

**CITIZENS' CHARTER**

**2017**

**DEPARTMENT OF COMMERCE**

**MINISTRY OF COMMERCE & INDUSTRY**

**UDYOG BHAWAN**

**NEW DELHI – 110 011**

**Website : [www.commerce.gov.in](http://www.commerce.gov.in)**

## **1. Vision and Mission of the Department**

The long-term vision of the Department is to make India a major player in the world trade and assume a role of leadership in the international trade organisations commensurate with India's growing importance. The policy tools being adopted involves the Strategy focusing on the targeted commodity and country in the medium term and the Foreign Trade Policy in the long run.

## **2. Functions**

The Department formulates, implements and monitors the Foreign Trade Policy(FTP) which provides basic policy framework and strategy to be followed. The Trade Policy is periodically reviewed to incorporate changes necessary to take care of emerging economic scenarios both domestic and international. Besides, the Department is also entrusted with responsibilities relating to multilateral and bilateral commercial relations, Special Economic Zones, state trading, export promotion, and trade facilitation and development and regulation of certain export oriented industries and commodities.

## **3. Our Stakeholders**

The Department of commerce is the nodal agency for formulation of policies for increasing the export of the country in various commodities. In this process, the Department consults and collaborates with the following stakeholders:

- i) Citizens of India
- ii) Exporters
- iii) Importers
- iv) Export Promotion Councils
- v) Export Promotion Organisations
- vi) Developers of SEZs/EOUs
- vii) State Governments/UT Administration
- viii) Ministries/Departments of Central Government
- ix) Commercial Missions abroad
- x) Commodity Boards

#### 4. Standards of Services Provided

(i) Timely approval of proposals for grant of financial assistance under Market Access Initiative (MAI) Scheme

S. No.	Services/Transaction	Maximum Time Limit
1.	Approval for grant of financial assistance funds under Marketing Development Assistance (MDA) scheme.	This is a non-plan scheme which is proposed to be merged with MAI from F.Y. 2017-18.
2.	Approval for grant of financial assistance under MAI scheme.	3 months from the date proposals are received in E&MDA Division.
3.	Approval for grant of financial assistance in respect of projects under Trade Infrastructure for Export Scheme (TIES).	3 months* (*Subject to availability of complete documents and availability of funds.)
4.	Approval for setting up of Special Economic Zone (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. Issue of approval letter within 20 days of BOA approval, subject to security clearance.
5.	<b><u>RTI Act, 2005</u></b> I. Provide information or reject the request for any of the reasons specified in the RTI Act, 2005.  II. Disposal of appeals preferred under RTI Act, 2005.	i. Within the time limits prescribed in the RTI Act, 2005.  ii. Within the time limits prescribed in the RTI Act, 2005.
<b>PUBLIC GRIEVANCE MECHANISM</b>		
6.	Resolving Public Grievances	60 <sup>x</sup> days ( * Subject to receipt of complete details and receipt of responses from the authority taking final decision on the grievance) ( * If longer period is involved, the complainant will be informed through an interim reply within 60 days.)
7.	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT, etc.	Within 3 month  <b>Note : This is subject to receipt of complete details/documents from the appellant and respondents</b>

**Note: The details of responsible persons, processes, documents, fee if applicable and bench marks for evaluation of service are given in Annexures I and II.**

## 5. GRIEVANCE REDRESS MECHANISM

### APPELLATE COMMITTEE -

A quasi-judicial Appellate Committee constituted in the Department is responsible for taking actions on appeals preferred against statutory orders passed by DGFT.

Name and Contact details of concerned officers:

- |  |  |
|--|--|
| (i) Shri Alok Vardhan Chaturvedi,<br>Additional Secretary<br>Room No. 121<br>Tele: 23063460<br>Email: <a href="mailto:as1office.doc@nic.in">as1office.doc@nic.in</a> | (iii) Shri Sunil Kumar,<br>Joint Secretary<br>Room No.249<br>Tele: 23061837<br>Email: <a href="mailto:sunilk.ias@gov.in">sunilk.ias@gov.in</a> |
| (ii) Shri Bhupinder Singh Bhalla,<br>Joint Secretary<br>Room No. 162-B<br>Tele: 23062660<br>Email: <a href="mailto:bsbhalla@gov.in">bsbhalla@gov.in</a>              | (iv) Ms. Anita Karn,<br>Director<br>Room No. 284<br>Tele: 23063648   |

- (iii) Website address: <http://commerce.gov.in>

## 6. PUBLIC GRIEVANCE MECHANISM –

This mechanism has been constituted to deal with complaints of serving/retired employees of Department of Commerce and its organisations. It also caters to general public grievances.

