



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: April, 2013

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Vision

To promote Indian Industry and facilitate a balanced growth of industries.

Mission

To create a conducive environment and accelerate annual growth of industries to double digit level on sustained basis; improve share of manufacturing in GDP from 15.9 % in 2009-10 to 25% % by 2022; improve India's global share of FDI from 1.3% in 2007 to 5% in 2016-17 ; and make India a preferred location for foreign investment.

Objectives

1. To promote growth of manufacturing industry by facilitating financial, infrastructural and policy support.
2. To facilitate foreign investment and to 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 international commitments and increase output and efficiency in Trade Mark and Patent Offices.
5. To initiate measures towards procedural changes to make functioning of the Department more transparent and responsive.
6. To create a sound information base of macroeconomic indicators of industrial production and prices

Functions

1. Formulation and implementation of industrial policy and administration of Industries (Development & Regulation) Act, 1951.
2. Monitoring and stimulation of growth of manufacturing industry 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 and dissemination of Wholesale Price Index and collection of monthly industrial production statistics particularly 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.	2.0	Ms Gouri Karol, Director	dir.dipp.gk@gmail.com	011-23063345	Submission of proposal in DIPP	As per checklist at http://dipp.nic.in//English/acts_rules/Notification/Checklist_AdhocPermission_13Jan2011.pdf	NA	NA	0
						Examination of proposal and issuing of deficiency memo.				
						Submission of proposal for approval by the competent authority				
						Communication of decision				
2.	Certification of essentiality for import of capital goods required for initial setting up of new projects or expansion of the existing projects.	3.0	Ms Gouri Karol, Director	dir.dipp.gk@gmail.com	011-23063345	Submission of proposal in DIPP	As per checklist at http://dipp.nic.in//English/acts_rules/Notification/Checklist_Import_13Jan2011.pdf	NA	NA	0
						Examination of proposal and issuing of deficiency memo.				
						Submission of proposal for approval by the competent authority				
						Communication of decision				
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.	2.0	Ms Gouri Karol, Director	dir.dipp.gk@gmail.com	011-23063345	Submission of proposal in DIPP	Ministry of Coal forwards the proposals and documents for seeking comments of DIPP	NA	NA	0
						Examination of proposal and issuing of deficiency memo.				
						Submission of proposal for approval by the competent authority				
						Communication of decision				
4.	Release of Plan and Non-Plan funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI).	3.0	Ms Gouri Karol, Director	dir.dipp.gk@gmail.com	011-23063345	Scrutiny of proposal and issuing Initial Deficiency memo	As per checklist at http://dipp.nic.in//English/Grant/Checklist_GIA_14January2011.pdf	NA	NA	0
						Processing the proposal for submission to IF Wing for Release of funds.				

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
5.	Inclusion of Paper Mill in Schedule –I of Newsprint Control Order 2004	3.0	Smt Sunita Yadav (Deputy Secretary)	Sunita375@yahoo.com	011-23062794	Submission of proposal in DIPP Examination of Proposal and issuing of deficiency memo Submission of proposal for approval by the competent authority Communication of decision	As per the Checklist available at http://dipp.nic.in/English/acts_rules/Notification/Checklist_Paper_14_January2011.pdf	NA	NA	0
6.	Sponsoring of Priority Movement of Coal to paper mills	2.0	Smt Sunita Yadav (Deputy Secretary)	Sunita375@yahoo.com	011-23062794	Submission of proposal in DIPP Examination of Proposal and issuing of deficiency memo Submission of proposal for approval by the competent authority Communication of decision	Documents of past production of paper and past consumption of coal duly certified by chartered accountant (at least for 3years), installed capacity, IEM no of paper mill & some other parameters.	NA	NA	0
7.	Release of Plan and Non-Plan funds to Central Pulp and Paper Research Institute (CPPRI) and Development Council for Pulp, Paper and Allied Industries (DCPPAI)	2.0	Smt Sunita Yadav (Deputy Secretary)	Sunita375@yahoo.com	011-23062794	Scrutiny of proposal and issuing of Initial Deficiency memo. Processing of Proposal for submission to IF wing for release of funds	As per the Checklist available at http://dipp.nic.in/English/schemes/Grant/Checklist_GIA_14January2011.pdf	NA	NA	0
8.	Essentiality Certificate for projects in Explosives sector	2.5	Sri Atul Sing Director	as.atul@nic.in	011-23062343	(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)	As per the Checklist available at http://dipp.nic.in/English/policy/changes/prrelnov99.htm	NA	NA	0

