



सत्यमेव जयते

Citizen's Charter/ Client's Charter

**Department of Heavy Industry,
Ministry of Heavy Industries & Public
Enterprises**

Udyog Bhawan, New Delhi – 110 011

<http://www.dhi.nic.in>

VISION – To have modern, healthy and robust Auto, Heavy Engineering, Heavy Electrical & Capital Goods sectors and self-reliant and growth oriented PSEs under the Department.

MISSION - The Department of Heavy Industry strives to bolster profit making Public Sector Enterprises as well as restructure and revive sick and loss making Public Sector Enterprises under its administrative control. The Department of Heavy Industry seeks to achieve its vision of global automotive excellence through creation of state-of-the-art Research and Testing infrastructure through the National Automotive Testing and R&D Infrastructure Project (NATRIP). The Department of Heavy Industry seeks to achieve its vision by providing necessary support to the Auto, Heavy Engineering, Heavy Electricals and Capital Goods Sector.

SERVICES – The Department offers services to Citizens, Central Public Sector Enterprises governed by Department of Heavy Industry, Associations, Statutory Bodies, Administrative Authorities, Central Government Ministries / Departments, Governments of States and Administrations of Union Territories as are indicated under ‘Main Services’ with Standards.

Main Service / Transaction

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount (Rs.)
Services to Citizens										
1.	Issue of Essentiality Certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons	10.0	Shri D.K. Choudhary, Under Secretary	d.k.chaudhary70@nic.in	011-23061045	Receipt of application with requisite documents Scrutiny of documents furnished Approval of competent authority Issue of Certificate	1. Medical Certificate 2. Manufacturer's certificate 3. Affidavit from the individual (for details / format of documents required, please refer to www.dhi.nic.in)	N.A.	N.A.	N.A.

2.	Redressal of grievances	10.0	Sh. Rajesh Kumar Singh, Joint Secretary & Director of Grievances	singh.rk1967@nic.in or pgcell-dhi@nic.in	011-23063740	<p>Receipt of grievance and issue of acknowledgment</p> <p>Transfer to concerned CPSE/Section in DHI</p> <p>To obtain inputs from concerned authorities</p> <p>Sending of Action Taken Report to person concerned</p> <p>Updation on CPGRAMS</p>	N.A.	N.A.	N.A.	N.A.
3.	RTI applications (This service is provided strictly in terms of the provisions of RTI Act, 2005)	10.0	Sh. Manjit Kumar, DS & Nodal Officer for RTI On-Line Portal	kumar.manjit@nic.in	011-23061565	<p>Receipt of application under RTI or first appeal by the Appellate Authority</p> <p>Transfer of application to concerned department/ CPSE under Section 6(3), if required</p> <p>Forwarding of application to Officers concerned for obtaining information under section 5(4)</p> <p>Sending of information to the applicant</p> <p>Disposal of 1st Appeal by Appellate Authority</p>	N.A.	N.A.	Demand Draft/ pay order/ Indian Postal Order drawn in favour of P&AO, DHI or DDO, DHI payable at New Delhi or cash against receipt	Rs.10/- for each RTI Application. No fee for first appeal For copies of documents requested @Rs.2 per page or actual cost of the document For inspection of records- No fee for first hour and Rs.5/- for each subsequent hour or part thereof (For fee under RTI, the provisions of RTI (Regulation of Fee and Cost) Rule, 2005 may be referred)

Services to Central Public Sector Enterprises/Autonomous Institutes- FCRI, ARAI, NATRIP/Industry Associations/Companies

