

CITIZENS' CHARTER

DEPARTMENT OF COMMERCE

**MINISTRY OF COMMERCE & INDUSTRY
UDYOG BHAWAN
NEW DELHI – 110 107.
Website :www.commerce.gov.in**

1. Vision of the Department

To make India a major player in the world trading by 2020 and assuming a role of leadership in the international trade bodies commensurate with India's importance in contemporary world.

2. Mission of the Department

To double India's export of goods and services by 2014 with a long term objective of doubling India's share in global trade by the end of 2020 through appropriate policy support.

3. Functions and Activities

The mandate of the Department of Commerce is regulation, development and promotion of India's international trade and commerce through formulation of appropriate international trade & commercial policy and implementation of the various provisions thereof. The basic role of the Department is to facilitate the creation of an enabling environment and infrastructure for accelerated growth of international trade. The Department formulates, implements and monitors the Foreign Trade Policy which provides the basic framework of policy and strategy to be followed for promoting exports and trade. The Trade Policy is periodically reviewed to incorporate changes necessary to take care of emerging economic scenarios both in the domestic and international economy. Besides, the Department is also entrusted with responsibilities relating to multilateral and bilateral commercial relations, Special Economic Zones, state trading, export promotion & trade facilitation, and development and regulation of certain export oriented industries and commodities.

4. 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

5. Standards of Services Provided

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

S.No.	Services/Transaction	Maximum Time Limit
1.	Approval for grant of financial assistance funds under MDA scheme	i. Approval of Action Plan: By 30 th April of the Financial Year.* ii. Release of Funds : Within 60 days of allocation of Budget.* (*Subject to receipt of complete documents and availability of funds.)
2.	Approval for grant of financial assistance under MAI scheme .	5 Months** (** Subject to receipt of complete documents. Entities need to apply minimum six month before the actual event date for the trade show)
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. Issue of approval letter within 20 days of BOA approval, subject to security clearance.
5.	<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		
6.	<u>Resolving Public Grievances</u> i) Grievances of employees of DOC: ii) Grievances of Public:	60 days 90 days (Subject to receipt of complete details and receipt of responses

		from the authority taking final decision on the grievance)
7.	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 relating to grievance
8.	For handling grievances of exporters by the Grievance Redressal Committee against decisions of DGFT relating to trade and policy	Within 3 months Note : This is subject to receipt of complete details/documents relating to grievance

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.

6. GRIEVANCE REDRESS MECHANISM

(A) APPELLATE COMMITTEE -

(i) A quasi judicial Appellate Committee constituted in the Department is responsible for taking actions on appeals preferred against statutory orders passed by DGFT, SEZ etc.

(ii) Names and Contact details of concerned officers:

Smt. VijayaLaxmi Joshi
Addl. Secretary
Room No.240
Tele: 23061377
Fax: 23063418
Email: vl.joshi@nic.in

Shri V.V. Yadav
Director
Room No.149
Tele: 23063461
Fax: 23063418
Email: vv.yadav@nic.in

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

(B) GRIEVANCE REDRESSAL COMMITTEE -

(i) GRC has been constituted to handle grievances of exporters against decisions of DGFT relating to trade and policy.

(ii) Names and Contact details of concerned officers:

Shri Rajeev Kher
Additional Secretary
Room No.121
Tele: 23063460,
Fax: 23063443,
Email: astpd-doc@nic.in

Ms. Mala Iyengar
Director
Room No.279
Tele: 23063400
Email: malai@nic.in

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

(C) PUBLIC GRIEVANCE MECHANISM –

(i) 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.

(ii) Names and Contact details of grievance officers:

Shri Ravi Capoor
Joint Secretary
Room No.216
Tele: 23061274
Email: ravi.capoor@nic.in

ShriAnuragSaxena,
Joint Secretary
Room No.279-B
Tele: 23063050
Fax: 23063418
Email: anurag.saxena@nic.in

(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.

8. 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 concern of officer on telephone /E-mail.

