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Citizen Charter, Public Grievances, RTI, Official Language and other activities

I. CITIZEN CHARTER

Mission: To double India's exports of goods and services by the end of 12th Five Year Plan period, over the level achieved at the end of the 11th Five year Plan period. The long term objective is doubling India's Share in Global trade by end of 2020 through adoption of appropriate strategies.

Values: Committed to act with integrity and judiciousness, transparency and accountability and with courtesy and understanding in our dealings with the trade and the public. All the services and commitments to be delivered to citizens in most effective and efficient

manner.

Commitment: Continuously strive to evolve procedures in foreign trade policy that would be of maximum benefit to the public. Committed to simplify various requirements necessary under rules in force, in the context of a globalized and liberalized economy. Continuously consult our client groups and give timely publicity to all changes in law or procedures relevant to the Department.

The following standards of Services have been provided under the Citizen Charter of Department of Commerce:-

S. No.	Services/Transaction	Maximum Time Limit
1	Approval for grant of financial assistance funds under MDA scheme.	i) Approval of Action Plan : By 30th April of the Financial Year. ii) Release of Funds: Within 60 days of allocation of Budget.
2	Approval for grant of financial assistance under MAI scheme.	5 Months
3	Approval for grant of financial assistance in respect of projects under Central component of ASIDE, and release of ASIDE Fund (Central).	3 Months* (*Subject to availability of complete documents and availability of funds).
4	Approval for setting up of SEZ.	i) Placement of cases before the Board of Approval (BOA) within 60 days of receipt of State Government's recommendations and complete documents. ii) Issues of approval letter within 20 days of BOA approval, subject to security clearance.

II. PUBLIC GRIEVANCES

Public Grievance Cell deals with problems of staff of Department and offices under its

control for speedy redressal. A Grievance Box has also been provided at the Information and Facilitation Counter situated at Gate No.14,

Udyog Bhavan, New Delhi. All Thursdays are observed as meeting less days in the Department and officers make themselves available to the public without insisting upon prior appointment.

Appellate Committee Cell

An Appellate Committee has been constituted in the Department under section 15(1) of the FT (Development & Regulation) Act 1992. As per the citizen charter the Appellate Committee is to dispose the appeals admitted under FT (D&R) Act within 3(three) months subject to receipt of complete details/documents from the appellant and respondents. The committee has been fulfilling the said commitment.

Details of the appeals disposed during the year 2013 are as under:-

Appeals pending as on 01.01.13	Appeals admitted during the year	Total appeals for disposal	Appeals disposed	Appeals pending
5	14	19	12	7

III. Vigilance Unit

The Vigilance Section in the Department with the Joint Secretary & Chief Vigilance Officer (JS&CVO) as the Divisional head deals with the following work:-

- implementation of Conduct rules
- processing of annual property returns
- completion of Performance Appraisal Reports of all the officers of the Department
- furnishing of CVO's monthly report on vigilance activities to CVC

- compiling quarterly statistical reports of vigilance cases for sending a consolidated quarterly report to the Department of Personnel
- work relating to granting permission under the provision of the Conduct Rules

Vigilance Division also handles the following activities:-

- conducting regular and surprise inspections of sensitive offices
- review and streamlining of procedures, which appear to afford scope for corruption or misconduct and for initiating other measures for the prevention, detection of corruption and other malpractices and punishment to the corrupt in the Department as well as its attached and subordinate offices and Public Sector Undertakings
- keeping a watch on the movement/visits of Undesirable persons in the Department
- preparation of a list of officers of "Doubtful Integrity" /Agreed list and their postings to non sensitive areas.

The Vigilance Section of the Department also deals with the disciplinary cases of Indian Trade Service officers and Board level appointees working in various Public Sector Undertakings, Autonomous Bodies and Commodity Boards functioning under the administrative control of the Department, while the cases of non Board level appointees of the various PSUs, Autonomous Bodies and Commodity Boards are looked after by the respective CVO/Heads of the Organisation.