4.	Decision on proposals for capacity expansion, technology upgradation, modernization of Plants, machinery, technology collaboration and release of funds.	5.0	Director/ DS In-charge of CPSE	@	@	Scrutiny of proposal	Documents in support of proposal to be furnished	N.A.	N.A.	N.A.
						Inter-Ministerial consultation, if necessary				
						Obtaining approval of competent authority				
						Issue of final order				
5.	Decision on providing financial support to loss making/sick CPSEs	10.0	Shri Vishvajit Sahay, Joint Secretary	Vishvajit.Sahay@nic.in	011-23061858	Examination of proposal	Documents in support of proposal and Utilization Certificate for previous sanction to be furnished	N.A.	N.A.	N.A.
						Drafting of Cabinet Note				
						Inter-ministerial consultation				
						Approval of CCEA				
						Release of financial support				
						Inter-Ministerial consultation				
						Approval of competent authority				
						Issue of sanction order				
6.	Recommendations to Custom Department for concessional rate of custom duty under 'Project Import Scheme' in respect of imported machinery and equipment for Capital Goods sectors viz Heavy Engineering, Heavy Electrical and Auto sector.	10.0	Director/ DS in charge of Sector	@	@	Receipt of application with requisite documents	1.Copy of IEM/IL 2.Plant layout 3.Details of machinery/equipment to be imported 4. Copies of clearance received from State Govt/ other agencies for setting up of project. (for details / format of application and documents required, please refer to www.dhi.nic.in)	N.A.	N.A.	N.A.
						Scrutiny of application				
						Obtaining advice of Industrial Advisor				
						Issue of communication				

7.	Decision on references received from NATRIP, CPSEs, Autonomous Research Institutes under DHI and Industry Associations relating to a) Heavy Electrical Engineering b) Heavy Engineering & Machine Tools c) Automobile & Allied Industries	5.0	Director/DS In-charge of the Industrial Sector	@	@	Examination of proposal	N.A.	N.A.	N.A.	N.A.
						Inter-Ministerial consultation				
						Approval of competent authority				
						Issue of final orders				

Central Government Ministries / Departments/State Governments/Statutory organizations

8.	Furnishing of comments on the references received from other Ministries/Departments/State Governments/Statutory Organizations on policy matters and individual references relating to FIPB and PAB	10.0	Director/ DS In-charge of the Industrial Sector	@	@	Examination of the proposal	N.A.	N.A.	N.A.	N.A.
						Obtaining inputs from concerned authorities/CPSEs				
						Approval of the competent authority				
						Furnishing of comments				
9.	Furnishing of technical comments to DGFT in respect of proposals received for a) import of raw material /component under Duty Exemption Scheme, b) Import of Restricted Items	10.0	AS/JS In-charge of the Industrial Sector	@	@	Examination of the proposal	N.A.	N.A.	N.A.	N.A.
						Obtaining advice of Industrial Advisors				
						Approval of the competent authority				
						Issue of final comments				
10.	Taking up issues with other authorities for promoting the prospects of CPSEs and taking up follow-up action with CPSEs on the references received from other Ministries/ Departments/ State	10.0	Director/ DS In-charge of the CPSE/ Industrial Sector	@	@	Examination of the proposal	N.A.	N.A.	N.A.	N.A.
						Making references to concerned CPSEs /other authorities concerned				
						Obtaining approval of the competent				

	Governments/ Other Clients.					authority				
						Furnishing of comments, if any				
11.	Timely publication of Annual Report of DHI	10.0	Shri R.K.Parmar, Eco. Advisor	Ea.dhi@nic.in	011- 23062714	Receipt of material from CPSEs/Autono mous Research Institute/Seccio ns in DHI	NA	NA	NA	NA
						Compilation of material and Hindi translation				
						Approval of the Competent Authority				
						Printing of Annual Report				
						Laying on the Table of Lok Sabha/Rajya Sabha				

@ For email address and telephone number, please refer to www.dhi.nic.in

@@For details of CPIOs/Appellate Authorities, please refer to www.dhi.nic.in

Requirements of Service Standards

S. No	Services / Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
Services to Citizens							
1.	Issue of Essentiality Certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons	10.0	Maximum time taken from date of receipt of complete application	30	Working days	10.0	Records
2.	Redressal of Grievances	10.0	Maximum time taken from date of receipt of grievance:				Records
			Issue of acknowledgement	2	Working days	2.0	
			Online transfer of application	2	Working days	2.0	
			Sending of Action Taken Report	30	Working days	4.0	