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
						(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.				
9.	Issuing Industrial License for compulsory licensable items.	2.5	Sh. Daniel E. Richards, Director	de.richards@nic.in	011-23061987	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 http://dipp.nic.in/English/Investor/Forms/il-form	DD to be drawn in favour of 'Pay & Accounts Officer, D/o Industrial Policy and promotion	Demand Draft	Rs. 2500/-
10.	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	2.5	Sh. Daniel E. Richards, Director	de.richards@nic.in	011-23061987	Receipt of IEM application either by post or in person. Application received through post-deficiencies pointed out and returned for rectification	IEM application form in 6 copies (forms available in our website http://dipp.nic.in/English/Investor/Forms)	DD to be drawn in favour of 'Pay & Accounts Officer, D/o	Demand Draft	Rs. 1000/- for first 10 items belonging to the same amount for subsequent

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
						Application received in person – rectification identified and the entrepreneur is guided accordingly to rectify the defects Correct/rectified applications are considered for issuing IEM acknowledgements		Industrial Policy and promotion		10 items, Rs.250/_ through a consolidated draft.
11.	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	(T.S.G. Narayannen) Technical Adviser (Boilers) & Secretary, Central Boilers Board(CBB)	tsg.narayannen@nic.in	011-23062151	1.To submit application to Secretary, CBB (as per Regulation 4A to 4J on website) 2.Visit by Evaluation Committee (EC) / Presentation before Appraisal Committee(AC) (For IA/CA) 3.Approval of EC/AC report by Liaison Sub-Committee 4.Issue of recognition Certificate or rejection as per accepted EC/AC Report	Relevant Form XV-A to XV-G on the website http://dipp.nic.in/boiler_rules_updated/index1.htm	Indian Firm	N.A.	Nil
								Foreign Firm	DD or through SWIFT	USD 10000 (except for IA & CA)
12.	Approval of pressure parts materials for boilers made outside the country 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 on website	Manufacturing Drawings, Design details and materials list of Boilers approved by IBR Inspecting Authority	N.A	N.A.	Nil
13.	Miscellaneous approvals/clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	4.5	(T.S.G. Narayannen) Technical Adviser (Boilers) & Secretary,	tsg.narayannen@nic.in	011-23062151	To submit application to Technical Adviser (Boilers)		N.A.	N.A.	Nil

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
			Central Boilers Board(CBB)							
14.	Disbursal of Plan Funds to Implementing Authorities under ILDP	2.5	Sh. Daniel E. Richards (Director)	de.richards@nic.in	011-23061987	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 scheme guidelines available at http://dipp.nic.in/English/Schemes/Dept_Leather.aspx	NA	NA	0
15.	In principle approval to IIUS Projects	5.0	Shri A.K Singh	Akhil.singh@nic.in	23062821	Preliminary scrutiny of projects. Technical and Financial Appraisal of the Project. Approval of Apex Committee.	Detailed Project Report	NA	NA	0
16.	Release of Funds to IIUS Projects	5.0	Shri A.K Singh	Akhil.singh@nic.in	23062821	Scrutiny of Proposal. Approval of IF Wing. Submission of Bill to the PAO.	As per the Checklist available at http://dipp.nic.in/English/Schemes/IIUS/ckecklist.pdf	NA	NA	0
17.	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
18.	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division) through FC Division, DIPP	2.5	Officers-in-charge FC Division and IPIC Division	krashish@nic.in	23061147	Comments are forwarded to DEA (FIPB Division) through FC Division of DIPP	Copies of proposals received from FIPB Division through FC Division of DIPP	NA	NA	0
19.	Essentiality Certificate for projects in Consumer Industry	6.0	Shri Mrutyunjay Behera, Deputy Secretary	mrutyunjay.b@nic.in	011-23061688	(i) Receipt of application at the Secretariat of Industrial Assistance (SIA) of DIPP (ii) Receipt of application at the section level and entry in	As per the Checklist available at http://dipp.nic.in/English/acts_rules/Notification/CheckList_Import_13Jan2011.pdf	NA	NA	0