- vi. Stake holder should not hide facts in the applications, appeals, discussion, etc.

9. Task Force on Citizens' Charter

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

- i. Shri Rajeev Kher, Additional Secretary
Room No.121, UdyogBhawan, New Delhi
Tele: 23063460, Fax: 23063443,
Email: astpd-doc@nic.in
- ii. ShriArvind Mehta, Joint Secretary
Room No.287 B, UdyogBhawan, New Delhi
Tele: 23061274
Email: amehta84@nic.in
- iii. Shri Ravi Capoor, Joint Secretary Nodal officer and
Member Secretary

Room No.132, UdyogBhawan, New Delhi.
Tele: 23061274
Email: ravi.capoor@nic.in

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 officer/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.

10. Month and Year for the next review of the Charter

The Citizens' Charter will be reviewed in December, 2012 for possible revision, based on the feedback received from various stakeholders.

Annexure-I

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	15	Sh. Arvind Mehta, JS	amehta84@nic.in	23061274	Approval of Annual Action Plan	Application in prescribed format.	--	--	--
						Release of Funds	Such Documents as directed by the Department.			
2.	Approval for grant of assistance under MAI scheme.	15	Sh. Arvind Mehta, JS	amehta84@nic.in	23061274	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 Central component of ASIDE. and release of ASIDE Fund (Central)	10	Shri Ravi Capoor, JS	ravi.capoor@nic.in	23063315	Approval of the Empowered Committee.	Application in prescribed format.	--	--	--
						Release of first Instalment				
4.	Approval for setting up of SEZ	10	Sh. AnupWadhawan, JS	wadhawan@nic.in	23061818	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.	RTI Act, 2005 I. Provide information or reject the request for any of the reasons specified in the RTI Act, 2005.	10	ShriSidharath, JS	siddharth.singh@nic.in	23061837	i. Receipt Application of ii. Submission of information	i. Application for information. ii. Requisite Fee.	--	DD/ Cash/ P.O.	10/- No fee in r/o BPL
	II. Disposal of appeals preferred under RTI Act, 2005		ShriSidharath, JS	siddharth.singh@nic.in	23061837	i. Receipt of appeal. ii. Decision of appellate Committee.	Appeal preferred.	--	--	--
PUBLIC GRIEVANCE MECHANISM										
6.	Resolving Public Grievances i) Grievances of employees of DOC	15	Sh. Ravi Capoor, JS	ravi.capoor@nic.in	23063315	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		Sh. Ravi Capoor, JS	ravi.capoor@nic.in	23063315	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	Ms.Vijaylakshmi Joshi, AS	vl.joshi@nic.in	23061377	i. Receipt of petition ii. Decision of the Appellate Committee	Grievance petition with complete details and address for communication.	--	--	--
8.	For handling grievances of exporters by the Grievance Redressal Committee against decisions of DGFT relating to trade and policy	10	Sh. Rajeev Kher, AS	astpd-doc@nic.in	23063460	i. Receipt of petition ii. Decision of the GRC.	Grievance petition with complete details and address for communication.	--	--	--

