



Citizen's/Client's Charter

Ministry of Steel

(2011-2012)

Address:	Udyog Bhavan, New Delhi-110011
Website ID:	www.steel.nic.in
Date of issue:	December 2011
Next Review:	January 2013

VISION

To transform India into a global leader in the steel sector, both as a steel producer as well as a steel consuming nation and to enhance the Indian steel industry's international competitiveness.

MISSION

1. Promoting policies, initiatives and incentives for attaining a national steel production capacity exceeding 100 million tonnes per annum by the year 2012.
2. Seeking the regulatory environment for enabling optimal steel production; particularly regarding mineral policy and the mine allocation regime, tariff and taxation measures, land allocation and environmental and forest clearances.
3. Promoting the development of infrastructure required for enhancing national steel production through coordinated efforts, particularly in sectors like Railways, Roads, Ports, Power and Water supply.

4. Enhancing domestic demand for steel through promotional efforts and by enlarging the retail network of steel PSUs.

5. Improving the functioning of the Steel Ministry PSUs for transforming them into global leaders.

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Main Services/ Transaction

Sl. No	Services / Transaction	Weight %	Responsible Person (Designation)	e-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Processing of applications for assistance/release of grants for R&D projects in the steel sector	30	Shri ACR Das, IA	iasteel@nic.in	23061064 +91981133 0571	Inviting applications seeking grant for R&D Submission of project as per prescribed proforma Examination of the proposal Scrutiny by the group of independent experts	Application as per MoS guidelines in five copies Proforma invoice of the equipment, concurrence letter from the participating industries etc.	Not applicable	Not applicable	Not applicable

						<p>Final approval of the competent authority. Constitution of empowered board if the cost of the project is more than Rs.1 crore.</p> <p>Examination of the progress reports and monitoring of the utilization of funds.</p> <p>Placement of project completion reports before the competent authority for final approval.</p>	<p>Progress reports and utilisation certificates in the prescribed format</p> <p>Project Completion Report and final utilization certificates.</p>			
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2.	Processing application for recommendation for import duty rebate/concession	10	Shri D.B. Singh, Deputy Secretary	deenbandhu.singh@nic.in	23063722 +91956070 1100	Examination as per Project import regulations and Industrial Entrepreneur Memorandum/ Industrial Licence for import of capital goods	As per project import regulations	Not applicable	Not applicable	Not applicable
3.	Processing application for recommendation for issue of Project Visa for foreign personnel	10	Shri D.B. Singh, Deputy Secretary	deenbandhu.singh@nic.in	23063722 +91956070 1100	Examination / assessment of actual requirement of manpower in view of the guidelines issued by MHA.	Application alongwith supporting documents issued by the employer company / Project Company.	Not applicable	Not applicable	Not applicable
4.	Processing application for establishment of liaison office in India by foreign company	10	Shri D.B. Singh, Deputy Secretary	deenbandhu.singh@nic.in	23063722 +91956070 1100	Examination of the request in consultation with Technical Wing in view of FEMA/FDI guidelines / regulations.	Application from the company through RBI, complete background of the applicant company, activities and supporting papers as per eligibility	Not applicable	Not applicable	Not applicable

							criteria and procedural guidelines.			
5.	Prompt Grievance Redressal	15	Shri A.K. Madan, Deputy Secretary	anil.madan@nic.in	23063854 +91996827 9569	Grievance should be as specific as possible and must relate to the functioning of the Ministry of Steel and the organizations under it	Duly signed application with full address	Not applicable	Not applicable	Not applicable
						Grievance relating to the jurisdiction of the Ministry can be submitted both electronically via http://pgportal.gov.in and in writing via registered post/ordinary post.				

6.	Prompt acknowledgement of receipt of letters from clients/citizens	5	Shri Anil Kumar Madan, Deputy Secretary	anil.madan@nic.in	23063872			Not applicable	Not applicable	Not applicable
7.	Timely response to letters from clients/citizens under RTI Act,2005	5	Shri S.B. Tiwari, Section Officer (RTI)		23062052			Not applicable	Not applicable	Not applicable
8.	Prompt response to telephone calls on technical matters between 9:30 AM and 5:30 PM on central enquiry number (+91-11-23063332)	5	Shri A K Mishra Assistant Industrial Adviser	ak.mishra@nic.in	23063332			Not applicable	Not applicable	Not applicable
9.	Prompt response to a request for appointment with appropriate officer after receiving a written request	5	Shri A K Mishra, Assistant Industrial Adviser	ak.mishra@nic.in	23063332	Written request must be made stating the purpose for which the meeting is sought and why a meeting is required		Not applicable	Not applicable	Not applicable
10.	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	5	Shri G. Vaidheeswaran, Under Secretary	g.vaidheeswaran@nic.in	23063807 +919868400079	Bills should be submitted in the Ministry with all supporting documents.		Not applicable	Not applicable	Not applicable

