

# Citizen's Charter

## Ministry of Heavy Industries

Udyog Bhawan, New Delhi

**VISION:**

To have modern, healthy and robust Auto, Heavy Engineering, Heavy Electrical & Capital Goods Sectors and self-reliant & growth oriented Public Sector Undertakings under the Ministry.

**MISSION:**

The Ministry of Heavy Industries (MHI) strives to bolster profit making PSUs as well as restructure and revive sick and loss making PSUs under its administrative control.

The MHI 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 MHI also seeks to achieve its vision by providing necessary support to the Auto, Heavy Engineering, Heavy Electrical and Capital Goods Sector.

### SERVICES:

The Ministry offers certain services to Citizens like issue of GST concession certificate to physically disabled persons, redressal of grievances and providing information through RTI. The Ministry also interacts with various Central Public Sector Enterprises & Autonomous Bodies under it, Industrial Associations, Statutory Bodies, Central Government Ministries/Departments, State/UT Governments.

### Services/Transaction:

<b>Service to Citizens:</b>						
S. No.	Services	Weight	Responsible Person, email and phone no.	Process	Documents required	Fees
1.	Issue of GST concession certificate for purchase of vehicle by persons with Orthopaedic Physical disability via online portal <b>dhigecs.heavyindustry.gov.in</b>	10.0	Shri Rajnesh Singh, Director  Email: rajnesh.singh02@gov.in  Phone no. 011-23063707	1. Online receipt of the application on GST Exemption Certificate Scheme Portal.  2. Scrutiny of submitted application & documents as uploaded in the portal.  3. Approval of competent authority.  4. Online issuance of the certificate.	1. Duly filled general info to be submitted on online portal.  2. Medical certificate/Disability certificate to be uploaded online.  3. Aadhar Card to be uploaded online.  4. PAN card to be uploaded online.  5. Self-Declaration as per the prescribed format to be uploaded online.	NA
2.	Redressal of grievances	10.0	Shri Madan Pal Singh, Joint Director  Email: madanpal.singh@nic.in  Phone no. 011-23063321	1. Grievance received online through CPGRAMS portal.  2. Transfer to concerned C/PSE/ Section in DHI.  3. To obtain inputs from concerned authorities.  4. Sending of Action Taken Report to person concerned.  5. Updation on CPGRAMS portal.	NA	NA
3.	RTI application (This service is provided strictly in terms of the provisions of RTI Act, 2005)	10.0	Details of Central Public Information Officers (CPIOs) / Appellate	1. Receipt of application under RTI with CPIO or First Appeal by the Appellate Authority.  2. Transfer of application to		Demand Draft / Order/Indian Legal Order in favour of P&AO, MHI CDO, MHI payable New Delhi or against receipt

			ate Authorities in Ministry of Heavy Industries are available on the website (www.dhi.nic.in)	to the concerned department/CPSE under Section 6(3), if required. 3. Forwarding of application to Officers / CPIOs concerned for obtaining information under Section 5(4). 4. Sending information to the applicant. 5. Disposal of 1 <sup>st</sup> Appeal by the Appellate Authority.		Rs.10/- for each TI Application & fee for applicant belonging to below poverty line.  For copies of documents requested @ Rs.2/- per page or actual cost of the document.  For inspection records, no fee for the first hour. Fee @ Rs.5/- for each subsequent hour part thereof.
<b>Transactions with Central Public Sector Enterprises/Autonomous Bodies/Industrial Associations</b>						
<b>C.:</b>						
4.	Decision on proposals of administrative financial & other nature	10.0	Director / Deputy Secretary in-charge  Details available on the website: www.dhi.nic.in	1. Scrutiny of proposal. Drafting of Cabinet Note etc., if required 2. Inter-Ministerial consultation, if necessary 3. Obtaining approval of competent authority 4. Issue of final orders.	Documents in support of the proposal to be furnished.	NA
5.	Recommendations to Customs 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 / Deputy Secretary in-charge  Details available on the website: www.dhi.nic.in	1. Receipt of application with requisite documents. 2. Scrutiny of the application. 3. Obtaining advice of Technical Wing. 4. Issue of the communication.	1. Copy of Industrial Entrepreneur Memorandum. 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 the project. (for details/format of application and documents required, please refer to the website: www.dhi.nic.in)	NA
6.	Decision on references received from CPSEs, Autonomous Bodies under MHI and Industrial Associations relating to: a) Heavy Electrical Engineering b) Heavy Engineering & Machine Tools	10.0	Director / Deputy Secretary in-charge  Details available on the website	1. Examination of proposal. 2. Inter-Ministerial consultation, if necessary 3. Obtaining approval of competent authority	NA	NA