			Disposal of appeal if any	30	Working days	2.0	
3.	RTI applications	10.0	Maximum time taken from date of receipt of application				Records
			Transfer of application to other Departments	5	Working days	2.0	
			Issue of communication furnishing requisite information	30	Working days	5.0	
			Disposal of first appeal	30	Working days	3.0	
Services to Central Public Sector Enterprises/ Autonomous Research Institutes- FCRI, ARAI, NATRIP/Industry Associations/Companies							
4.	Decision on proposals for capacity expansion, technology upgradation, modernization of Plants, machinery, technology collaboration and release of funds	5.0	Maximum time taken from date of receipt of complete proposal	90	Working days	5.0	Records
5.	Decision on providing financial support to loss making/sick CPSEs	10.0	Maximum time taken from date of receipt of complete proposal (Proposal to be sent 3 months after the salary for previous quarter becomes due)	90	Working days	10.0	Records
6.	Recommendations to Custom Department for concessional rate of custom duty under 'Project Import Scheme' in respect of imported machinery and equipment for Capital Goods sectors viz Heavy Engineering, Heavy Electrical and Auto sector.	10.0	Maximum time taken from date of receipt of complete application	30	Working days	10.0	Records
7.	Decision on references received from NATRIP, CPSEs, Autonomous Research Institutes under DHI and Industry Associations relating to a) Heavy Electrical Engineering b) Heavy Engineering & Machine Tools c) Automobile & Allied Industries	5.0	Maximum time taken from date of receipt of complete proposal / reference	90	Working days	5.0	Records
Central Government Ministries / Departments/State Governments/Statutory organizations							
8.	Furnishing of comments on the references received from other Ministries/Departments/ State Governments/ Statutory Organizations on policy matters and individual references relating to FIPB and PAB	10.0	Maximum time taken from date of receipt of complete proposal	30	Working days	10.0	Record

9.	Furnishing of technical comments to DGFT in respect of proposals received for a) import of raw material /component under Duty Exemption Scheme, b) Import of Restricted Items	10.0	Maximum time taken from date of receipt of complete proposal	30	Working days	10.0	Records
10.	Taking up issues with other authorities for promoting the prospects of CPSEs and taking up follow-up action with CPSEs on the references received from other Ministries/Departments/State Governments/ Other Clients.	10.0	Maximum time taken from date of receipt of complete proposal and furnishing of comments.	60	Working days	10.0	Records
11.	Timely publication of Annual Report of DHI	10.0	Target date by which Annual Report to be placed before the Parliament	30 th June	Date	10.0	Records

Indicative Expectations from Service recipients

S. No	Expectations from Service recipients
1.	Proposal for release of funds should be complete as per guidelines.
2.	Regular feed-back from Central Public Sector Enterprises / Associations / Autonomous bodies governed by Department of Heavy Industry
3.	Timely submission of Reports / Returns by Central Public Sector Enterprises / Associations, etc.
4.	Complete applications for Issue of essentiality certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons
5.	Proposals received from Ministries/Departments of Government of India/ State Governments / Central Public Sector Enterprises/ Research Institutions/ Associations, etc. seeking inputs/ technical advice should be self contained and complete in all respects.

GRIEVANCE REDRESS MECHANISM

DIRECTOR OF GRIEVANCES

Joint Secretary,
Department of Heavy Industry,
Ministry of Heavy Industries & Public Enterprises,
Udyog Bhawan, New Delhi – 110 011
Tele No.011- 23063740, FAX 011-23063740
e-mail : pgcell-dhi@nic.in

GRIEVANCE LODGING PROCESS

Service recipients can lodge grievances at the website of Department of Heavy Industry at www.dhi.nic.in / grievance portal at <http://pgportal.gov.in> or give it in person or send by post or email or by Fax to the Director of Grievances.