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Service Standards

Sl.No	Services/Transaction	Service Weight %	Success Indicators	Service standards	Unit	Weight %	Data Source
1.	Processing of applications for assistance/release of grants for R&D projects in the steel sector	30	Time taken for examination of the project proposal at MOS and seeking additional details from the applicant required to the experts before placing the proposal to Empowered Committee for approval	6	Months	30	Ministry's records
2.	Processing application for recommendation for import duty rebate/concession	10	Time taken for processing from the date of receipt of the proposal/document complete in all respect.	45	Days	10	Ministry's records
3.	Processing application for recommendation for issue of Project Visa for foreign personnel	10	Time taken for processing from the date of receipt of the proposal/document complete in all respect.	30	Days	10	Ministry's records
4.	Processing application for establishment of liaison office in India by foreign company.	10	Time taken for processing from the date of receipt of the proposal/document complete in all respect.	30	Days	10	Ministry's records

5.	Prompt Grievance Redressal	15	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Days	Software will automatically calculate the weight, based on the ratio of the working days	Centralized Public Grievance Redress And Monitoring System (CPGRAMS) report
			Average time taken to receive grievance received through registered post/ordinary post	7	Working days	Software will automatically calculate the weight, based on the ratio of the working days	CPGRAMS report and Ministry's records
			Average time taken to send communication for additional information	15	Working days	Software will automatically calculate the weight, based on the ratio of the working days	CPGRAMS report and Ministry's records
			Average time taken for grievance settlement	45	Working days	Software will automatically calculate the weight, based on the ratio of the working days	Centralized Public Grievance Redress And Monitoring System (CPGRAMS) report and Ministry's records

6.	Prompt acknowledgement of receipt of letters from clients/citizens	5	Average time to send acknowledgement	3	Working days	5	Ministry's records
7.	Timely response to letters from clients/citizens	5	Average time taken to issue responses	30	Working days	5	Ministry's records
8.	Prompt response to telephone calls between (9:30 AM and 5:30 PM on central enquiry number(+91-11-23063332))	5	Average time taken to respond to phone calls	2 minutes		5	Ministry's records
9.	Prompt response to a request for appointment with appropriate officer after receiving a written request	5	Average time taken to respond to such requests	1	Working day	5	Ministry's records
10.	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	5	Average time taken to clear the payments after receipt of complete documents	7	Working days	5	Ministry's records

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Grievance Redressal Mechanism Website URL to lodge <http://pgportal.gov.in>

Sl. No.	Name of the Public Grievance Officer	Landline/Mobile Number	e-mail
1.	Shri J P Shukla, Joint Secretary	23063854 +919717712751	jp.shukla@nic.in
2.	Shri Anil Kumar Madan, Deputy Secretary	23063872 +919868279569	anil.madan@nic.in

List of Stakeholders/Clients

Sl. No.	Stakeholders/Clients Description
1.	Ministries/Departments of Mines, Environment & Forest, Coal, Shipping, Road & Transport, Expenditure, Power, Railways, Planning Commission, Ministry of Heavy Industries and Public Enterprises
2.	State Governments/UT Administration
3.	Public Sector Undertakings and organizations under the administrative control of the Ministry of Steel
4.	Private Sector Steel Companies
5.	FICCI, ASSOCHAM, Steel, Refractory, Sponge iron, Ferro Alloys, Electric Arc Furnace, Induction Furnace, Ship Breaking , Mining Associations and similar such Industry Associations
6.	Steel, Mining and Coal Companies abroad
7.	Citizen's of India

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List of Responsibility Centres and Subordinate Organizations