Annexure-II

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	15	Date by which Action Plan to be approved	30 th April	By Date	50	Department Records	25 th April	30 th April	5 th May	10 th May	15 th May
			No. of Days in which Funds are released	60	Days	50	Department Records	50	60	70	80	90
2.	Approval for grant of assistance under MAI scheme .	15	No. of days from the receipt of application to release of first instalments.	150	Days	100	Department Records	140 days	150 days	160 days	170 days	180 days
3.	Approval for grant of financial assistance in respect of projects under Central component of ASIDE. and release of ASIDE Fund (Central)	10	No. of days from the receipt of application to release of first instalments.	90	Days	100	Department Records	80 days	90 days	100 days	110 days	120 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.	RTI Act, 2005 I. Provide information or reject the request for any of the reasons specified in the RTI Act, 2005.	10	No. of days between receipt of application and furnishing of information.	30	Days	100	Department Records	25 days	30 days	35 days	40 days	days
	II. Disposal of appeals preferred under RTI Act, 2005		No. of days between receipt of appeal and decision on appeal.	30	Days	0	Department Records	25 days	30 days	35 days	40 days	days
6.	Resolving Public Grievances iii) Grievances of employees of DOC:	15	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	90	days	50	Department Records	80 days	90 days	100 days	110 days	120 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
8.	For handling grievances of exporters by the Grievance Redressal Committee against decisions of DGFT relating to trade and policy	10	No. of days from receipt of petition 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	UdyogBhavan, New Delhi-110107	Dr.Anup K. Pujari, 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 Ashok. K. Mangotra, Director General (S&D)	011-23742187	011-23362719	9810791920	mangotra@dgsnd.gov.in
3.	Directorate General of Anti-Dumping & Allied Duties	UdyogBhavan, New Delhi-110107	Smt. Vijay Laxmi Joshi, Director General - Anti Dumping	011-23061377	23061377 (Telefax)	9910073126	vl.joshi@nic.in

SUBORDINATE OFFICES

4.	Directorate General of Commercial Intelligence and Statistics	565, Aanandapur, Ward no. 108, Sector – 1 , Plot No. 22, ECAPD, Kolkata – 700107	DR. DipankarSinha , Director General, DGCI&S	91.33.22485702	91.33.24434051	-	dg@dgcis.gov.in;dg.dgcis@nic.in
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5.	Cochin Special Economic Zone [Kerala]	Administrative Building, Kakkanand, Cochin-682 030	ShriM.S.Rao Development Commissioner	91-484-2413111, 2413234	91-484-2413074	-	dc@csez.gov.in mail@cepz.com
6.	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, Kolkata-700 020	ShriSanjeevNandwani, Development Commissioner	2287-263/7923/409 2	2287-3362	-	fsez@.nic.in
7.	Madras Special Economic Zone [Tamil Nadu]	Natiional Highway, 45, Tambaram, Chennai-600045	ShriA.K.Bamba Development Commissioner	91-44-22628220, 22628305,	91-44-22628218	-	dc@mepz.gov.ind info@mepz.gov.in
8.	Kandla Special Economic Zone [Gujarat]	Gandhidham, Kachchh-3702309 (Gujarat)	ShriPravir Kumar, Development Commissioner	91-2836-252273, 252475, 253300, 252281	91-2836-252250, 252194	-	dc@kasez.com, kasez@kasez.com
9.	SEEPZ Special Economic Zone [Maharashtra]	Andheri (East), Mumbai-400 096	ShriVedPrakash Development Commissioner	91-22-28290143, 28291388, 28290046, 28292147, 28292144	91-22-28291385, 28291744, 28291385	-	dc@seepz.com
10.	Visakhapatnam Special Economic Zone [Andhra Pradesh]	Administrative Building, Duvvada, Visakhapatnam-530046	ShriM.S.Rao Development Commissioner	91-891-2587382	91-891-2587352	-	info@vsez.gov.in
11.	Noida Special Economic Zone [Uttar Pradesh]	NSEZ, Noida Road, Phase-II, Noida District, GautamBudh Nagar-201305, Noida, [U.P.]	Shri C.P.S Bakshi Joint Development Commissioner	Tel: <u>From Delhi</u> 95-120-2567270-73 <u>From outside Delhi</u> -91-120-2567270-3	91-120-2562314, 91-2567276	-	dcnepz@nda.vsnl.net.in

12.	Pay & Accounts Office (Commerce & Textiles)	Room No.172, UdyogBhavan, New Delhi- 110107	Smt. ShamsherKaur, Chief Controller of Accounts (Commerce & Textiles)	011-23062049	023063576	9871623419	Shamsher.kaur@gmail.com
13.	Pay and Accounts Office (Supply)	16-A, Akbar Road Hutments, New Delhi- 110001	Smt. Bharati Das Chief Controller of Accounts (Supply Division)	011-23385110	011- 23384957	-	dgsndcca@dgsnd.gov.in ccaesupply@gmail.com

