

CITIZENS' CHARTER

2019

DEPARTMENT OF COMMERCE

MINISTRY OF COMMERCE & INDUSTRY

UDYOG BHAWAN

NEW DELHI – 110 011

Website : 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 to assume a leadership role in international trade organisations, commensurate with India's growing importance. The policy tools being adopted involves focusing on commodity and country through targeted term in the medium intervals and to focus on the Foreign Trade Policy, in the long run.

2. Functions

The Department formulates, implements and monitors the Foreign Trade Policy(FTP) which provides the basic policy framework and the strategy which is to be followed. The Trade Policy is periodically reviewed in order to incorporate changes which might have become necessary due to the emerging economic scenarios, both at domestic as well as at international level. Besides this, the Department is also entrusted with the responsibility of focusing and formulating multilateral and bilateral commercial relations, Special Economic Zones, logistics, state trading, export promotion, 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 which would lead to increase in exports of the country. In this process, the Department consults and collaborates with inter alia the following stakeholders:

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

4. **Standards of Services Provided**

S. No.	Services/Transaction	Maximum Time Limit
1.	Approval for grant of financial assistance under MAI scheme.	3 months from the date on which proposals are received in E&MDA Division.
2.	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.)
3.	Approval for setting up of Special Economic Zone (SEZ).	i. Placement of cases before the Board of Approval (BOA) within 60 days from the date of receipt of State Government's recommendations and complete documents; ii. Issue of approval letter within 15 days of approval of BOA, subject to security clearance.
4.	RTI Act, 2005 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.
PUBLIC GRIEVANCE MECHANISM		
5.	Resolving Public Grievances	60* days (* Subject to receipt of complete details and receipt of responses from the authority which has to take a final decision on the grievance) (* If longer period is likely to be involved, the complainant will be informed through an interim reply within 60 days.)
6.	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT, etc.	Within 3 months Note : This is subject to receipt of complete details/documents from the appellant and respondents.

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 the DGFT.

Name and Contact details of concerned officers:

- | | |
|--|--|
| (i) Shri Sunil Kumar
Additional Secretary
Room No. 249
Tele: 23061837
Email: sunilk.ias@nic.in | (iii) Shri Rajneesh
Joint Secretary
Room No.132
Tele: 23062166
Email: jsadmin-doc@gov.in |
| (ii) Ms. Nidhi Mani Tripathi
Joint Secretary
Room No. 287-B
Tele: 23061971
Email: tnidhim@ias.nic.in | (iv) Shri Rajbir Singh, Jt. DGFT
Room No. 103,
Tele: 23061056
Email : rajbir.sharma@nic.in |

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) Ms. Nidhi Mani Tripathi
Joint Secretary
Room No. 287-B
Tele: 23061971
Email: tnidhim@ias.nic.in | (ii) Shri S. T. Venkatachalapathy
Dy. Secretary,
Room No. 219
Tele: 23063365
Email: st.venkat68@nic.in |
|---|--|

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 application forms, duly completed in all respects.
- ii. Always keep proper records of your letters and communications with the Department.
- 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 to contact the concerned officer on telephone /E-mail.
- vi. Stake holders should not hide the facts while submitting the applications, appeals, discussion, etc.

8. Task Force on Citizens' Charter

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

- i. Dr. Subhash Chandra Pandey
SS & FA
Room No. 244,
Udyog Bhawan, New Delhi
Tele: 23062756,
Fax: 23062101
Email: pandeysc@cag.gov.in
 - ii. Smt. Rupa Dutta,
Economic Adviser
Room No.225-A,
Udyog Bhawan, New Delhi
Tele: 23061341
Email: rupa.dutta@nic.in
 - iii. Shri Anant Swarup,
Joint Secretary
Room No. 216
Tele: 2306 3315
Email: anant.swarup@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, 2019 for possible revision, based on the feedback received from various stakeholders.

Main Services/Transactions

S. No.	Services/Transactions	Responsible Person (Name & Designation)	e-mail	Phone	Processes	Documents Required	Fees		
							Category	Mode	Amount
1	2	3	4	5	6	7	8	9	10
1.	Approval for grant of financial assistance in respect of projects under Trade Infrastructure for Export Scheme (TIES)	Shri Sanjay Chadha, Addl. Secretary	schadha@nic.in	23061274 23061849	Approval of the Empowered Committee. Release of first instalment	Application in prescribed format.	--	--	--
2.	Approval for setting up of SEZ	Shri Bidyut Behari Swain, Addl. Secretary	bidyut.behari@gov.in	23063215 23062481 (Fax)	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.	--	--	--
3.	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT, etc.	Shri Sunil Kumar, Addl. Secretary	sunilk.ias@gov.in	23061837	i. Receipt of petition. ii. Decision of the Appellate Committee	Grievance petition with complete details and address for communication.	--	--	--
4.	Approval for grant of assistance under MAI scheme.	Shri Rajneesh, Joint Secretary	jsadmin-doc@gov.in	23062166	Approval of the Empowered Committee. Release of funds.	Application in prescribed format. Such Documents as directed by the Sub-Committee/ Empowered Committee.	--	--	--