Sl. No.	Responsibility Centres and subordinate Organizations Description	Landline number	E mail	Address
1.	Chairman, Steel Authority of India Ltd. (SAIL)	011 – 24368094, 24367282	sail.co.@vsnl.com	Ispat Bhavan, Lodhi Road , New Delhi-110003
2.	CMD, NMDC Ltd.	040 – 23538701-04 Fax - 040 – 23538711	ranasom@nmdc.co.in	Khanji Bhawan, 10/3-311/A, Castle Hills, Masab Tank, Hyderabad-500173, Andhra Pradesh
3.	CMD, Rashtriya Ispat Nigam Ltd. (RINL)	0891-2518301-360	drphani@vizagsteel.com	Administrative Building, Visakhapatnam-530031, Andhra Pradesh
4.	CMD, MOIL Ltd.	0712 - 2592070	cmd@moil.nic.in	MOIL Bhawan, 1-A, Katol Road, Nagpur-440013 (Maharashtra)
5.	CMD, MSTC Ltd.	033 - 22900964	cmd@mstcindia.co.in	225-C, Acharya Jagdish Chandra Bose Road, Kolkata-700020, West Bengal
6.	CMD, Hindustan Steelworks Construction Ltd. (HSCL)	033 - 22230865	hscal@vsnl.net	5/1, Commissariat Road, (Hastings), Kolkata - 700022 (West Bengal)
7.	CMD, MECON Ltd.	0651 – 2481021 / 2209	cmd@meconlimited.co.in	MECON Building, Ranchi-834002 (Jharkhand)
8.	CMD, KIOCL Ltd	080 – 25531461 / 470	cmd@kudreore.com	II Block, Koramangala, Bengaluru-560034, Karnataka
9.	MD, Bird Group of Companies	033 - 40169200	birdgroup@eth.net	FD-350, Sector-III, Salt Lake City, Kolkata-700106, West Bengal

10.	MD, Ferro Scrap Nigam Ltd.	0877 - 2222474	fsnl_co@sanchar.net.in	FSNL Bhawan, Equipment Chowk, Central Avenue, Bhilai-490001, Chhattisgarh
11.	Joint Plant Committee	Executive Secretary 033 – 24614055 / 56	jpc-wb@nic.in	Ispat Niketan, 52/1A, Ballygunde Circular Road, Kolkata -700019.
12.	Biju Patnaik National Steel Institute (BPNSI)	In charge Admn. 06752 - 232820	bpnsipuri@sify.com	Rama Ballav Road, Puri-752001(Odisha).
13.	National Institute of Secondary Steel Technology (NISST)	Director, NISST 01765 - 258080	nisst@dataone.in	GT Road, Mandi Gobindgarh, Distt: Fatehgarh Sabeb(Punjab)
14.	Institute for Steel Development & Growth (INDAG)	Director General 033 – 24614045/47	contact@steel-insdag.org	Ispat Niketan, 52/1A, Ballygunde Circular Road, Kolkata-19.
15.	UNDP / GEF Project Management Cell (Steel)	011 - 29960593	pmc@undpgefsteel.gov.in	Jwahr Dhatu Bhawan, 39 Tughlakabad Institutional Area, M.B. Road, New Delhi-110062.

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Indicative Expectations from Service Recipients

Sl. No.	Indicative expectations service description
1.	Please show courtesy to the Ministry's officials
2.	Always keep proper records of your letters and communication with the Ministry
3.	If you have an appointment with the Ministry, please arrive 15 minutes prior to the appointment
4.	If you wish to cancel an appointment, please give a written notice via fax or e-mail at least two days in advance
5.	Send reports in the prescribed format as per the prescribed timelines
6.	Check the Ministry's website regularly for updates on policies, programmes and procedures
7.	Please give suggestions/ inputs on drafts placed on the Ministry's website/ those circulated to them
8.	Central /State Government/private steel companies representatives of appropriate level and steel Industry associations should attend the co-ordination meetings of the Ministry
9.	All concerned should duly and timely provide requisite data and statistics whenever any survey is conducted by the Ministry or its authorized organizations like the Joint Plant Committee to assess the trends and statistics in respect of the Steel sector
10.	Prompt response to letters and communications of the Ministry within the stipulated time lines
11.	All applications for grants of R&D projects (in five copies) should be as per the guidelines of the Ministry of Steel
12.	Proforma/invoice of the equipment and concurrence letter from the participating industries etc. should be submitted within the prescribed time lines
13.	Progress reports and utilisation certificates should be in the prescribed format
14.	Project completion report and final utilisation certificates should be submitted within the prescribed timelines
15.	Application should be accompanied with supporting documents issued by the employer company/project company
16.	Application from the company through RBI, complete background of the applicant company, activities and supporting papers should be as per eligibility criteria and procedural guidelines.