)(For IA/CA) Approval of EC/AC report by Liaison Sub-Committee Issue of recognition Certificate or rejection as per accepted EC/AC Report 	Relevant Form XV-A to XV-G on the website: dipp.nic.in/boiler_rules_updated	Indian Firm Foreign Firm	N.A. DD or SWIFT	USD10000 (except for IA and CA)
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 (CBB)	tsg.narayannen@nic.in	011-23062151	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 Relevant Form are available on the website: dipp.nic.in/boiler_rules_updated		N.A.	Nil

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
14.	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	4.5	Technical Adviser (Boilers) & Secretary, Central Boilers Board	tsg.narayannen@nic.in	011-23012151	To submit simple application to Technical Adviser (Boilers)		NA	NA	0
15.	Disbursal of Plan Funds to Implementing Authorities	2.5	Shri Chandrakar Bharati Director	c.bharti@nic.in	011-23062343	Within 45 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	NA	NA	0
16.	In principle approval to IIUS Projects	5.0	Sh. A.N. Venkatachala, Under Secretary	an.venkatachala@nic.in	23063166	Preliminary scrutiny of projects. Technical and Financial Appraisal of the Project. Approval of Apex Committee.	Detailed Project Report	NA	NA	0
17.	Release of Funds to IIUS Projects	5.0	Sh. A.N. Venkatachala, Under Secretary	an.venkatachala@nic.in	23063166	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	NA	NA	0
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.	Sanction order from the concerned section, along with copies of invoice from the firm/supplier.	NA	NA	0
19.	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division)	2.5	Shri K.K. Sinha. Industrial Adviser Dr. S. S. Gupta, Sr. Development Officer Dr. Ashish Kumar, Sr. Development Officer Sh. A.M. Balraj, Sr. Development Officer	kk.sinha@nic.in ss.gupta@nic.in akumar_dipp@yahoo.com arun.mahendru@nic.in	23061684 23061526 23061147 23062635	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)	NA	NA	0

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
20.	Essentiality Certificate for projects in Consumer Industry	7.0	Shri A.K. Mishra, Under Secretary	Ajit.mishra@nic.in	011-23063933	(i) Receipt of application at the Secretariat of Industrial Assistance (SIA) of DIPP (ii) Receipt of application at the section level and entry in the Diary Register (iii) Preliminary Examination of application by the Technical Support Wing (TSW) & issue of deficiency letter, if any (iv) Final Examination of the application at the section level	As per the Checklist available at http://siadipp.nic.in/policy/changes/prrelnov99.htm	NA	NA	0
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	011-23061684	(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.	NIL NIL	NA	NA	0
22.	Essentiality Certificate for projects in Light Engineering Industry	7.0	Shri A.K. Mishra, Under Secretary	Ajit.mishra@nic.in	011-23063933	(i) Receipt of application at Secretariat of Industrial Assistance (SIA) of DIPP. (ii) Receipt of application at the section level and entry in the diary Register (iii) Preliminary examination of application by the Technical Support Wing (TSW) and issue of deficiency letter. (iv) Final examination of the application at the section level after receipt of the recommendations of TSW. (v) Approval of competent authority (viz. JS concerned). (vi) Authentication of capital goods' list and issue of certificate to the concerned Customs authority with a copy to the applicant.	As per the Checklist available at http://siadipp.nic.in/policy/changes/prrelnov99.htm	NA	NA	0