EXPECTATION FROM COMPLAINANT

- The subject matter of grievance should be clear with all relevant details furnished
- Complete address and telephone number, email address of the complainant to be indicated
- If the subject matter is within the exclusive jurisdiction of a Central Public Sector Enterprise/Research Institutions, the grievance/ complaint may be addressed direct to the concerned authority.

TIMELINE FOR RESPONSE

- Acknowledgement for postal grievances – within 2 working days
- E-acknowledgement for grievances received through CPGRAMS-immediate
- Communication for Additional Information, if required – within 15 working days.
- Action Taken Report – within 30 working days

List of Stakeholders / Clients

S.No.	Stakeholders / Clients Description
Citizens	
1.	Physically challenged persons seeking excise duty concessions on purchase of modified cars
2.	Aggrieved persons sending public grievances to DHI/RTI Applicants
Clients	
3.	Companies/firms seeking grant of concessional rate of custom duty under 'Project Import Scheme'.
4.	Central Public Sector Enterprises (as per list)
5.	Fluid Control Research Institute (FCRI), Automotive Research Association of India (ARAI), ARAI-Forging Industry Division (ARAI-FID)
6.	International Centre for Automotive Technology (ICAT), National Automotive Testing and R&D Infrastructure Project (NATRIP)
7.	Associations <ul style="list-style-type: none">• Automotive Component Manufacturers Association of India, New Delhi (ACMA)• Society of Indian Automobile Manufacturers, New Delhi (SIAM)• International Mining & Machinery Exhibition, Kerala (IMME)• Indian Electrical and Electronics Manufacturers Association, New Delhi (IEEMA)• Industrial Area Manufacturer's Association (IAMA)• Symposium on International Automotive Technology (SIAT)• Tractor Manufacturer Association, New Delhi (TMA),

	<ul style="list-style-type: none"> • NATRIP Implementation Society (NATIS), • Indian Machine Tool Manufacturers Association (IMTMA) • Indian Textile Accessories & Machinery Manufacturer Association, Mumbai (ITAMMA) • Textile Machinery Manufacturers' Association (India), Mumbai (TMMA) • Indian Printing Packaging & Allied Machinery Manufacturers' Association, NOIDA, U.P. (IPAMA) • Process Plant & Machinery Association, Mumbai (PPMAI) • Confederation of Indian Industry, New Delhi (CII) • The Associated Chambers of Commerce and Industry of India, New Delhi (ASSOCHAM) • Federation of Indian Chambers of Commerce & Industry, New Delhi (FICCI)
8.	<p>Statutory/ administrative authorities</p> <ul style="list-style-type: none"> • Board of Industrial & Finance Reconstruction (BIFR) • Board for Reconstruction of Public Sector Enterprises (BRPSE) • National Manufacturing Competitiveness Council (NMCC)
9.	<p>Central Government Ministries/ Departments –</p> <p>Planning Commission, Ministry of Finance, Ministry of Commerce, Ministry of Urban Development, Ministry of Environment & Forest, Department of Personnel & Training, Ministry of Non-Renewable Energy, Ministry of Power, Ministry of Labour & Employment, Ministry of External Affairs, Ministry of Information and Broadcasting, Department of Administrative Reforms and Public Administration, Department of Road Transport, Directorate General of Foreign Trade, Department of Industrial Policy and Promotion / Foreign Investment Promotion Board, Department of Science & Technology, Department of Public Enterprises, Railways, Department of North-East Region, Press Information Bureau</p>
10.	State Governments / Union Territory Administrations

List of Central Public Sector Enterprises under the Administrative Control of Department of Heavy Industry

