



सत्यमेव जयते

# **Citizen's Charter/ Client's Charter**

**Website Link : <https://heavyindustries.gov.in/>**

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

**Udyog Bhawan, New Delhi – 110 011**

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

**VISION** – A globally competitive, growth oriented and profitable heavy Industry.

**MISSION** –To facilitate Automotive Industry so as to emerge as the destination of choice in the world for design and manufacture of Automobiles and Auto components with output reaching a level of US \$ 145 billion, accounting for more than 10% of GDP and providing additional employment to 25 million by 2016; to help Heavy Electrical and Capital Goods Industry to achieve high growth; to transform BHEL into a high growth globally competitive company, and to provide support to other CPSEs in order to Improve their overall performance.

**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.)
<b>Services to Citizens</b>										
1.	Issue of Essentiality Certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons	5.0	Under Secretary in-charge of AEI	@	@	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 <a href="http://www.dhi.nic.in">www.dhi.nic.in</a> )	N.A.	N.A.	N.A.

2.	Redressal of grievances	10.0	Sh. B.J. Manhanta Joint Secretary & Director of Grievances	Bhaskar.jma hanta@gov. in or pgcell- dhi@nic.in	011- 23063733	Receipt of grievance and issue of acknowledgement	N.A.	N.A.	N.A.	N.A.
				Transfer to concerned CPSE/Section in DHI						
				To obtain inputs from concerned authorities						
				Sending of Action Taken Report to person concerned						
				Updation on CPGRAMS						
3.	RTI applications (This service is provided strictly in terms of the provisions of RTI Act, 2005)	10.0	Mrs. Ved Jyoti, US & Nodal Officer for RTI On-Line Portal	jyoti.ved @nic.in	011- 23061709	Receipt of application under RTI or first appeal by the Appellate Authority	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.)
				@@ Details of CPIOs/Appellate Authorities in Department of Heavy Industry		Transfer of application to concerned department/ CPSE under Section 6(3), if required				
				Forwarding of application to Officers concerned for obtaining information under section 5(4)						
				Sending of information to the applicant						
						Disposal of 1 <sup>st</sup> Appeal by Appellate Authority				

**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 Inter-Ministerial consultation, if necessary Obtaining approval of competent authority Issue of final order	Documents in support of proposal to be furnished	N.A.	N.A.	N.A.
5.	Decision on providing financial support to loss making/sick CPSEs	10.0	Concerned JSs of CPSEs	@	@	Examination of proposal 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	Documents in support of proposal and Utilization Certificate for previous sanction to be furnished	N.A.	N.A.	N.A.
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 Scrutiny of application Obtaining advice of Industrial Advisor Issue of communication	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 <a href="http://www.dhi.nic.in">www.dhi.nic.in</a> )	N.A.	N.A.	N.A.

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				

8.	Demand Incentive	5.0	Director (Auto)NAB (Sh. Pravin Agrawal)	Pravin. agrawal@nic.in	011-23062182	An e-enable system for delivery of incentives under Demand Incentive Scheme under FAME-India Scheme has been developed. 1. Receipt of on-line claims from OEMs; 2. Scrutiny of claims submitted. 3. Telephonically Random checking 4. Approval of Committee constituted for this purpose. 5. On-line Transfer of claim/incentive through RTGS/NEFT	1. Regn. Of OEMs certificate from testing agency 2. Testing certificate from testing agency 3. Customer's acknowledgement form in the prescribed proforma duly signed. 4. Copy of Aadhaar card of individual, PAN Card for partnership agencies, purchase order from Govt. Departments/ Defence supply, as the case may be. 5. The documents are to be submitted on line by the concerned Regd. OEMs.	N.A	N.A	N.A.
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**Central Government Ministries / Departments/State Governments/Statutory organizations**