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		Amount
								Category	Mode	
23.	Release of Wholesale Price Index	7.7	Dr. Mohan Chutani Economic Adviser	dir-wpi@nic.in	011-23063441	Information is placed on http://eaindustry.nic.in .	NA	NA	NA	NA
24.	Release of Monthly report on Growth of DIPP industries	2.8	Sh. Srikara Naik Economic Adviser	srikara@nic.in	011-23062384	Information is placed on http://eaindustry.nic.in .	NA	NA	NA	NA
25.	Release of Monthly report on Growth of Infrastructure Sector concerning Crude, Petroleum, Steel, Cement, Electricity and Coal.	2.8	Sh. Srikara Naik Economic Adviser	srikara@nic.in	011-23062384	Information is placed on http://eaindustry.nic.in .	NA	NA	NA	NA
26.	Approval of Foreign visit of Ministers and officers of the State Government concerning industry sector.	0.7	Sh. S.S. Das Additional Economic Adviser	ss.das@nic.in	011-23062379	A formal application	An application	NA	NA	NA
27.	Release of funds	2.0	Shri Mukul Ratra, Director	mukul.ratra@nic.in	011-23062651	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.	NA	NA	0
28.	Views on MOUs Agreements, Guidelines etc.	1.5	Shri Mukul Ratra, Director	mukul.ratra@nic.in	011-23062651	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	NA	NA	0
29.	Views on NITs, EOIs, RFPs etc.	1.5	Shri Mukul Ratra, Director	mukul.ratra@nic.in	011-23062651	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.	NA	NA	0
30.	Concurrence to foreign deputations	1.5	Shri Mukul Ratra, Director	mukul.ratra@nic.in	011-23062651	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.	NA	NA	0

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
31.	Views on SFC/EFC NOTES/Cabinet Notes	1.5	Shri Mukul Ratra, Director	mukul.ratra@nic.in	011-23062651	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.	NA	NA	0
32.	Misc. Administrative matters having financial implications	1.5	Shri Mukul Ratra, Director	mukul.ratra@nic.in	011-23062651	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.	NA	NA	0
33.	Payments of bills by PAO	1.5	Smt. Rita Bansal. Senior Accounts Officer	paoipp@gmail.com	011-23061093	Scrutiny of bills Issue of Cheques/ Demand Drafts	Sanction, Bill and DI Sheet for classification	NA	NA	0
34.	Despatch of Pension Authority to the CPAO	1.5	Smt. Rita Bansal. Senior Accounts Officer	paoipp@gmail.com	011-23061093	Scrutiny of Service Book, Pension Calculation, Preparation and issue of PPO	Service Book, Vigilance Clearance, Pension Papers (with joint photographs, specimen signature etc.)	NA	NA	0
35.	Issue of annual account of GPF	1.5	Smt. Rita Bansal. Senior Accounts Officer	paoipp@gmail.com	011-23061093	Schedule Posting, Interest Calculation, Preparation and issue of Annual Statements	NIL	NA	NA	0
	Total	100						NA	NA	0

Service Standards

Sl. No.	Services/ Transaction	Service Weight	Success Indicators	Service Standards	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	Day	1.8	Section Diary / Despatch register
			Maximum time taken to process the fully completed proposal for submission to issue of ad-hoc permission.	17			
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	Day	1.7	Section Diary / Despatch register
			Maximum time taken to process the fully completed proposal for submission to communicate recommendation to customs authorities.	35	Day		
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	Day	1.8	Section Diary / Despatch register
			Maximum time taken to process the fully completed proposal for submission to communicate recommendation to Ministry of coal.	17			
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	Day	1.7	Section Diary / Despatch register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds.	17			
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	Day	1.8	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.	1	Month		
6.	Recommending coal allocation for paper mills to Ministry of Coal on a yearly basis	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Day	1.7	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			
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	Day	1.8	Section Diary / Despatch register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	17			