Names and Contact details of grievance officers:

- |  |   |
|--|---|
| (i) Shri Ashok Kumar<br>Joint Secretary<br>Room No. 250<br>Tele: 23061139<br>Email: <a href="mailto:ashok.kr61@nic.in">ashok.kr61@nic.in</a> | (ii) Shri K. K. Daimary,<br>Deputy Secretary<br>Room No. 277<br>Tele: 23063268<br>Email: <a href="mailto:kk.daimary@nic.in">kk.daimary@nic.in</a> |
|--|---|

(iii) Website address: <http://pgportal.gov.in> and this link is also available on <http://commerce.gov.in>

## **7. Responsibility Centres**

Details of Responsibility Centres are at Annexure-III.

### **Indicative Expectations from Service Recipients**

- i. Submit duly completed application forms in all respects.
- ii. Always keep proper records of your letters and communications with Ministry.
- iii. Send reports/UC/Audited Accounts in prescribed formats in time.
- iv. Check website of the Department regularly for updates on policies, programmes and procedures.
- v. Don't hesitate in contacting the concerned officer on telephone /E-mail.
- vi. Stake holders should not hide facts in the applications, appeals, discussion, etc.

## **8. Task Force on Citizens' Charter**

**A.** Task force on Citizens' Charter will comprise of following officers:

- i. Shri J. K. Dadoo,  
AS & FA  
Room No.35,  
Udyog Bhawan, New Delhi  
Tele: 23063215,  
Fax: 23062481  
Email: [asfa\\_com@nic.in](mailto:asfa_com@nic.in), [j.k.dadoo@nic.in](mailto:j.k.dadoo@nic.in)
- ii. Smt. Rupa Dutta,  
Economic Adviser  
Room No.225-A,  
Udyog Bhawan, New Delhi  
Tele: 23061341  
Email: [rupa.dutta@nic.in](mailto:rupa.dutta@nic.in)
- iii. Shri Ashok Kumar  
Joint Secretary  
Room No. 250  
Tele: 23061139  
Email: [ashok.kr61@nic.in](mailto:ashok.kr61@nic.in)  
Nodal Officer and  
Member Secretary

**B.** Terms of reference of the Task Force will include:

- (i) Identification of all the stakeholders/clients and services/products provided by the Department in consultation with officers/staff etc.
- (ii) Determination of standards for services provided by the Department in consultation with officers/staff etc.
- (iii) Monitoring and review of implementation of the Citizens' Charter.
- (iv) Modification of Charter on the basis of suggestions/observations made by officers/staff/stakeholders etc.
- (v) Seeking approval of the Minister-in-charge on the amended Charter.
- (vi) Release of Charter in the public domain through website.

**9. Month and Year for the next review of the Charter**

**The Citizens' Charter will be reviewed in December, 2017 for possible revision, based on the feedback received from various stakeholders.**

## Main Services/Transactions

S. No.	Services/Transactions	Weight (%)	Responsible Person (Name & Designation)	e-mail	Phone	Processes	Documents Required	Fees		
								Category	Mode	Amount
1	2	3	4	5	6	7	8	9	10	11
1.	Approval for grant of financial assistance funds under MDA scheme	-	Shri Ali Raza Rizvi, Joint Secretary	<a href="mailto:ali.rizvi@nic.in">ali.rizvi@nic.in</a>	23063315	Approval of AS(FA), DOC for finalizing the grants to EPCs.	Application in prescribed format.	--	--	--
						Release of Funds	Such Documents as directed by the Department.			
2.	Approval for grant of assistance under MAI scheme.	15	Shri Ali Raza Rizvi, Joint Secretary	<a href="mailto:ali.rizvi@nic.in">ali.rizvi@nic.in</a>	23063315	Approval of the Empowered Committee.	Application in prescribed format.	--	--	--
						Release of first Instalment	Such Documents as directed by the Sub-Committee/ Empowered Committee.			
3.	Approval for grant of financial assistance in respect of projects under Trade Infrastructure for Export Scheme (TIES)	10	Shri Sanjay Chadha, JS	<a href="mailto:schadha@nic.in">schadha@nic.in</a>	23063766	Approval of the Empowered Committee.	Application in prescribed format.	--	--	--
						Release of first Instalment				
4.	Approval for setting up of SEZ	10	Shri Alok Vardhan Chaturvedi, AS	<a href="mailto:As1office.doc@nic.in">As1office.doc@nic.in</a>	23063460 23063443	i. Receipt of complete Application along with all prescribed documents. ii. Approval of the Board of Approval. iii. Issue of approval letter.	i. Application in prescribed format. ii. State Govt. recommendation iii. Development Commissioner's Report. iv. Land related and other prescribed documents.	--	--	--

