

CITIZENS' CHARTER

2020

DEPARTMENT OF COMMERCE

MINISTRY OF COMMERCE & INDUSTRY

UDYOG BHAWAN

NEW DELHI 110 011

Website: <https://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 interventions in the medium term 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 Market Access Initiative (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 7 days of approval of BOA, subject to security clearance.
4.	<u>RTI Act, 2005</u> 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 ^x 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:

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| (i) Shri S. Kishore
Additional Secretary
Room No. 162-B
Tel: 2306 2660
Email: asoffice-doc@gov.in | (iii) Shri S. Suresh Kumar
Joint Secretary
Room No. 233
Tel: 2306 1818
Email: suresh.kumar1972@gov.in |
| (ii) Ms. Nidhi Mani Tripathi
Joint Secretary
Room No. 287-B
Tel: 2306 1971
Email: tnidhim@ias.nic.in | (iv) Shri Rajbir Sharma,
Joint DGFT
Room No. 103,
Tel: 2306 1056
Email: rajbir.sharma@nic.in |

Website address: <https://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:

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| (i) Ms. Nidhi Mani Tripathi
Joint Secretary
Room No. 287-B
Tel: 2306 1971
Email: tnidhim@ias.nic.in | (ii) Shri Vinod Kumar Singh
Deputy Secretary
Room No. 223
Tel: 2306 3766
Email: vk.singh65@gov.in |
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Website address: <https://pgportal.gov.in> and this link is also available on <https://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) Do not 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.

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 Arun Goel, Joint Secretary	arun.goel74@gov.in	011-23061624	Approval of the Empowered Committee. Release of instalment(s)	Application in prescribed format.	--	--	--
2.	Approval for setting up of SEZ	Shri S. Kishore, Additional Secretary	asoffice-doc@gov.in	011-23062660	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 S. Kishore, Additional Secretary	asoffice-doc@gov.in	011-23062660	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 Market Access Initiative (MAI) scheme.	Ms. Nidhi Mani Tripathi Joint Secretary	tnidhim@ias.nic.in	011-23061971	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 K V Ajith, Dy. Director (Supplies)	kv.ajith@gov.in	011-23038479	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 K V Ajith, Dy. Director (Supplies)	kv.ajith@gov.in	011-23038479	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	011-23061971	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	011-23061971	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.	Disbursal of assistance under Market Access Initiative (MAI) scheme.	(i) No. of days prior to date of event for release of 50% of the fund.	60 days prior to event/ activity approved.	Days	100	Department Records	60	50	40	30	20
		(ii) No. of days for release of the remaining 50% of the fund after completion of the event and submission of complete documents	60 days after completion of the event and submission of complete documents.				30	35	40	45	50
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
	(ii) Issue of approval letter.	No. of days for issue of approval letter after BOA approval	07	Days	30	Department Records	06	10	15	20	25
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
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ATTACHED OFFICES

1.	Directorate General of Foreign Trade	Udyog Bhavan, New Delhi 110 011	Shri Amit Yadav, 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 110 001	Shri Talleen Kumar, CEO	011-23349186 011-23725091	-	ceo-gem@gov.in
3.	Directorate General of Trade Remedies (DGTR)	4 th Floor, Jeevan Tara Building, 5 Parliament Street, New Delhi 110 001	Shri Bidyut Behari Swain, Special Secretary & Director General	011-23408724	-	dirgen-dgtr@gov.in

SUBORDINATE OFFICES

1.	Directorate General of Commercial Intelligence and Statistics (DGCI&S)	565, Aanandapur, Sector – 1, Kolkata 700 107	Shri Amitabha Pradhan, Director General	033-24431965	033-24434051	dg.dgcis@nic.in
2.	Cochin Special Economic Zone [Kerala]	Administrative Building, Kakkanad, Cochin 682 030	Shri Dodda Venkata Swamy, Development Commissioner	0484-2413111 0484-2413234 0484-2413222	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 Bose Road, Kolkata700 020	Shri B. K. Panda, Development Commissioner	033-22872263 033-22874092	033-22873362	devcomm.fsez@.nic.in
4.	Madras Special Economic Zone [Tamil Nadu]	National Highway, 45, Tambaram, Chennai 600 045	Dr. M.K.S. Sundaram, Development Commissioner	044-22628220	044-22628218	dc@mepz.gov.in
5.	Kandla Special Economic Zone [Gujarat]	Gandhidham, Kachchh 370 2309 (Gujarat)	Dr. Amiya Chandra, Development Commissioner	02836-252475	02836-252250	amiya.chandra@nic.in, dc.kasez-gj@gov.in
6.	SEEPZ Special Economic Zone [Maharashtra]	Andheri (East), Mumbai 400 096	Shri S. K. Bansal, Development Commissioner	022-28290856	022-28291385	dcseepz-mah@nic.in
7.	Visakhapatnam Special Economic Zone [Andhra Pradesh]	Duvvada, Visakhapatnam 530 046	Shri A. Rama Mohan Reddy, Development Commissioner	0891-2708255 0891-2768388	0891-2587352	devcomm.vsez@gov.in
8.	Noida Special Economic Zone [Uttar Pradesh]	Noida Road, Phase-II, Noida, District, Gautam Budh Nagar 201 305 [U.P.]	Shri R. P. Goyal, Development Commissioner	0120-2567268-70 0120-3021444-46	0120-2562314 0120-2567276	dc@nsez.gov.in
9.	Pay & Accounts Office (Commerce & Textiles)	Room No. 172, Udyog Bhavan, New Delhi 110 011	Dr. Shakuntala, Chief Controller of Accounts (Commerce & Textiles)	011-23061622	011-23062203	ccacommerce@gmail.com