Sl. No.	Services/ Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
8.	Release of Plan funds to the Delhi Mumbai Industrial Corridor Development Corporation (DMICDC) for DMIC Project development	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10	Day	1.7	Section Diary / Despatch register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	17			
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	Day	2.5	Essentiality Certificate Monitoring Register
			Maximum time taken to process the fully completed proposal for submission to issue Essentiality Certificate.	35	Day		
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	Day	2.5	Section Diary/ Dispatch Register
			Maximum time taken to issue of Industrial Licence of receipt of clearance of all Ministries/Deptts.	50	Month		
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	Day	2.5	Section Diary/ Dispatch Register
			Maximum time taken to issue on Industrial Entrepreneur memorandum (IEM)	2			
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.	1	Month	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.	1	Month	4.5	Section Diary / Despatch register
15.	Disbursal of Plan Funds of ILDP to Implementing Authorities	2.5	Maximum time taken from the date of receipt of the fully completed proposal.	10	Day	2.5	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	Days		
16.	In principle approval to IIUS Projects	5.0	Initial Deficiency Memo	30	Day	5.0	Section Diary / Despatch register
			Approval/Rejection of the Project	180	Day		
17.	Release of Funds to IIUS Projects	5.0	Initial Deficiency Memo	30	Day	5.0	Section Diary / Despatch register
			Actual release of fund	100	Day		
18.	Preparation and scrutiny of Bills to make payment to private firms/suppliers	5.0	Initial Deficiency Memo	6	Day	5.0	Section Diary / Despatch register
			Making payment to private firms/suppliers	30	Day		

Sl. No.	Services/ Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
19.	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division)	2.5	Initial deficiency Memo	10	Day	1.25	Section Diary / Despatch register
			Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division), completed in all respects	30	Day	1.25	
20.	Essentiality Certificate for projects in Consumer Industry	7.0	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	50	Day	7.0	Essentiality Certificate Monitoring Register
21.	Bulletin Board Services for Investors	2.5	Time taken for indicating the deficiency	6	Day	2.5	NIC NIC
			Time taken for posting the reply	6			
22.	Essentiality Certificate for projects in Light Engineering Industry	7.0	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	50	Day	7.0	Essentiality Certificate Monitoring Register
23.	Release of Wholesale Price Index	7.7	Weekly basis for Primary articles and Fuel and Power every Thursday (or next day if Thursday is a holiday)	2	Day	7.7	Office records
			Monthly basis for all commodities and manufactured products on 14 th of the succeeding month (on next day if 14 th is a holiday)	2	Day		
24.	Release of Monthly report on Growth of DIPP industries	2.8	12 th of every month. Preceding day, if 12 th is a holiday.	2	Day	2.8	Office records
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	Day	2.8	Office records
26.	Approval of Foreign visit of Ministers/officers of the State Government concerning industry sector.	0.7	Sending approval concerning Ministers of State Governments	11	Day	0.7	Section Diary / Despatch register/ file
			Sending approval concerning Ministers of State Governments	10			
27.	Release of funds	2.0	Maximum time taken from the date of receipt of the proposal, fully completed in all respects.	6	Day	2.0	Section Diary / Despatch register

Sl. No.	Services/ Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
28.	Views on MOUs Agreements, Guidelines etc.	1.5	Maximum time taken from the date of receipt of the proposal	10	Day	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	Day	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	Day	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	Day	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	Day	1.5	Section Diary / Despatch register
33.	Payments of bills by PAO	1.5	Maximum time taken for Sanction Bill and DI Sheet for classification	3	Day	1.5	Section Diary / Despatch register
34.	Despatch of Pension Authority to the CPAO	1.5	Maximum time taken	30	Day	1.5	Section Diary / Despatch register
35.	Issue of annual account of GPF	1.5	Maximum time taken is 30 th June of the following year.*	Date	Date	1.5	Section Diary / Despatch register
	Total	100				100	

* Note: Annual statement of GPF account to the employees joined after 31.3.2004 are to be issued by PAO and in respect of other employees i.e. who joined service prior to 1.1.2004, GPF statement is issued by DDO.