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
						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				
20.	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 in consultation with FC Division (iii) Obtaining clarification from other concerned Division/Section, if required. (iv) Posting of reply online.	NIL NIL	NA	NA	0
21.	Essentiality Certificate for projects in Light Engineering Industry	7.0	Shri Mrutyunjay Behera, Deputy Secretary	mrutyunjay.b@nic.in	011-23061688	(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://dipp.nic.in/English/acts_rules/Notification/CheckList_Import_13Jan2011.pdf	NA	NA	0

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
22.	Release of Wholesale Price Index	7.5	Dr. Mohan Chutani Economic Adviser	Mohan.chutani@nic.in	011-23063441	Information is placed on http://eaindustry.nic.in .	NA	NA	NA	
23.	Release of Monthly report on Growth of Infrastructure Sector concerning Coal, Crude Oil, Natural Gas, Refinery Products, Fertilizers, Steel, Cement and Electricity	2.8	Sh. Srikara Naik Economic Adviser	srikara@nic.in	011-23062384	Information is placed on http://eaindustry.nic.in .	NA	NA	NA	
24.	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
25.	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	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
26.	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	As per scheme guidelines	NA	NA	0
27.	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	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
28.	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
29.	Views on SFC/EFC	1.5	Shri Mukul	mukul.ratra@nic.in	011-	Receipt of proposals on file	As per instruction issued by	NA	NA	0

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Phone/mobile	Process	Document Required	Fees		
								Category	Mode	Amount
	NOTES/Cabinet Notes		Ratra, Director	nic.in	23062651	from Admn. Division. Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any.	Planning Commission, Ministry of Finance and Cabinet Secretariat from time to time.			
30.	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
31.	Payments of bills by PAO	1.5	Sh. Satvir Singh, 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
32.	Despatch of Pension Authority to the CPAO	1.5	Sh. Satvir Singh, 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
33.	Issue of annual account of GPF	1.5	Sh. Satvir Singh, Senior Accounts Officer	paoipp@gmail.com	011-23061093	Schedule Posting, Interest Calculation, Preparation and issue of Annual Statements	NIL	NA	NA	0
100	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.	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Day	2.0	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	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	9	Day	3.0	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.	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Day	2.0	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).	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Day	3.0	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	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	7	Day	3.0	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	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Day	2.0	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)	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Day	2.0	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.	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		
9	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/Depts.	1.5	Month		
10	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 an Industrial Entrepreneur memorandum (IEM) if complete in all respects.	2			
11.	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
12	Approval of pressure parts materials for Boilers made outside the country under Regulation 393 (b) of the Indian Boiler Regulations, 1950.	4.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30	days	4.5	Section Diary / Despatch register
13	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	4.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30	days	4.5	Section Diary / Despatch register
14.	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		

Sl. No.	Services/ Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
15	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		
16.	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		
17	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		
18	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division)	2.5	Initial deficiency Memo	10	Day	1.25	Section Diary / Despatch register
			Comments are forwarded to DEA (FIPB Division) through FC Division of DIPP	30	Day	1.25	
19	Essentiality Certificate for projects in Consumer Industry	6.0	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	50	Day	6.0	Essentiality Certificate Monitoring Register
20	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			
21	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
22	Release of Wholesale Price Index	7.5	Monthly basis for all commodities and manufactured products on 14 th of the succeeding month (on next working day if 14 th is a holiday)	2	Day	7.5	Office records
23	Release of Monthly report on Growth of Infrastructure Sector concerning Coal, Crude Oil, Natural Gas, Refinery Products, Fertilizers, Steel, Cement and Electricity	2.8	By the last week of succeeding month.	2	Day	2.8	Office records
24	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			