The complaints received from individuals and other organizations like CBI/CVC/PMO etc. are examined on the basis of the factual report obtained from the concerned administrative divisions/organizations. If necessary, preliminary inquiries are made to look into the merit of the complaint. If the complaints have any substance then a regular departmental action is initiated.

During the year 2013-14 (April'13-October'13), about 140 (approx.) investigations/inquiries were conducted and on the basis of these inquiry proceedings, in 17 (approx.) cases major/minor penalties were imposed in attached and subordinate offices, PSUs, Autonomous Bodies and Commodity Boards and the Department of Commerce.

5. Vigilance Awareness Period was observed during the period 28th October, 2013 to 2nd November, 2013 to create awareness amongst officers and staff.

IV. Right to Information

The Department of Commerce (DoC) has implemented the Right to Information Act, 2005 and has put in place all necessary systems and procedures on the website of the Department. At present, there are 38 Central Public Information Officers (CPIOs) of Directors/Deputy Secretaries level in the Department and 16 First Appellate Authorities (F.A.A.s), who are Additional Secretary/Joint Secretary level officers to hear and dispose of first appeal(s) filed under the RTI Act.

Besides, there are 31 Public Authorities (P.A.s) under the jurisdiction of DoC. All these P.A.s have their own CPIOs and F.A.A.s for implementation of the provisions of the RTI Act.

During the year April, 2012 to March, 2013, 836 RTI applications were disposed of by different CPIOs/Appellate Authorities of this Department and 286 RTI applications were transferred to other Public Authorities. During the same period, 50 appeals were also disposed of as per provisions of the RTI Act.

During the period from April, 2013 to March, 2014, 977 RTI applications were disposed of by different CPIOs/Appellate Authorities of this Department and 639 applications were transferred to other Public Authorities. During the same period, 80 appeals were also disposed of as per provisions of the RTI Act.

V. Official Language Division

The official language division monitors the progressive use of Hindi and implements the official language policy in the official work of the department. Necessary action has been taken to achieve the targets set out in the Annual Programme for the year 2013-14.

Hindi Salahakar Samiti

The Department has a Hindi Salahakar Samiti to review the progressive use of Hindi in the official work of the Department as well as various organizations under its administrative control. Hon'ble Minister of State for Commerce & Industry presides in the meetings and thereafter detailed instructions are issued to implement the decisions taken therein.

Official Language Implementation Committee

Meetings of the Official Language Implementation Committee (OLIC) were

organised under the Chairmanship of Joint Secretary (O.L) wherein progressive use of Official Language in official work of various Sections/Divisions of the Department was reviewed. Apart from this targets set by the Department of official Language were also discussed.

There is improvement in the use of Hindi Correspondence as compared to previous year. Letters received in Hindi are replied to in Hindi. The percentage of outgoing Letters in Hindi is increasing.

Hindi workshops and Hindi Fortnight

Hindi workshops are organized in Department on regular basis. The topics discussed in these workshops are Official Language Policy & Official Language Act ; Hindi noting and drafting, official and administrative terminology, How to fill Questionnaires for parliamentary committee's inspection and Quarterly Reports etc.

Hindi Fortnight was organized in the Department during 2-16 September 2013. Six competitions viz. Essay writing in Hindi, Noting and Drafting in Hindi, Dictation in Hindi, picture description, extempore speech in Hindi and Raj bhasha and General Knowledge. In a function organized on 17-10-2013, Ms. Anita Agnihotri AS&FA of Department of Commerce gave away the cash prizes and certificates to the winners.

Incentive Schemes

To enhance the use of Hindi in their official work by the staff, the following incentive schemes have been introduced in the Department:

- Under the "Annual special incentive scheme" operated during the year to encourage the officers/employees to do their optimum official work in Hindi, a cash award of Rs. 5000/- each has been initiated in the Deptt. of Commerce. Under this scheme a provision has been made to provide a total number of 44 prizes (22 prizes for Hindi speaking employees and 22 prizes for non- Hindi speaking employees)
- The status of various organizations under the Department of Commerce in which 80% or more employees have acquired working knowledge of Hindi for doing their official work is being reviewed regularly.
- During the year 2 sub regional offices of MPEDA have been notified in the Gazette of India under Rule 10 (4) of the Official Language Rules, 1976. Apart from this, 15 sections in the Department have already been specified under rule 8(4) of the Official Language Rules, 1976 for doing their entire official work in Hindi.