9.	Furnishing of comments on the references received from other Ministries/Departments/State Governments/ Statutory Organizations on policy matters and individual references relating to FIPB	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				

	and PAB									
10.	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	In-charge of the Industrial Sector	@	@	Examination of the proposal  Obtaining advice of Industrial Advisors  Approval of the competent authority  Issue of final comments	N.A.	N.A.	N.A.	N.A.
11.	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	Director/ DS In-charge of the CPSE/ Industrial Sector	@	@	Examination of the proposal  Making references to concerned CPSEs /other authorities concerned  Obtaining approval of the competent authority  Furnishing of comments, if any	N.A.	N.A.	N.A.	N.A.
12.	Timely publication of Annual Report of DHI	10.0	Sh.A.K.Panda, Eco.Adviser	Ea.dhi@nic.in	011-23062714	Receipt of material from CPSEs/Autonomous Research Institute/Sections in DHI  Compilation of material and Hindi translation  Approval of the Competent Authority  Printing of Annual Report  Laying on the Table of Lok Sabha/Rajya Sabha	NA	NA	NA	NA

@ For email address and telephone number, please refer to [www.dhi.nic.in](http://www.dhi.nic.in)

@@ For details of CPIOs/Appellate Authorities, please refer to [www.dhi.nic.in](http://www.dhi.nic.in)

## Requirements of Service Standards:

S. No	Services / Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
		Service to Citizens					
1.	Issue of Essentiality Certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons	5.0	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	
<b>Services to Central Public Sector Enterprises/ Autonomous Research Institutes- FCRI, ARAI, NATRIP/Industry Associations/Companies</b>							
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
8.	Demand Incentive	5.0	-do-	30	Working Days	5.0	Records
<b>Central Government Ministries / Departments/State Governments/Statutory organizations</b>							
9.	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
10.	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
11.	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
12.	Timely publication of Annual Report of DHI	10.0	Target date by which Annual Report to be placed before the Parliament	30 <sup>th</sup> June**	Date	10.0	Records

\*\*Annual report will be supplied to Parliament during budget session by date prescribed by Ministry of Parliamentary Affairs.



## Indicative Expectations from Service recipients:

Sl. 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.
6.	Complete application together with requisite details of buyers of electric vehicles from Regd. OEMs.

## 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- 23063733, FAX 011-  
23061785 e-mail :  
bhaskar.jmahanta@gov.in

### GRIEVANCE LODGING PROCESS

Service recipients can lodge grievances at the website of Department of Heavy Industry at [www.dhi.nic.in](http://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:**

Sl.No.	Stakeholders / Clients Description
<b>Citizens</b>	
1.	Physically challenged persons seeking excise duty concessions on purchase of modified cars.
2	Aggrieved persons sending public grievances to DHI/RTI Applicants
<b>Clients</b>	
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.	Registered OEM under DIDM in FAME India.
8.	Associations <ul style="list-style-type: none"> <li>• Automotive Component Manufacturers Association of India, New Delhi (ACMA)</li> <li>• Society of Indian Automobile Manufacturers, New Delhi (SIAM)</li> <li>• International Mining &amp; Machinery Exhibition, Kerala (IMME)</li> <li>• Indian Electrical and Electronics Manufacturers Association, New Delhi (IEEMA)</li> <li>• Industrial Area Manufacturer's Association (IAMA)</li> <li>• Symposium on International Automotive Technology (SIAT)</li> <li>• Tractor Manufacturer Association, New Delhi (TMA),</li> <li>• NATRIP Implementation Society (NATIS),</li> <li>• Indian Machine Tool Manufacturers Association (IMTMA)</li> <li>• Indian Textile Accessories &amp; Machinery Manufacturer Association, Mumbai (ITAMMA)</li> <li>• Textile Machinery Manufacturers' Association (India), Mumbai (TMMA )</li> <li>• Indian Printing Packaging &amp; Allied Machinery Manufacturers' Association, NOIDA, U.P. (IPAMA)</li> <li>• Process Plant &amp; Machinery Association, Mumbai (PPMAI)</li> <li>• Confederation of Indian Industry, New Delhi (CII)</li> <li>• The Associated Chambers of Commerce and Industry of India, New Delhi (ASSOCHAM)</li> <li>• Federation of Indian Chambers of Commerce &amp; Industry, New Delhi (FICCI)</li> </ul>
9.	Statutory/ administrative authorities <ul style="list-style-type: none"> <li>• National Company Law Tribunal (NCLT) and National Company Law Appellate Tribunal (NCLAT).</li> <li>• Board for Reconstruction of Public Sector Enterprises (BRPSE)</li> <li>• National Manufacturing Competitiveness Council (NMCC)</li> </ul>
10.	Central Government Ministries/ Departments <ul style="list-style-type: none"> <li>• NITI Aayog , Ministry of Finance, Ministry of Commerce, Ministry of Urban Development, Ministry of Environment &amp; Forest, Department of Personnel &amp; Training, Ministry of Non-Renewable Energy, Ministry of Power, Ministry of Labour &amp; Employment, Ministry of External Affairs, Ministry of Information and Broadcasting,</li> <li>• 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,</li> <li>• Department of Science &amp; Technology, Department of Public Enterprises, Railways, Department of North-East Region, Press Information Bureau</li> </ul>
11.	State Governments / Union Territory Administrations