Performance Evaluation Report of the Department of Industrial Policy and Promotion

Sl. No.	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria (days)					Achievement	Performance	
								Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%		Raw Score	Weighted Score
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 process the fully completed proposal for submission to issue of ad-hoc permission.	25	Day	1.8	Section Diary/ Dispatch Register	10	17	19	21	23			
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 process the fully completed proposal for submission to communicate recommendation to customs authorities.	44	Day	1.7	Section Diary/ Dispatch Register	1 month and 14 days	1 month and 20 days	1 month and 25days	2 month	2 month and 5 days			
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 process the fully completed proposal for submission to communicate recommendation to Ministry of coal.	25	Day	1.8	Section Diary/ Dispatch Register	25	30	35	40	45			
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 process the fully completed proposal for submission to Finance Division for release of funds	25	Day	1.7	Section Diary/ Dispatch Register	25	30	35	40	45			

Sl. No.	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria (days)					Performance	
								Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score
5.	Inclusion of Paper Mill in Schedule-I of Newsprint Control Order 2004	1.8	Maximum time taken to process the fully completed proposal for submission to Include Paper Mill in Schedule-I of Newsprint Control Order 2004.	37	Day	1.8	Section Diary/ Dispatch Register	35	40	45	50	55		
6.	Recommending coal allocation for paper mills to Ministry of Coal on a yearly basis	1.7	Maximum time taken to process the fully completed proposal for submission to communicate the recommendation of DIPP to Ministry of Coal.	25	Day	1.7	Section Diary/ Dispatch Register	25	30	35	40	45		
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 process the fully completed proposal for submission to Finance Division for release of funds	25	Day	1.8	Section Diary/ Dispatch Register	25	30	35	40	45		
8.	Release of Plan funds to the Delhi Mumbai Industrial Corridor Development Corporation (DMICDC) for DMIC Project development	1.7	Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	17	Day	1.7	Section Diary/ Dispatch Register	20	25	30	35	40		
9.	Essentiality Certificate for projects in Explosives sector	2.5	Maximum time taken to process the fully completed proposal for submission to issue Essentiality Certificate.	45	Day	2.5	Section Essentiality Certificate Monitoring Register	45	50	55	60	65		

Sl. No.	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria (days)					Performance		
								Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score	Weighted Score
10.	Issuing Industrial License for compulsory licensable items.	2.5	Maximum time taken to process the fully completed proposal for submission to issue Industrial License.	2	Month	2.5	Section Diary/ Dispatch Register	1 month and 15 days	2 month	2 month and 5 days	2 month and 10 days	2 month and 15 days			
11.	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	2.5	Maximum time taken to process the fully completed proposal for submission to issue IEM	4	Day	2.5	Section Diary / Dispatch Register	4	5	6	7	8			
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/ Dispatch Register	5	6	7	8	1 year			
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.	1	Month	4.5	Section Diary/ Dispatch Register	25 days	1 month	1 month and 15 days	1 month and 10 days	1 month and 15 days			
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.	1	Month	4.5	Section Diary/ Dispatch Register	25 days	1 month	1 month and 15 days	1 month and 10 days	1 month and 15 days			

Sl. No.	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria (days)					Performance		
								Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score	Weighted Score
15.	Disbursal of Plan Funds to Implementing Authorities	2.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	2	Month	2.5	Section Diary/ Dispatch Register	1.5 month	1 month and 20 days	2months	2 months and 5 days	2 months and 10 days			
16.	In principle approval to IIUS Projects	5.0	Response Time for deficiency Memo	30	Day	5.0	Section Diary/ Dispatch Register	30	35	40	45	50			
			Approval/ Rejection of the Project	180	Day		Section Diary/ Dispatch Register	180	190	195	200	210			
17.	Release of funds to IIUS projects	5.0	Initial deficiency Memo	30	Day	5.0	Section Diary/ Dispatch Register	30	35	40	45	50			
			Actual release of fund	70	Day		Section Diary/ Dispatch Register	70	75	80	85	90			
18.	Preparation and scrutiny of Bills to make payment to private firms/suppliers	5.0	Initial deficiency Memo	6	Day	5.0	Section Diary/ Dispatch Register	5	7	10	12	15			
			Actual payment	30				25	30	35	40	45			
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.	40	Day	2.5	Section Diary/ Dispatch Register	40	42	45	50	55			