Sl. No.	Services/ Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
25	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
26.	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
27	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
28.	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
29.	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
30	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
31	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
32	Despatch of Pension Authority to the CPAO	1.5	Maximum time taken	30	Day	1.5	Section Diary / Despatch register
33.	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.	2.0	Maximum time taken to process the fully completed proposal for submission to issue of ad-hoc permission.	25	Day		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	3.0	Maximum time taken to process the fully completed proposal for submission to communicate recommendation to customs authorities.	44	Day		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.	2.0	Maximum time taken to process the fully completed proposal for submission to communicate recommendation to Ministry of coal.	25	Day		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	3.0	Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	25	Day		Section Diary/ Dispatch Register	25	30	35	40	45			

	(DCCI).														
5.	Inclusion of Paper Mill in Schedule-I of Newsprint Control Order 2004	3.0	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		Section Diary/ Dispatch Register	35	40	45	50	55			
6.	Recommending coal allocation for paper mills to Ministry of Coal on a yearly basis	2.0	Maximum time taken to process the fully completed proposal for submission to communicate the recommendation of DIPP to Ministry of Coal.	25	Day		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)	2.0	Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	25	Day		Section Diary/ Dispatch Register	25	30	35	40	45			
8.	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		Section Essentiality Certificate Monitoring Register	45	50	55	60	65			
9	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		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			

Sl. No.	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria					Achievement	Performance	
								Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%		Raw Score	Weighted Score
10.	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		Section Diary / Dispatch Register	4	5	6	7	8			
11	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		Section Diary/ Dispatch Register	5	6	7	8	12			
12.	Approval of pressure parts materials for Boilers made outside the country under Regulation 393 (b) of the Indian Boiler Regulations, 1950.	4.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30	Days		Section Diary/ Dispatch Register	25	30	35	40	45			

13	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	4.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30	Days		Section Diary/ Dispatch Register	25	30	35	40	45			
14.	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		Section Diary/ Dispatch Register	1.5 month	1 month and 20 days	2months	2 months and 5 days	2 months and 10 days			
15.	In principle approval to IIUS Projects	5.0	Response Time for deficiency Memo	30	Day		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			
16	Release of funds to IIUS projects	5.0	Initial deficiency Memo	30	Day		Section Diary/ Dispatch Register	30	35	40	45	50			
			Actual release of fund	70	Day		Section Diary/ Dispatch Register	70	75	80	85	90			
17	Preparation and scrutiny of Bills to make payment to private firms/suppliers	5.0	Initial deficiency Memo	6	Day		Section Diary/ Dispatch Register	5	7	10	12	15			
			Actual payment	30		25		30	35	40	45				
18	Furnishing of comments on FIPB cases forwarded by DEA	2.5	Maximum time taken from the date of receipt of the proposal, fully complete in all respects.	40	Day		Section Diary/ Dispatch Register	40	42	45	50	55			
19	Essentiality Certificate for projects in Consumer Industry	6.0	Maximum time taken from the date of receipt of fully complete proposal in all respects at the	50	Day		Section Diary/ Dispatch Register	45	50	55	60	65			

			section level and final communication.												
20	Bulletin Board for 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		Section Diary/ Dispatch Register	10	12	15	18	20			
21	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		Section Diary/ Dispatch Register	45	50	55	60	65			
22	Release of Wholesale Price Index	7.5	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		Office File	2	3	4	5	6			
23	Release of Monthly report on Growth of Infrastructure Sector concerning Coal, Crude Oil, Natural Gas, Refinery Products, Fertilizers, Steel, Cement and Electricity	2.8	By the last week of succeeding month.	2	Day		Office File	1	2	3	4	5			
24	Foreign visit of Ministers/officers of the State Government concerning industry sector.	0.7	Approval communicated to MoF	11	Day		Section Diary/ Dispatch Register/ office file	7	10	12	15	18			
25	Release of funds	2.0	Quick disposal	6	Day		Section	3	6	8	10	>15			