	c) Automobile & Allied Industries		e: www.dhi.nic.in	4. Issue of final orders.		
7.	Demand Incentive under FAME-India.	10.0	Sh. Anand Kumar Singh Email: aksingh5.ofb@ofb.gov.in Phone no. 011-23063176	1. Receipt of online claims from Original Equipment Manufacturers (OEMs). 2. Scrutiny of claims submitted. 3. Approval of Committee constituted for this purpose. 4. Release of claims by MHI/NAB using PFMS mode.	1. Registration of OEMs. 2. Testing certificate from testing agency. 3. Registration of models. 4. Customer's acknowledgment in the prescribed proforma duly signed. 5. Copy of PAN card for individual partnership agencies, purchase order from Govt. Departments/Defence supply, as the case may be. 6. Submission of claim online by the concerned OEM for reimbursement.	NA
<b>Transactions with Central Government Ministries / Departments / State &amp; UT Governments / Statutory Organizations:</b>						
8.	Furnishing of comments on references received from other Ministries / Departments / State Governments / Statutory Organizations on policy matters and individual references relating to Project Development Cell and investment	10.0	Director / Deputy Secretary in-charge Details available on the website: www.dhi.nic.in	1. Examination of proposal. 2. Obtaining inputs from concerned authorities/CPSEs. 3. Approval of the competent authority 4. Furnishing of the comments.	NA	NA
9.	Furnishing of technical comments to DGFT in respect of proposal received for a) import of raw material /component under Duty Exemption Scheme, b) Import of Restricted Items	10.0	Director / Deputy Secretary in-charge Details available on the website: www.dhi.nic.in	1. Examination of proposal. 2. Obtaining advice of the Technical Wing. 3. Approval of the competent authority 4. Issue of final orders.	NA	NA
10.	Taking up issues with other authorities for promoting the prospects of CPSEs and taking follow-up action with CPSEs on the references received from other Ministries/Departments/Other Clients.	10.0	Director / Deputy Secretary in-charge Details available on	1. Examination of proposal. 2. Making references to concerned CPSEs/other authorities.	NA	NA

			the website: www.dh i.nic.in	3. Approval of the competent authority				
				4. Furnishing of the comments..				

### **Requirement of Service Standards:**

<b>Service to Citizens:</b>							
<b>S. No</b>	<b>Services</b>	<b>Service Weight</b>	<b>Success Indicators</b>	<b>Service Standards</b>	<b>Unit</b>	<b>Weight</b>	<b>Data Source</b>
1.	Issue of GST concession certificate for purchase of vehicle by persons with Orthopaedic Physical disability via online portal <b>dhigecs.heavyindustry.gov.in</b>	10.0	Maximum Time taken from date of receipt of complete application	30	Working Days	10.0	Records
2.	Redressal of grievances	10.0	Issue of Acknowledgement	02	Working days	2.0	Records
			Online transfer of Application	02	Working days	2.0	
			Sending of Action Report Taken	30	Working days	4.0	
			Disposal of appeal if any	30	Working days	2.0	
3.	RTI application (This service is provided strictly in terms of the provisions of RTI Act, 2005)	10.0	Transfer of application to other Departments	05	Working days	2.0	Records
			Issue of communication furnishing requisite information	30	Working days	5.0	
			Disposal of first appeal	30	Working days	3.0	
<b>Transactions with Central Public Sector Enterprises/Autonomous Bodies/Industrial Associations etc.:</b>							
4.	Decision on proposals of administrative financial & other nature	10.0	Maximum time taken from date of receipt of complete Proposal	90	Working days	10.0	Records
5.	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
6.	Decision on references received from CPSEs, Autonomous Bodies under MHI and Industrial Associations relating to: a) Heavy Electrical Engineering	10.0	Maximum time taken from date of receipt of complete proposal / reference	90	Working days	10.0	Records