5.	<b>RTI Act, 2005</b> I. Provide information or reject the request for any of the reasons specified in the RTI Act, 2005.	15	Shri Ashok Kumar, JS	<a href="mailto:ashok.kr61@nic.in">ashok.kr61@nic.in</a>	23061139	i. Receipt of Application. ii. Supply of Information to the applicant by the CPIO(S) concerned.	I. Application for information. II. Requisite Fee or proof of BPL	--	DD/ Cash/ P.O.	10/- No fee in r/o BPL
	II. Disposal of appeals preferred under RTI Act, 2005		Shri Ashok Kumar, JS	<a href="mailto:ashok.kr61@nic.in">ashok.kr61@nic.in</a>	23061139	i. Receipt of appeal. ii. Decision on the appeal by the First Appellate Authority concerned.	Appeal preferred.	--	--	--
<b>PUBLIC GRIEVANCE MECHANISM</b>										
6.	Resolving Public Grievances i) Grievances of employees of DOC	20	Shri Ashok Kumar, JS	<a href="mailto:ashok.kr61@nic.in">ashok.kr61@nic.in</a>	23061139	i. Forwarding of Grievances to concerned authority ii. Decision of the concerned authority	Grievance petition with complete details and address for communication.	--	--	--
	ii) Public Grievances		Shri Ashok Kumar, JS	<a href="mailto:ashok.kr61@nic.in">ashok.kr61@nic.in</a>	23061139	i. Forwarding of Grievances to concerned authority ii. Decision of the concerned authority	Grievance petition with complete details and address for communication.	--	--	--
7.	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT, etc.	15	Shri Alok Vardhan Chaturvedi, AS	<a href="mailto:As1office.doc@nic.in">As1office.doc@nic.in</a>	23063460	i. Receipt of petition. ii. Decision of the Appellate Committee	Grievance petition with complete details and address for communication.	--	--	--



## PERFORMANCE EVALUATION CRITERIA

S.NO.	Service	Weight	Success Indicator	Service Standard	Unit	Weight within Service (%)	Data Source	Evaluation Criteria				
								Excellent	Very Good	Good	Fair	Poor
1.	Approval for grant of financial assistance funds under MDA scheme	-	This is a non-plan scheme which is proposed to be merged in MAI from F. Y. 2017-18	-	-	-	-	-	-	-	-	-
2.	Approval for grant of assistance under MAI scheme .	15	No. of days from the receipt of application to release of first instalments.	120 days prior to event/activity approved	Days	100	Department Records	110 days	120 days	130 days	140 days	150 days
3.	Approval for grant of financial assistance in respect of projects under Trade Infrastructure for Export Scheme(TIES)	10	No. of days from the receipt of application to release of first instalments.	180	Days	100	Department Records	160 days	180days	190 days	200 days	210 days
4.	Approval for setting up of SEZ i. Placement of cases before Board of Approval (BOA for setting up of SEZ	10	No. of days from receipt of complete application with all documents and placement of case before Board of Approval.	60	Days	70	Department Records	50 days	60 days	70 days	80 days	90 days
	ii. Issue of approval letter.		No. of days for issue of approval letter after BOA approval	20	Days	30	Department Records	15 days	20 days	25 days	30 days	35 days

5.	<b>RTI Act, 2005</b> I. Provide information or reject the request for any of the reasons specified in the RTI Act, 2005.	15	No. of days between receipt of application and furnishing of information.	30	Days	100	Department Records	25 days	30 days	35 days	40 days	-
	II. Disposal of appeals preferred under RTI Act, 2005		No. of days between receipt of appeal and decision on appeal.	30	Days	100	Department Records	25 days	30 days	35 days	40 days	-
6.	Resolving Public Grievances i) Grievances of employees of DOC:	20	No. of days from receipt of grievance and final disposal	60	days	50	Department Records	55 days	60 days	65 days	70 days	75 days
	ii) Grievances of Public:		No. of days from receipt of grievance and final disposal of grievances	60	days	50	Department Records	55 days	60 days	65 days	70 days	75 days
7.	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT, etc	15	No. of days from receipt of appeal to its final disposal	90	days	100	Department Records	80 days	90 days	100 days	110 days	120 days