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

<b>S.No.</b>	<b>Name &amp; Address of CPSEs</b>
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	BBJ Construction Co. Ltd., 27, RN Mukherjee Road, Kolkata-700001*
4	BHEL Electrical Machines Limited, Bedradka Post, Kasaragod-671124, Kerala
5	Bharat Pumps & Compressors Ltd., Naini, Allahabad-211010
6	Richardson & Cruddas Ltd., Byculla Iron Works, PB No.4503, Sir JJ Road, Mumbai-400 008
7.	Triveni Structurals Ltd., Naini, Allahabad – 211 010.
8	Tungabhadra Steel Products Ltd., Distt. Bellary, Tungabhadra Dam – 583225.
9	Bridge & Roof Co. Ltd., 5th Floor, Kankaria Centre, 2/1, Russel Street, Kolkata 700071.
10	Cement Corporation of India Ltd., Core-5, Scope Complex, 7, Lodi Road, New Delhi-110003
11.	Engineering Projects (I) Ltd., Core-3, Scope Complex, 7, Lodi Road, New Delhi-110003
12	Hindustan Paper Corporation. Ltd., Ruby Building, 75-C, Park Street, Kolkata-700016
13	Nagaland Pulp & Paper Corporation, PO Paper Nagar, District Mokokchung, Nagaland-798623
14	Hindustan Newsprint Ltd, Newsprint Nagar, District Kottayanm Kerala –686616
15	HMT Ltd. 59, Bellary Road, Bangalore-560 032
16	HMT(I) Ltd., 59 Bellary Road, Bangalore-560032
17	HMT Bearings Ltd., 59, Bellary Road, Bangalore-560 032.
18	HMT Machine Tools Ltd., 59, Bellary Road, Bangalore-560 032
19	HMT Watches Ltd., 59, Bellary Road, Bangalore-560032.
20	HMT Chinar Watches, Zainakot, Srinagar -190017.
21	Hindustan Cables Ltd., 9, Elgin Road, Kolkata-700020
22	Hindustan Salts Ltd., B-427, Pradhan Marg, Malviya Nagar, Jaipur-302017
23	Sambhar Salts Ltd., B-427, Pradhan marg, Malvia Nagar, Jaipur-302017
24	Rajasthan Electronics & Instruments Ltd. (REIL), 2, Kanakpura Industrial Area, Jaipur-302012, Rajasthan
25	Heavy Engineering Corpn. Ltd., Plant Plaza Road, PO Dhurwa, Ranchi – 834004

26	HPF Ltd., Indu Nagar, Ootacamaund –643005 Tamil Nadu.
27	Instrumentation Ltd., Jhalawar Road, Kota-5, Rajasthan.-324005.
28.	Nepa Ltd., Nepa Nagar-450 221, Madhya Pradesh
29.	Scooters India Ltd., Sarojini Nagar, PO Box No.1, Lucknow-226008
30	Tyre Corporation of India Ltd., Leslie House, 19, Jawahar Lal Nehru Road, Kolkata -700087.
31	Hoogly Printing Co. Ltd., Yule House, 8, Dr. Rajendra Prasad Sarani, Kolkata-700001
32	Fluid Control Research Institute, Kanjikode West, Palakkad-678623
33.	Automotive Research Association of India, Survey No.102, Vetal Health Off Paud Road, Kothrud, Pune-411004
34.	NATRIP, NBCC Place, South Tower, 3 <sup>rd</sup> Floor, Pragati Vihar, Lodhi Road, New Delhi-110003

\* BBUNL has been merged with BBJ Construction Company Ltd. w.e.f. 10/07/2015.

**Date of Issue:**  
**February, 2017**

**Next Charter Review Date:**  
**March, 2018**