	b) Heavy Engineering & Machine Tools c) Automobile & Allied Industries						
7.	Demand Incentive under FAME-India.	10.0	Maximum time taken from date of receipt of complete proposal /reference	30	Working Days	10.0	Records
<b>Transactions with Central Government Ministries / Departments / State &amp; UT Governments / Statutory Organizations:</b>							
8.	Furnishing of comments on references received from other Ministries / Departments / State Governments / Statutory Organizations on policy matters and individual references relating to Project Development Cell and investment	10.0	Maximum time taken from date of receipt of complete proposal.	30	Working days	10.0	Records
9.	Furnishing of technical comments to DGFT in respect of proposal 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 follow-up action with CPSEs on the references received from other Ministries/Departments/Other Clients.	10.0	Maximum time taken from date of receipt of complete proposal and furnishing of comments	60	Working days	10.0	Records

**Indicative Expectations from Service recipients:**

SN	Expectations from Service recipients
1.	Proposal on administrative, financial & other issues should be as per norms.
2.	Regular feed-back from Central Public Sector Enterprises / Industrial Associations / Autonomous bodies under Ministry of Heavy Industries
3.	Timely submission of Reports / Returns by Central Public Sector Enterprises / Industrial Associations, etc.
4.	Complete application along with documents for issue of GST concession certificate for purchase of vehicle by persons with Orthopaedic Physical Disability (PWDs).
5.	Proposals received from Ministries/Departments of Government of India/ State Governments / Central Public Sector Enterprises / Institutions/ Industrial 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. Original Equipment Manufacturers (OEMs) regarding Demand Incentive under FAME-India.

**Grievance Redressal Mechanism:****Nodal Officer for Public Grievances.**

Shri Madan Pal Singh,  
 Joint Director  
 Ministry of Heavy Industries,  
 Udyog Bhawan, New Delhi –  
 110011.  
 Tele No.011- 23062515,  
 e-mail:  
 madanpal.singh@nic.in

**Grievance Lodging Process:**

Service recipients can lodge grievances at grievance portal at <http://pgportal.gov.in>.

**Expectation from Complainant:**

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

**Timeline of Response:**

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

**List of Stakeholders / Clients:**

Sl. No.	Stakeholders / Clients Description
1.	Persons with Orthopaedic Physically Disability (PWDs) seeking GST concession on purchase of car
2.	Aggrieved persons sending public grievances to MHI/RTI Applicants
3.	Companies/firms seeking grant of concessional rate of custom duty under 'Project Import Scheme'.
4.	CPSEs and Autonomous bodies under Ministry of Heavy Industries.
5.	Registered Original Equipment Manufacturers (OEM) under FAME Scheme Phase II (Fast Manufacturing of (Hybrid &) Electric Vehicles in India)
Sl. No.	Stakeholders / Clients Description
6.	Industrial Associations: <ol style="list-style-type: none"> <li>i. Automotive Component Manufacturers Association of India, (ACMA)</li> <li>ii. Society of Indian Automobile Manufacturers, (SIAM)</li> <li>iii. Indian Electrical and Electronics Manufacturers Association, (IEEMA)</li> <li>iv. Industrial Area Manufacturer's Association, (IAMA)</li> <li>v. Tractor Manufacturer Association, (TMA)</li> <li>vi. Indian Machine Tool Manufacturers Association, (IMTMA)</li> <li>vii. Indian Textile Accessories &amp; Machinery Manufacturer Association, (ITAMMA)</li> <li>viii. Textile Machinery Manufacturers' Association (India), (TMMA)</li> <li>ix. Indian Printing Packaging &amp; Allied Machinery Manufacturers' Association, (IPAMA)</li> <li>x. Process Plant &amp; Machinery Association, (PPMAI)</li> <li>xi. Confederation of Indian Industry, (CII)</li> <li>xii. The Associated Chambers of Commerce and Industry of India, (ASSOCHAM)</li> <li>xiii. Federation of Indian Chambers of Commerce &amp; Industry, (FICCI)</li> </ol>