5.	RTI Act, 2005 I. Provide information or reject the request for any of the reasons specified in the RTI Act, 2005.	Shri H. K. Sharma, ADG(S)	hk.sharma15@nic.in	23063050	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 H. K. Sharma, ADG(S)	hk.sharma15@nic.in	23063050	i. Receipt of appeal. ii. Decision on the appeal by the First Appellate Authority concerned.	Appeal preferred.	--	--	--
6.	Resolving Public Grievances i) Grievances of employees of DOC	Ms. Nidhi Mani Tripathi, Joint Secretary	tnidhim@ias.nic.in	23061971	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	Ms. Nidhi Mani Tripathi, Joint Secretary	tnidhim@ias.nic.in	23061971	i. Forwarding of Grievances to concerned authority ii. Decision of the concerned authority	Grievance petition with complete details and address for communication.	--	--	--

PERFORMANCE EVALUATION CRITERIA

S.No.	Service	Success Indicator	Service Standard	Unit	Weight within Service (%)	Data Source	Evaluation Criteria				
							Excellent	Very Good	Good	Fair	Poor
1.	Approval for grant of assistance under MAI scheme .	No. of days from the receipt of application to release of funds.	120 days prior to event/activity approved	Days	100	Department Records	110	120	130	140	150
2.	Approval for grant of financial assistance in respect of projects under Trade Infrastructure for Export Scheme(TIES)	No. of days from the receipt of application for release of first instalments.	180	Days	100	Department Records	160	180	190	200	210
3.	Approval for setting up of SEZ (i) Placement of cases before Board of Approval (BOA) for setting up of SEZ.	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	60	70	80	90
	i. Issue of approval letter.	No. of days for issue of approval letter after BOA approval	15	Days	30	Department Records	10	15	20	25	30
4.	RTI Act, 2005 I. Provide information or reject the request due to any of the reasons specified in the RTI Act, 2005.	No. of days between receipt of application and furnishing of information.	30	Days	100	Department Records	25	30	35	40	-
	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	30	35	40	-

5.	Resolving Public Grievances i) Grievances of employees of DOC:	No. of days from receipt of grievance and final disposal	60	days	50	Department Records	55	60	65	70	75
	ii) Grievances of Public:	No. of days from receipt of grievance and final disposal of grievances	60	days	50	Department Records	55	60	65	70	75
6.	For the Appellate Committee on appeals to take action against the appeals preferred against the statutory orders passed by the DGFT, etc.	No. of days from receipt of appeal to its final disposal	90	days	100	Department Records	80	90	100	110	120

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.	E-mail
--------	--	---------	-----------------------------------	-----------------------------	---------	--------

ATTACHED OFFICES

1.	Directorate General of Foreign Trade	Udyog Bhavan, New Delhi-110107	Shri Alok Vardhan Chaturvedi, Director General	011-23062777, 011-23063436	011-23061613	dgft@nic.in
2.	Government e-Marketplace(GeM) SPV	Jeevan Tara Building, 5, Parliament Street, New Delhi-110001.	Smt. Radha S. Chauhan, CEO- GeM	011-2375091	011-23348474	ceo-geom@gov.in
3.	Directorate General of Trade Remedies (DGTR)	4 th Floor, Jeevan Tara Building, 5 Parliament Street, New Delhi-110001	Shri Sunil Kumar, Director General	011-23408724	011-23063413	dgtr-india@gov.in

SUBORDINATE OFFICES

1.	Directorate General of Commercial Intelligence and Statistics	565, Aanandapur, Sector - 1, Kolkata - 700107	Shri Pranab Kumar Mukhopadhyay, Director General, DGCI&S	033-22431965	033-24434051	dg.dgcis@nic.in
2.	Cochin Special Economic Zone [Kerala]	Administrative Building, Kakkanad, Cochin-682 030	Shri M. K. S. Sundaram, Development Commissioner (Addl. Charge)	0484- 2413222, 2413235, 2413111, 2413234	0484-2413074	dc@csez.gov.in
3.	Falta Special Economic Zone [West Bengal]	2nd M.S.O. Building, 4 th Floor, R.No.44, Nizam Palace Complex, 234/4, AJC	Shri B. K. Panda, Development Commissioner	033-22872263, 033-22874092	033-22873362	fsez@.nic.in