**ANNEXURE-III****Details of Responsibility Centres in the Department of Commerce**

S. No.	Responsibility Centres and Subordinate Organisations	Address	Name & Designation of the officer	Telephone No. with STD Code	FAX No.	Mobile No.	E-mail
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**ATTACHED OFFICES**

1.	Directorate General of Foreign Trade	Udyog Bhavan, New Delhi-110107	Shri A. K. Bhalla, IAS Director General, DGFT	011-23062777, 011-23063436	Fax:23061613		dgft@nic.in
2.	Directorate General of Supplies & Disposals	Jeevan Tara Building, 5, Parliament Street, New Delhi-110001.	Shri B.S. Bhalla, IAS, JS & DG(S&D)	011-23062660	011-23062660		dg@dgsnd.gov.in bsbhalla@gov.in
3.	Directorate General of Anti-Dumping & Allied Duties	4 <sup>th</sup> Floor, Jeevan Tara Building, 5 Parliament Street, New Delhi-110001	Shri Rajneesh, JS	011-23349435	011-23349436		dgad.india@gov.in

**SUBORDINATE OFFICES**

1.	Directorate General of Commercial Intelligence and Statistics	565, Aanandapur, Ward no. 108, Sector – 1 , Plot No. 22, ECAPD, Kolkata – 700107	DR. Dipankar Sinha , Director General, DGCI&S	91.33.224857 02	033-24434051	-	dg@dgcis.gov.in;dg.dgcis@nic.in
2.	Cochin Special	Administrative	Dr. A.N. Safeena,	91-484-	0484-2413074		dc@csez.gov.in

	Economic Zone [Kerala]	Building, Kakkanand, Cochin-682 030	IAS Development Commissioner	2413222, 2413235, 2413111, 2413234		-	
3.	Falta Special Economic Zone [West Bengal]	2nd M.S.O. Building, 4 <sup>th</sup> Floor, R.No.44, Nizam Palace Complex, 234/4, AJC Bose Road, Kolkata-700 020	Shri L. B. Singhal, ITS, Development Commissioner Noida SEZ and DC FALTA SEZ (Additional Charge)	2287-263/7923/4092	2287-3362	-	fsez@nic.in
4.	Madras Special Economic Zone [Tamil Nadu]	National Highway, 45, Tambaram, Chennai-600045	Shri M.K.S. Sundaram, IAS Development Commissioner	91-44-22628220, 22628230	044-2628218	-	dc@mepz.gov.in
5.	Kandla Special Economic Zone [Gujarat]	Gandhidham, Kachchh-3702309 (Gujarat)	Shri Upendra Vashishth, IOFS, Development Commissioner	91-2836-252194, 252273, 252194, 252475, 253300, 252281	02836-252250	-	dc@kasez.com,
6.	SEEPZ Special Economic Zone [Maharashtra]	Andheri (East), Mumbai-400 096	Shri N.P.S. Monga, ITS Development Commissioner	91-22-28290856, 28291388, 28290046, 28292147, 28292144	022-28291385, 022-22829175	-	dc@seepz.com
7.	Visakhapatnam Special Economic Zone [Andhra Pradesh]	Visakhapatnam Special Economic Zone, Duvvada Visakhapatnam – 530046	Smt. Sobhna Kamala Sudarshana Rao, IFS Development Commissioner	91-891-2587555	0891-2587352	-	dc@vsez.com
8.	Noida Special Economic Zone [Uttar Pradesh]	NSEZ, Noida Road, Phase-II, Noida District, GautamBudh Nagar-201305,	Dr. N.B. Singhal, ITS Development Commissioner	Tel: <u>From Delhi</u> 95-120-2567270-73 <u>From outside Delhi</u>	0120-2562314, 0120-2567276	-	dcnepz@nda.vsnl.net.in

		Noida, [U.P.]		0120-2567270-3			
9.	Pay & Accounts Office (Commerce & Textiles)	Room No.172, UdyogBhavan, New Delhi- 110107	Smt. Neelam S. Kumar, Chief Controller of Accounts (Commerce & Textiles)	011-23062049	011-23063576	9871623419	Shamsher.kaur@gmail.com
10.	Pay and Accounts Office (Supply)	16-A, Akbar Road Hutments, New Delhi- 110001	Dr Dinanath Pathak, Chief Controller of Accounts (Supply Division)	011-23385110	011-23384957	-	dgsndcca@dgsnd.gov.in ccaesupply@gmail.com