7.	Central Government Ministries/ Departments NITI Aayog , Ministry of Finance, Ministry of Commerce & Industry, Ministry of Urban Development, Ministry of Environment & Forest, Department of Personnel & Training, Ministry of Non-Fossil Fuels, Ministry of Power, Ministry of Labour & Employment, Ministry of External Affairs, Ministry of Information and Broadcasting, Department of Administrative Reforms and Public Administration, Ministry of Road Transport & Highways, Directorate General of Foreign Trade, Department for Promotion of Road Transport & Highways, Directorate General of Foreign Trade, Department for Promotion of Industry and International Trade and Promotion, Foreign Investment Promotion Board, Department of Science & Technology, Department of Public Enterprises, Ministry of Railways, Department of Public Relations, Press Information Bureau, Deptt. of Investment & Public Asset Management(DIPAM)
8.	State Governments / Union Territory Administrations.

**List of Central Public Sector Enterprises under the administrative control of Ministry of Heavy Industries:**

S.No.	Name & Address of CPSEs
(i)	Andrew Yule & Company, Yule House, 8, Dr. Rajendra Prasad Sarani, Kolkata –700001
(ii)	Bharat Heavy Electricals Ltd., BHEL House, Siri Fort, Asian Games Village, New Delhi-110049
(iii)	BBJ Construction Co. Ltd., 27, RN Mukherjee Road, Kolkata-70000*
(iv)	BHEL Electrical Machines Limited, Bedradka Post, Kasaragod-671124, Kerala
(v)	Bharat Pumps & Compressors Ltd., Naini, Allahabad-211010
(vi)	Richardson & Cruddas Ltd., Byculla Iron Works, PB No.4503, Sir JJ Road, Mumbai-400 008
(vii)	Tungabhadra Steel Products Ltd., Distt. Bellary, Tungabhadra Dam – 583225.
(viii)	Bridge & Roof Co. Ltd., 5th Floor, Kankaria Centre, 2/1, Russel Street, Kolkata 700071.
(ix)	Cement Corporation of India Ltd., Core-5, Scope Complex, 7, Lodi Road, New Delhi-110003
(x)	Engineering Projects (I) Ltd., Core-3, Scope Complex, 7, Lodi Road, New Delhi-110003
(xi)	Hindustan Paper Corporation. Ltd., Ruby Building, 75-C, Park Street, Kolkata-700016
(xii)	Nagaland Pulp & Paper Corporation, PO Paper Nagar, District Mokokchung, Nagaland-798623
(xiii)	Hindustan Newsprint Ltd, Newsprint Nagar, District Kottayam Kerala –686616
(xiv)	HMT Ltd. 59, Bellary Road, Bangalore-560 032
(xv)	HMT(I) Ltd., 59 Bellary Road, Bangalore-560032
(xvi)	HMT Bearings Ltd., 59, Bellary Road, Bangalore-560 032.
(xvii)	HMT Machine Tools Ltd., 59, Bellary Road, Bangalore-560 032
(xviii)	HMT Watches Ltd., 59, Bellary Road, Bangalore-560032.
(xix)	HMT Chinar Watches, Zainakot, Srinagar -190017.
(xx)	Hindustan Cables Ltd., 9, Elgin Road, Kolkata-700020
(xxi)	Hindustan Salts Ltd., B-427, Pradhan Marg, Malviya Nagar, Jaipur-302017
(xxii)	Sambhar Salts Ltd., B-427, Pradhan marg, Malviya Nagar, Jaipur-302017
	Rajasthan Electronics & Instruments Ltd. (REIL), 2, Kanakpura Industrial Area, Jaipur-302012, Rajasthan



(xxiii)	
(xxiv)	Heavy Engineering Corpn. Ltd., Plant Plaza Road, PO Dhurwa, Ranchi – 834004
(xxv)	Hindustan Photo Films Manufacturing Company Ltd., Indu Nagar, Ootacamaund –643005 Tamil Nadu.
(xxvi)	Instrumentation Ltd., Jhalawar Road, Kota-5, Rajasthan.-324005.
(xxvii)	Nepa Ltd., Nepa Nagar-450 221, Madhya Pradesh
(xxviii)	Scooters India Ltd., Sarojini Nagar, PO Box No.1, Lucknow-226008
(xxix)	Hooghly Printing Co. Ltd., Yule House, 8, Dr. Rajendra Prasad Sarani, Kolkata-700001

**Date of Issue:**        /        /  
/2021.

**Next Charter Review Date:**    /    /20