		Bose Road, Kolkata-700 020				
4.	Madras Special Economic Zone [Tamil Nadu]	National Highway, 45, Tambaram, Chennai-600045	Shri M.K.S. Sundaram, Development Commissioner	044-22628220, 22628230	044-2628218	dc@mepz.gov.in
5.	Kandla Special Economic Zone [Gujarat]	Gandhidham, Kachchh-3702309 (Gujarat)	Dr. Amiya Chandra, Development Commissioner (Addl. Charge)	02836-252475	02836-252250	dc.kasez-gj@gov.in
6.	SEEPZ Special Economic Zone [Maharashtra]	Andheri (East), Mumbai-400 096	Shri Baldev Singh, Development Commissioner	022-28294735, 022-28290856, 022-28290046, 022-28294799	022-28291385	dcseepz-mah@nic.in
7.	Visakhapatnam Special Economic Zone [Andhra Pradesh]	Visakhapatnam Special Economic Zone, Duvvada Visakhapatnam - 530046	Sh. G. Seetharam Reddy, Development Commissioner (Addl. Charge)	0891-2708255, 0891-2768388	0891-2587352	devcomm.vsez@gov.in
8.	Noida Special Economic Zone [Uttar Pradesh]	NSEZ, Noida Road, Phase-II, Noida District, Gautam Budh Nagar-201305, Noida, [U.P.]	Shri L. B. Singhal, Development Commissioner	0120- 2567270 0120- 3021444-46	0120-2562314 0120-2567276	dc@nsez.gov.in
9.	Pay & Accounts Office (Commerce & Textiles)	Room No.172, Udyog Bhavan, New Delhi-110011	Smt. Neelam S. Kumar, Chief Controller of Accounts (Commerce & Textiles)	011-23061622	011-23062203	neelamskumar@hotmail.com
10.	Pay and Accounts Office (Supply)	1 st Floor, Jeevan Tara Building, 5, Parliament Street, New Delhi-110001	Smt. Neelam S. Kumar, Chief Controller of Accounts	011-23061622	011-23062203	neelam.skumar@gov.in

AUTONOMOUS BODIES

1.	Coffee Board	No. 1, Dr. B.R. Ambedkar Veedhi, Bangaluru- 560001 Karnataka	Shri M. S. Boje Gowda, Chairman	080-22252917 080-22250250	080-22255557	secretary.coffeeboard@gmail.com; secretary.coffeeboard@nic.in
2.	Rubber Board	Sub Jail Road, kottayam - 686002. Kerala	Shri D. Anandan, Executive Director, Rubber Board (Additional Charge)	0481-2571522	0481-2471380	exdir@rubberboard.org.in
3.	Tea Board	14, BTM Sarani (Brabourne Road), Kolkata - 700001	Shri Arun Kumar, Dy. Chairman	033-22215717	--	dychairman.tbi@gov.in
4.	Tobacco Board	G. T. Road, Srinivasa Rao Thoda, Guntur - 522 004 Andhra Pradesh, India	Mrs. K. Sunitha, Executive Director & Chairman	0863-2358399 0863-2354443	0863-2354232	info@indiantobacco.com chairman@indiantobacco.com
5.	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)	0484-2333304	0484-2349135 0484-2333610	sbchairman@gmail.com
6.	Marine Products Export Development Authority	MPEDA House, Panampilly, P.B.No.4272, Avenue, Kochi-682 036	Shri S. K Srinivas, Chairman,	0484-2310828	0484-2313361	chairman@mpeda.gov.in
7.	Agricultural & Processed Food Products Export Development Authority	3 rd Floor, NCUI Building 3, Siri Institutional Area, August Kranti Marg, Opp. Asiad Village, New Delhi - 110 016	Shri Paban K. Borthakur, Chairman,	011-26513167	011-26526187	chairman@apeda.gov.in
8.	Indian Institute of Foreign Trade	IIFT Bhavan, B-21, Kutab Institutional Area, New Delhi-110016	Prof. Manoj Pant, Director	011-39147300 011-39147302	011-26853956	diroffice@iift.ac.in

9.	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
10.	Export Inspection Council of India	3 rd Floor, New Delhi YMCA Cultural Centre Building, 1, Jai Singh Road, Connaught Place, New Delhi-110001	Shri Santosh Kumar Sarangi, JS & Chairman, EIC (Additional Charge)	011-23061818	011-23061818	eic@eicindia.gov.in

PUBLIC SECTOR UNDERTAKINGS

1.	STC Limited	Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi – 110001	Shri Rajiv Chopra, CMD, STC (Additional Charge)	011-23701172	011-23701079	cmd@stclimited.co.in
2.	MMTC Limited	Core-1, "SCOPE" Complex, 7-Instittutional Area, Lodhi Road, New Delhi 110003	Shri Ved Prakash, Chairman-cum-Managing Director	011-24371603	011-24360724	cmd@mmtclimited.com
3.	PEC Limited	"Hansalaya" 15, Barakhamba Road, New Delhi – 110001	Shri M. Nagaraj, Chairman-cum-Managing Director	011-23316372	011-23314797	cmd@peclimited.com
4.	ECGC	10 th 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
5.	ITPO	Pragati Maidan, Mathura Road, New Delhi-110001	Shri L. C. Goyal, Chairman, ITPO	011-23371100 011-23371909	011-23317722	cmditpo@itpo.gov.in