#### **AUTONOMOUS BODIES**

11.	Coffee Board	No. 1, Dr. B.R. AmbedkarVeedhi, Bangaluru- 560001 Karnataka	Ms. Leena Nair, IAS Chairman, (Addl. Charge)	080-22252917 080-22250250	080-22255557		Chairman.coffeeboard@gmail.com
12.	Rubber Board	P.B. No. 1122, Sub Jail Road, kottayam – 686002. Kerala	Shri Ajit Kumar, IAS, Executive Director, Rubber Board Chairman(Vacant)	0481-2571522	0481-2571380		chairman@rubberboard.org.in
13.	Tea Board	14, BTM Sarani (Brabourne Road), Kolkata – 700001	Shri. Santosh Kumar Sarangi, IAS, JS (Addl. Charge) Tea Board	011-23061818	011-23061818		tboardcp@cal3.vsnl.net.in santosh.sarangi@nic.in
14.	Tobacco Board	G.T. Road, Srinivasarao Thota, Guntur - 522 004 Andhra Pradesh, India	Shri Manoj Dwivedi, IAS, JS (Addl. Charge)	011-23061971	011-23063583	-	info@indiantobacco.com

15.	Spices Board	P.B. No. 2277, Sugandha Bhavan, N.H. By-pass, Palarivattom P.O., Cochin – 682025 (Kerala)	Dr. A. Jayathilak, Chairman, Spices Board(Additional Charge)	0484-2333610	0484-2334429 0484-2331429	09446022644	sbchairman@gmail.com
16.	Marine Products Export Development Authority	MPEDA House, Panampilly, P.B.No.4272, Avenue, Kochi-682 036	Dr. A. Jayathilak, IAS, Chairman, MPEDA	0484-2314467 0484-2310828	0484-2313361		jayathilak@nic.in chairman@mpeda.gov.in
17.	Agricultural & Processed Food Products Export Development Authority	NCUI Building 3, Siri Institutional Area, August Kranti Marg, New Delhi - 110 016	Shri Devender. K. Singh, Chairman, APEDA	011-26513167 011-23061818	011-26526187		chairman@apeda.gov.in
18.	Indian Institute of Foreign Trade	IIFT Bhavan, B-21, Kutub Institutional Area, New Delhi-110016	Shri A. K. Bhalla, IAS, DG, DGFT (Additional Charge)	011-26963880	011-26853956	9810511661	diroffice@iift.ac.in
19.	Indian Institute of Packaging	E-2, MIDC Area, Andheri (E), Mumbai-400093	Shri N.C. Saha, Director, IIP	022-28209622	022-28375302	-	director-iip@iip-in.com

### **PUBLIC SECTOR UNDERTAKINGS**

20.	STC Limited	Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi – 110001	Shri Rajiv Chopra, Director(Mktg), STC, CMD(Additional Charge)	011-23701172	011-23701079		cmd@stc.gov.in
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21.	MMTC Limited	Core-1, "SCOPE" Complex, 7- Institutional Area, Lodhi Road, New Delhi 110003	Shri Ved Prakash, Chairman-cum- Managing Director	011-24371603	011-24360724	09871292477	cmd@mmtclimited.com
22.	PEC Limited	"Hansalaya" 15, Barakhamba Road, New Delhi - 110001	Shri M. Nagaraj, Chairman-cum- Managing Director	011-23316372	011-23314797		cmd@peclimited.com
23.	ECGC	10 <sup>th</sup> Floor, Express Towers, Nariman Point, Mumbai-400 021	Ms. Geetha Muralidhar, Chairman-cum- Managing Director, ECGC Ltd. (additional Secretary level)	022-66590515 022-66590514	022-66590517		cmd@ecgc.in
24.	ITPO	Pragati Maidan, Mathura Road, New Delhi- 110001	Shri L.C. Goyal, Chairman, ITPO	011-23371100 011-23062262	011-23371122	-	cmditpo@itpo-online.com
25.	Export Inspection Council of India	3 <sup>rd</sup> Floor, New Delhi YMCA Cultural Centre Building, 1, Jai Singh Road, Connaught Place, New Delhi-110001	Shri Alok Vardhan Chaturvedi, AS & Chairman, EIC (Additional Charge)	011-23063460	011-23063443		eic@eicindia.gov.in

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