Sl. No.	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria (days)					Performance	
								Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score
20.	Essentiality Certificate for projects in Consumer Industry	7.0	Maximum time taken from the date of receipt of fully complete proposal in all respects at the section level and final communication.	50	Day	7.0	Section Diary/ Dispatch Register	45	50	55	60	65		
21.	Bulletin Board Services for Investors (a) Initial Deficiency Memo (b) Bulletin Board Services for Investors	2.5	Maximum number of days to post deficiency online Maximum number of days to post reply to query	12	Day	2.5	Section Diary/ Dispatch Register	10	12	15	18	20		
22.	Essentiality Certificate for projects in Light Engineering Industry	7.0	Maximum time taken from the date of receipt of the fully complete proposal in all respects.	50	Day	7.0	Section Diary/ Dispatch Register	45	50	55	60	65		
23.	Release of Wholesale Price Index	7.7	Weekly basis for Primary articles and Fuel and Power every Thursday (or next day if Thursday is a holiday)	2	Day	7.7	Office File	2	3	4	5	6		
			Monthly basis for all commodities and manufactured products on 14 th of the succeeding month (on next day if 14 th is a holiday)	2	Day			2	3	4	5	6		

Sl. No.	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria (days)					Performance		
								Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score	Weighted Score
24.	Monthly report on Growth of DIPP industries	2.8	12th of every month. Preceding day, if 12th is a holiday.	2	Day	2.8	Office File	1	2	3	4	5			
25.	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	Day	2.8	Office File	1	2	3	4	5			
26.	Foreign visit of Ministers/officers of the State Government concerning industry sector.	0.7	Approval communicated to MoF	11	Day	0.7	Section Diary/ Dispatch Register/ office file	7	10	12	15	18			
27.	Release of funds	2.0	Quick disposal	6	Day	2.0	Section Diary/ Dispatch Register	3	6	8	10	>15			
28.	Views on MOUs Agreements, Guidelines etc.	1.5	Quick disposal	10	Day	1.5	Section Diary/ Dispatch Register	6	10	15	30	>30			
29.	Views on NITs, EOIs, RFPs etc.	1.5	Quick disposal	10	Day	1.5	Section Diary/ Dispatch Register	6	10	15	30	>30			
30.	Concurrence to foreign deputations	1.5	Quick disposal	6	Day	1.5	Section Diary/ Dispatch Register	3	6	8	10	> 15			
31.	Views on SFC/EFC NOTES/Cabinet Notes	1.5	Quick disposal	6	Day	1.5	Section Diary/ Dispatch Register	6	10	15	30	>30			
32.	Misc. Administrative matters having financial implications	1.5	Quick disposal	6	Day	1.5	Section Diary/ Dispatch Register	3	6	8	10	> 15			

Sl. No.	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria (days)					Performance		
								Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score	Weighted Score
33.	Payments of bills by PAO	1.5	Maximum time taken for Sanction Bill and DI Sheet for classification	3	Day	1.5	Section Diary/ Dispatch Register	1	3	5	7	9			
34.	Despatch of Pension Authority to the CPAO	1.5	Maximum time taken	30	day	1.5	Section Diary/ Dispatch Register	30	33	35	37	40			
35.	Issue of annual account of GPF	1.5	Maximum time taken	Release	Date	1.5	Section Diary/ Dispatch Register	Before 30 th June	Before 31 st July	Before 30 th August	In September	In October			
	Total	100				100									

Grievance Redress MechanismWebsite url to lodge <http://pgportal>

Sl no.	Name and address of the Public Grievance officer	landline	e-mail	Mobile number
1	Shri K.K. Guite, Public Relations Officer , Address: Entrepreneurship Assistance Unit, Near Gate No. 11, Udyog Bhavan, New Delhi.	Tel: 011-23063933 EPABX: 011-23063321 Extn. 2237	kkguite@rediffmail.com	
2	Shri Talleen Kumar, Grievance Officer and Joint Secretary Department of Industrial Policy & Promotion, Ministry of Commerce & Industry, Room No. 227 A-1, Udyog Bhavan, New Delhi.	Tel: 011-23063838 Fax: 011-23063051	talleenkumar@nic.in	
3	Shri Saurav Chandra, Business Ombudsperson' and Additional Secretary & Financial Adviser Department of Industrial Policy & Promotion, Ministry of Commerce & Industry, Room No. 244, Udyog Bhavan, New Delhi.	Tel: 011-23062756 Fax: 011-23062101	chandras@nic.in	