Rajbhasha Shield Yojna for Attached/ Subordinate offices.

This incentive scheme is being implemented in the department for its attached/ subordinate offices for many years. Under this scheme, shield/ trophies are awarded to the offices for their performance in the field of official language. Their performances are evaluated by a committee on the basis of the prescribed performa and relevant documents submitted by them.

Inspections

The Department ensures compliance of Section 3(3) of the Official Language Act wherein all papers/documents are issued bilingually (Hindi & English). In compliance of Rule 5 of the Official Language Rules, letters received in Hindi are invariably replied to in Hindi. Letters received from the offices located in Region 'A', 'B' and 'C' are also replied to in Hindi. The progress made in promoting the use of Hindi in the organizations under the control of the Department is monitored and reviewed through their Quarterly Progress Reports and through inspections. Official Language inspections of 10 attached offices of Deptt. of Commerce were carried out during the year 2013 and the inspections of sections of the Department of Commerce were also carried out by the officials of Hindi Division to review the position of progressive use of Hindi in their official work.

Committee of Parliament on Official Language

During the year, 2013-14 the committee of Parliament on Official Language inspected following 10 organizations under DOC wherein a representative of the Department were present. These are ECGC Ltd., Delhi, Rubber Board, Regional office, Pallakkad, Spice Board, Munnar, MMTC Ltd., Kocchi, PEC Ltd., New Delhi, DGS&D New Delhi, MMTC, Regional office, Hyderabad, MPEDA Regional office, Vijaywada, ECGC Ltd., Pune and Office of Deputy Commissioner of Rubber production, Agartala.

VI. Commercial Wings/Indian Missions/ Posts abroad

There are 65 formal Commercial Wings functioning in the Indian Missions/Posts abroad, which are funded from the budget of the Department of Commerce. These Commercial Offices, working as units, are attached to the Indian Missions. These include the Permanent Mission of India to the World Trade Organization, Geneva and our Mission in Brussels. In addition, 41 other Indian Missions have also been provided with commercial budget either to employ local Marketing Assistants for undertaking commercial and economic activities or to carry out trade promotional activities.

The Commercial Wings of our Missions abroad serve as an extension of the Department of Commerce in performing various tasks relating to India's trade with the concerned host country, it involves:

- Information and marketing intelligence which would, inter-alia, include collection and transmission of trade, economic and investment information; monitoring of economic, commercial and trade policy developments; monitoring of bilateral economic and commercial relations, both at the Government-level as well as at the level of business communities of the two countries; market research, surveys and critical analysis of ongoing trade;
- Trade and investment promotion which would, inter-alia, include handling trade and investment enquiries, promotion

of merchandise trade, promotion of investment and joint ventures and assistance in resolution of trade disputes;

- Trade and economic discussions which would, inter-alia, include follow-up on the bilateral economic and commercial relationship, promotion of project exports and services, brand/market promotion, analysis of emerging trends relating to multilateral and regional institutions with a focus on India's trade and investment etc.

In order to strengthen these Commercial Wings and increase their activities, budgetary allocation for these offices has been augmented. The Budget Estimates (BE) for the year 2013-14 was Rs. 121.35 crores and was increased to Rs.132.24 crores at RE stage. The allocated funds were utilized fully.

VII. Results- Framework Document (RFD) for 2013-14.

Results-Framework Document (RFD) provides a summary of the most important results of the Department of Commerce expects to achieve during the financial year. This document has two main purposes: (a) move the focus of the department from process-orientation to results-orientation and (b) provide an objective and fair basis to evaluate department's overall performance at the end of the year.

The RFD seeks to address three basic issues: (a) The department's main objectives for the year. (b) Actions proposed to achieve these objectives. (c) Progress made in implementing these actions and the relevant success indicators.

Detailed RFD of the Department of Commerce is available at the website : www.commerce.nic.in.