S.No	Name & Address of CPSEs
1.	Andrew Yule & Company, Yule House, 8, Dr. Rajendra Prasad Sarani, Kolkata –700001
2.	Bharat Heavy Electricals Ltd., BHEL House, Siri Fort, Asian Games Village, New Delhi-110049
3.	Bharat Bhari Udyog Nigam Ltd., 26, Raja Santosh Road, Kolkata – 700027
4.	BBJ Construction Co. Ltd., 27, RN Mukherjee Road, Kolkata-700001
5.	Bharat Heavy Plate & Vessels Ltd., PO BHPV, Visakhapatnam-530 012
6.	Bharat Pumps & Compressors Ltd., Naini, Allahabad-211010
7.	Richardson & Cruddas Ltd., Byculla Iron Works, PB No.4503, Sir JJ Road, Mumbai-400 008
8.	Triveni Structural Ltd., Naini, Allahabad – 211 010
9.	Tungabhadra Steel Products Ltd., Distt. Bellary, Tungabhadra Dam – 583225
10.	Bridge & Roof Co. Ltd., 5th Floor, Kankaria Centre, 2/1, Russel Street, Kolkata 700071
11.	Cement Corporation of India Ltd., Core-5, Scope Complex, 7, Lodi Road, New Delhi-110003
12.	Engineering Projects (I) Ltd., Core-3, Scope Complex, 7, Lodi Road, New Delhi-110003

13.	Hindustan Paper Corporation. Ltd., Ruby Building, 75-C, Park Street, Kolkata-700016
14.	Nagaland Pulp & Paper Corporation, PO Paper Nagar, District Mokokchung, Nagaland-798623
15.	Hindustan Newsprint Ltd, Newsprint Nagar, District Kottayanm Kerala –686616
16.	HMT Ltd. 59, Bellary Road, Bangalore-560 032
17.	HMT(I) Ltd., 59 Bellary Road, Bangalore-560032
18.	HMT Bearings Ltd., 59, Bellary Road, Bangalore-560032
19.	HMT Machine Tools Ltd., 59, Bellary Road, Bangalore-560032
20.	HMT Watches Ltd., 59, Bellary Road, Bangalore-560032
21.	HMT Chinar Watches, Zainakot, Srinagar-190017
22.	Hindustan Cables Ltd., 9, Elgin Road, Kolkata-700020
23.	Hindustan Salts Ltd., B-427, Pradhan Marg, Malviya Nagar, Jaipur-302017
24.	Sambhar Salts Ltd., B-427, Pradhan marg, Malvia Nagar, Jaipur-302017
25.	Rajasthan Electronics & Instruments Ltd. (REIL), 2, Kanakpura Industrial Area, Jaipur-302012, Rajasthan
26.	Heavy Engineering Corpn. Ltd., Plant Plaza Road, PO Dhurwa, Ranchi – 834004
27.	HPF Ltd., Indu Nagar, Ootacamaund –643005 Tamil Nadu
28.	Instrumentation Ltd., Jhalawar Road, Kota-5, Rajasthan.-324005.
29.	Nepa Ltd., Nepa Nagar-450 221, Madhya Pradesh
30.	Scooters India Ltd., Sarojini Nagar, PO Box No.1, Lucknow-226008
31.	Tyre Corporation of India Ltd., Leslie House, 19, Jawahar Lal Nehru Road, Kolkata-700087
32.	Hoogly Printing Co. Ltd., Yule House, 8, Dr. Rajendra Prasad Sarani, Kolkata-700001
33.	Fluid Control Research Institute, Kanjikode West, Palakkad-678623
34.	Automotive Research Association of India, Survey No.102, Vetal Health Off Paud Road, Kothrud, Pune-411004
35.	NATRIP, NBCC Place, South Tower, 3 rd Floor, Pragati Vihar, Lodhi Road, New Delhi-110003

**Date of Issue:
February, 2014**

**Next Charter Review Date:
February, 2015**