List of Stakeholders/Clients

Sl. No.	Stake Holders / Client Description
1	Central Government organisations (Ministries/Departments)
2	State Governments/ Union Territories
3	Industry bodies, Associations and Citizens
4	Universities, Autonomous bodies and Research Bodies

List of Responsibility Centers and Subordinate Organizations

Sl. No.	Name of Office	Landline Number	E-mail	Mobile Number	Address
1	National Council for Cement and Building Materials (NCCBM)	0129-2242051-56 0129-2246171	nccbm@vsnl.com	N.A.	34 Km Stone, Delhi Mathura Road, (NH-2), Ballabgarh – 121004, Haryana (India)
2	Central Pulp and Paper Research Institute (CPPRI)	0132-2714050	director@cppri.org.in	N.A.	CPPRI, P.B. No. 174, Paper Mills Road, Himmat Nagar, Saharanpur-247001 Fax No. -132-2714052
3	Delhi Mumbai Industrial Corridor Development Corporation Ltd. (DMICDC)	011-26118884	abhishekchaudhary@dmicdc.com	N.A.	No. 341-B, Ashoka Hotel, Chanakya Puri, New Delhi-21
4	Petroleum and Explosive Safety Directorate	0712-2510248	explosives@explosives.gov.in	N.A.	A Block, Vth Floor, CGO Complex, Seminary Hills, Nagpur-440006 (Maharashtra) Fax 0712-2510577
5	Quality Council of India (QCI)	011-23379321	info@qcin.org	N.A.	Quality Council of India 2nd Floor, Institution of Engineers Building Bahadurshah Zafar Marg New Delhi 110 002
6	Salt Commission's Organisation	0141-2705821	Lavan-rj@nic.in	N.A.	Lavan Bhavan, Jhalana, Jaipur-302004
7	Office of Controller General of Patents, Design and Trade Mark	011-28034310 011-24132735	cg-ipindia@nic.in	N.A.	Patent Office, Boudik Sampadha Bhavan, Sector 14, Dwarka, New Delhi.
8	Tariff Commission	011-24694025 011-24698454	mahkumar@nic.in	N.A.	7 th Floor, Lok Nayak Bhavan, Khan Market, New Delhi
9	National Productivity Council	EPABX Lines : 24690331, Gram :	info@npcindia.org	N.A.	Utpadakta Bhavan, 5-6 Institutional Area, Lodhi Road, New Delhi - 110003

		PRODUCTIVITY, Fax : 91-11- 24615002			
10	Central Manufacturing Technology Institute (CMTI)	Tel:- +91 080 23375081 , +91 080 22188200 Fax:- +91 080 23370428	cmti@cmti-india.net	N.A.	Tumkur Road, Bangalore 560 022, Karnataka,
11	National Institute of Design	Tel: +91 79 26623692 Fax: +91 79 26621167	info@nid.edu	N.A.	National Institute of Design Paldi, Ahmedabad 380 007
12	Indian Rubber Manufacturers Research Association	Tel: +91 22 25811348; Fax: 25823910	info@irmra.org	N.A.	Plot No. 254/1B, Road N0.16V. Wagle Industrial Estate, Thane (West) PIN - 400604. Maharashtra, India
13	Office of the Economic Adviser	Tel: 2306 2721 Fax: 2306 3502	Email to the Senior Economic Adviser m.krishnan@nic.in	N.A	Udyog Bhawan, Maulana Azad Road, New Delhi-110011
14	National Manufacturing Competitiveness Council (NMCC)	Tel: 23022537,	nmcc@nic.in	N.A	Vigyan Bhavan Annexe, Maulana Azad Road, New Delhi - 110011

Indicative Expectations from Service Recipients

Sl. 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.