AUTONOMOUS BODIES

1.	Coffee Board	No. 1, Dr. B.R. Ambedkar Veedhi, Bangaluru 560 001 Karnataka	Shri M. S. Boje Gowda, Chairman	080-22200040	080-22255557	chairman.coffeeboard@gmail.com
2.	Rubber Board	Sub Jail Road, Kottayam 686 002 Kerala	Dr. K. N. Raghavan, Executive Director	0481-2571522	0481-2571380	exedir@rubberboard.org.in
3.	Tea Board	14, BTM Sarani Brabourne Road, Kolkata 700 001	Shri Prabhat Kamal Bezboruah, Chairman	033-22351331	033-22215715	bezboruah@gmail.com
4.	Tobacco Board	G. T. Road, Srinivasa Rao Thoda, Guntur 522 004 Andhra Pradesh	Shri Y. Raghunadha Babu, Chairman	0863-2353499	0863-2354232	chairman@indiantobacco.com
5.	Spices Board	P.B. No. 2277, Sugandha Bhavan, N.H. By-pass, Palarivattom P.O., Cochin 682 025 Kerala	Shri D. Sathiyam, Secretary	0484-2333304	0484-2349135	secy.kochi-sb@gov.in
6.	Marine Products Export Development Authority	MPEDA House, Panampilly Avenue, P.B.No. 4272, Kochi 682 036	Shri K.S. 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 Diwakar Nath Misra, Joint Secretary & Chairman	011-26513167 011-23062704	011-26526187	chairman@apeda.gov.in

8.	Indian Institute of Foreign Trade	IIFT Bhavan, B-21, Kutab Institutional Area, New Delhi 110 016	Prof. Manoj Pant, Director	011-39147300 011-39147302	011-39147214	diroffice@iift.ac.in
9.	Indian Institute of Packaging	E-2, MIDC Area, Andheri (E), Mumbai 400 093	Prof. (Dr.) Tanweer Alam, Director, IIP	022-28209622	022-28375302	director-iip@iip-in.com
10.	Export Inspection Council of India	2nd Floor, Block-1, Commercial Complex, East Kidwai Nagar, New Delhi 110 023	Shri Diwakar Nath Misra, Joint Secretary & Director	011-20815387 011-23062704	-	director@eicindia.gov.in

PUBLIC SECTOR UNDERTAKINGS

1.	STC Limited	Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi 110 001	Shri Sanjeev Kumar Sharma, Chairman and Managing Director (Additional Charge)	011-23701172	011-23701079	cmd@stclimited.co.in
2.	MMTC Limited	Core-1, SCOPE Complex, 7-Instittutional Area, Lodhi Road, New Delhi 110 003	Shri Sanjay Chadha, Additional Secretary & Chairman and Managing Director	011-24360568/ 011-23061274	011-24360724	cmd@mmtclimited.com
3.	PEC Limited	F Block, 3rd Floor Flatted Factory Complex, F & G Block, Jhandewalan Jewellery Complex, Rani Jhashi Road New Delhi 110 055	Shri Sanjay Chadha, Additional Secretary & Chairman and Managing Director	011-23316372/ 011-23061274	011-23314797	cmd@peclimited.com

4.	ECGC	10 th Floor, Express Towers, Nariman Point, Mumbai 400 021	Shri M. Senthilnathan, Chairman-cum-Managing Director	022-66590515 022-66590514	022-66590517	cmd@ecgc.in m.senthilnathan@ecgc.in
5.	ITPO	Pragati Maidan, Mathura Road, New Delhi 110 001	Shri L. C. Goyal, Chairman and Managing Director	011-23371100 011-23371909	011-23371122	cmditpo@itpo.gov.in