							Diary/ Dispatch Register								
26	Views on MOUs Agreements, Guidelines etc.	1.5	Quick disposal	10	Day		Section Diary/ Dispatch Register	6	10	15	30	>30			
27	Views on NITs, EOIs, RFPs etc.	1.5	Quick disposal	10	Day		Section Diary/ Dispatch Register	6	10	15	30	>30			
28	Concurrence to foreign deputations	1.5	Quick disposal	6	Day		Section Diary/ Dispatch Register	3	6	8	10	> 15			
29	Views on SFC/EFC NOTES/Cabinet Notes	1.5	Quick disposal	6	Day		Section Diary/ Dispatch Register	6	10	15	30	>30			
30	Misc. Administrative matters having financial implications	1.5	Quick disposal	6	Day		Section Diary/ Dispatch Register	3	6	8	10	> 15			
31	Payments of bills by PAO	1.5	Maximum time taken for Sanction Bill and DI Sheet for classification	3	Day		Section Diary/ Dispatch Register	1	3	5	7	9			
32	Despatch of Pension Authority to the CPAO	1.5	Maximum time taken	30	day		Section Diary/ Dispatch Register	30	33	35	37	40			
33	Issue of annual account of GPF	1.5	Maximum time taken	Release	Date		Section Diary/ Dispatch Register	Before 30 th June	Before 31 st July	Before 30 th August	In September	In October			
	Total	100													

Grievance Redress Mechanism

Website url to lodge <http://pgportal>

Sl no.	Name and address of the Public Grievance officer	landline	e-mail	Mobile number
1	Sh. B.K. Pati , Under Secretary & Public Relations Officer , Address: Entrepreneurship Assistance Unit, Near Gate No. 11, Udyog Bhavan, New Delhi.	Tel: 011-23063933 EPABX: 011-23063321 Extn. 2237	bk.pati@nic.in	
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	Ms. Kusumjeet Siddhu Additional Secretary and Financial Adviser 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		

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, Societies
5	Private Sector Companies
6	Manufacturers of Steels, Forgings, Castings, Pipes/Tubes for use in boilers, both in India & Foreign Countries
7	Firms/Companies engaged in Inspection, Certification and related activities in the field of boilers, both in India & Foreign Countries
8	Material Testing Laboratories in India
9	Remnant Life Assessment Organizations as per the Indian Boiler Regulations, 1950 in India
10	Users of imported Boilers in India of capacity above 100 TPH and Waste Heat Boilers of Capacity above 20 PTH
11	Manufacturers & users of boilers in India
12	Citizens of India
13	Banks/ Financial Institutions,
14	Public Undertakings

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 : PRODUCTIVITY, Fax : 91-11-24615002	info@npcindia.org	N.A.	Utpadakta Bhavan, 5-6 Institutional Area, Lodhi Road, New Delhi - 110003
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;	info@irmra.org	N.A.	Plot No. 254/1B, Road N0.16V. Wagle Industrial Estate, Thane (West)

		Fax: 25823910			PIN - 400604. Maharashtra, India
13	Office of the Economic Adviser	Tel: 2306 2721 Fax: 2306 3502	Email to the Senior Economic Adviser aditisray@nic.in	N.A	Udyog Bhawan, Maulana Azad Road, New Delhi-110011
14	National Manufacturing Competitiveness Council (NMCC)	Tel: 23022537,	<u>nmcc@nic.in</u>	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/guidelines.
9	Give their suggestions/inputs on drafts placed on Ministry's website/those circulated to them.
1	State representatives should attend the conference with complete information.
11	For 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 Organization under the Indian Boiler Regulations, 1950, submission of duly filled in applications in relevant forms XV-A to XV-G available on the website: http://dipp.nic.in/boiler_rules_updated/index1.htm along with requisite fee, wherever applicable.
12	For approval of pressure parts materials for boilers made outside the country under Regulation 393 (b) of the Indian Boiler Regulations, 1950, application on applicant's letter head along with manufacturing Drawings, Design details and materials list of Boilers approved by IBR Inspecting Authority.
13	Regarding Miscellaneous approvals/clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950 application on applicants' letter head with full details.
14	Proper utilization of financial assistance as terms and conditions and timely completion of projects. Timely submission of Utilization Certificates.