AUTONOMOUS BODIES

14.	Coffee Board	No. 1, Dr. B.R. AmbedkarVeedhi , Bangaluru- 560001 Karnataka	ShriJawaidAkhtar, Chairman, Coffee Board	080- 22252917, 22250250	080- 22255557	09880579770	Chairman.coffeeboard@gmail.com
15.	Rubber Board	P.B. No. 1122, Sub Jail Road, kottayam – 686002. Kerala	Ms.Sheela Thomas, Chairperson, Rubber Board	0481-2571522	0481- 2571380	09447703993	chairman@rubberboard.org.in
16.	Tea Board	14, BTM Sarani (Brabourne Road), Kolkata – 700001	Shri. M.G. V.K. Bhanu, Chairman, Tea Board	033-22215717	033- 22215715	09650780555	tboardcp@cal3.vsnl.net.in chairmanteaboard@gmail.com
17.	Tobacco Board	G.T. Road, SrinivasaraoTh ota, Guntur - 522 004 Andhra Pradesh, India	Shri G. Kamala VerdhanRao	0863-2358399	0863- 2354232	-	info@indiantobacco.com
18.	Spices Board	P.B. No. 2277, SugandhaBhava n, N.H. By-pass, Palarivattom	Dr. A. Jayathilak, Chairman, Spices Board	0484-2333610	0484- 2334429, 2331429	09446022644	sbchairman@gmail.com

		P.O., Cochin – 682025 (Kerala)					
19.	Marine Products Export Development Authority	MPEDA House, Panampilly, P.B.No.4272, Avenue, Kochi-682 036	Ms.Leena Nair, Chairman, MPEDA	0484-2314467 0484-2310828	0484-2313361	09895353020	leenanair@mpeda.nic.in
20.	Agricultural & Processed Food Products Export Development Authority	NCUI Building 3, Siri Institutional Area, August KrantiMarg, New Delhi - 110 016	Shri A.K. Tripathy, Chairman, APEDA	011-26513167	011-26526187	9811299725	chairman@apeda.gov.in

PUBLIC SECTOR UNDERTAKINGS

21.	STC Limited	JawaharVyaparB hawan, Tolstoy Marg, New Delhi – 110001	Shri. N.K. Mathur Chairman-cum-Managing Director	011-23701172	011-23701079	9810074569	cmd@stc.gov.in
22.	MMTC Limited	Core-1, “SCOPE” Complex, 7-Instittutional Area, Lodhi Road, New Delhi 110003	Smt. Vijaylaxmi Joshi, Chairman-cum-Managing Director	011-24371603	011-24360724	9910073126	cmd@mmtclimited.com
23.	PEC Limited	“Hansalaya” 15, Barakhamba Road, New Delhi – 110001	Shri. A.K. Mirchandani Chairman-cum-Managing Director	011-23316372	011-23314797	9810606523	cmd@peclimited.com
24.	ECGC	10 th Floor, Express Towers, Nariman Point, Mumbai-400 021	Shri N. Shankar, Chairman-cum-Managing Director, ECGC	022-6659015	022-66590517	09820267066	cmdsecretariat@ecgc.in
25.	ITPO	PragatiMaidan, Mathura Road,	Mrs. Rita Menon, Chairman-cum-	011-23371100	011-23371122	-	cmditpo@itpo-online.com

		New Delhi-110001	Managing Director, ITPO				
26.	Export Inspection Council of India	3 rd Floor, New Delhi YMCA Cultural Centre Building, 1, Jai Singh Road, Connaught Place, New Delhi-110001	Ms.Vijaylaxmi Joshi, Chairman	011-23061377	011-23061377	9910073126	vl.joshi@nic.in
27.	Indian Institute of Foreign Trade	IIFT Bhavan, B-21, Kutub Institutional Area, New Delhi-110016	Shri K.T. Chacko, Director, IIFT	011-26963880	011-26853956	9810511661	diroffice@iift.ac.in
28.	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
