



Citizens'/Client's Charter

Ministry of Steel

(2017-2018)

Address:
Website ID:
Date of issue:
Next Review/Updating:

Udyog Bhavan, New Delhi-110 011
www.steel.nic.in
July 2017
December 2017

VISION

Transforming India into a global leader in the steel sector, both in production and consumption.

MISSION

Facilitating policies and initiatives for attaining a national steel production capacity of 300 million tonnes by the year 2025. Promoting the development of infrastructure required for enhancing national steel production. Boosting domestic demand for steel through promotional efforts. Facilitation of technological capacity, techno-economic efficiency of operations of steel industry.

Main Services/Transactions

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	e-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Processing of applications for assistance/release of grants for R&D projects in the steel sector.	30	Shri S.K.Bhatnagar, Dy. Industrial Adviser	shakubha@nic.in	23062490 +919811567948	<p>Inviting applications seeking grant for R&D in the iron and steel sector.</p> <p>Submission of project proposal as per prescribed proforma</p> <p>Examination of the project proposal at Ministry's level</p> <p>Evaluation by the group of independent experts</p>	<p>Application as per MoS guidelines in eight copies</p> <p>Proforma invoice of the equipment.</p> <p>Letter from the collaborating industries etc with their commitment in cash and kind.</p> <p>Progress reports and utilization certificates in the prescribed format</p>	Not applicable	Not applicable	Not applicable

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	e-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
						<p>Final approval of the R&D project by the designated committees.</p> <p>Reviewing / monitoring of the R&D project by the Empowered Board / Project Review Committees.</p> <p>Approval of project completion reports by the designated committee.</p>	Project Completion report and final utilisation certificates .			

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	e-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
2.	Processing application for recommendation for import duty rebate/concession	10	Shri Anupam Prakash, Director	anupam.praakash@nic.in	23061096 +91813074 7778	Examination as per Project import regulations and Industrial Entrepreneur Memorandum/ Industrial Licence for import of capital goods	As per project import regulations	Not applicable	Not applicable	Not applicable
3.	Processing application for recommendation for issue of Project Visa for foreign personnel	10	Shri Anupam Prakash, Director	anupam.praakash@nic.in	23061096 +91813074 7778	Examination / assessment of actual requirement of manpower in view of the guidelines issued by MHA.	Application alongwith supporting documents issued by the employer company / Project Company.	Not applicable	Not applicable	Not applicable
4.	Processing application for establishment of liaison office in India by foreign company	10	Shri Anupam Prakash, Director	anupam.praakash@nic.in	23061096 +91813074 7778	Examination of the request in consultation with Technical Wing in view of FEMA/FDI guidelines / regulations.	Application from the company through RBI, complete background of the applicant company, activities and supporting papers as per eligibility	Not applicable	Not applicable	Not applicable

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	e-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
							criteria and procedural guidelines.			
5.	Prompt Grievance Redressal	15	Shri Mahabir Prasad, Director	prasad.mahabir@nic.in	23062386 +919560575500	Grievance should conform to guidelines of DARPG. Grievance should be as specific as possible and must relate to the functioning of the Ministry of Steel and the organizations under it	Duly signed application with full address	Not applicable	Not applicable	Not applicable

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	e-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
						Grievance relating to the jurisdiction of the Ministry can be submitted both electronically via http://pgportal.gov.in and in writing via registered post/ordinary post.				
6.	Prompt acknowledgement of receipt of letters from clients/citizens	5	Shri Mahabir Prasad, Director	prasad.mahabir@nic.in	23062386 +919560575500			Not applicable	Not applicable	Not applicable
7.	Timely response to letters from clients/citizens under RTI Act,2005	5	Smt. Madhulika Guglani, Section Officer (RTI)		23062052	The application may be submitted as per provisions and procedures under Right to Information Act, 2005. RTI applications relating to the jurisdiction of the Ministry		Not applicable	Not applicable	Not applicable

Sl. No.	Services / Transaction	Weight %	Responsible Person (Designation)	e-mail	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
						can also be submitted online at https://rtionline.gov.in				
8.	Prompt response to telephone calls on technical matters between 9:30 AM and 5:30 PM on central enquiry number (+91-11-23063560)	5	Shri Baldev Singh, Assistant Section Officer		23063560			Not applicable	Not applicable	Not applicable
9.	Prompt response to a request for appointment with appropriate officer after receiving a written request	5	Shri Baldev Singh, Assistant Section Officer		23063560	Written request must be made stating the purpose for which the meeting is sought and why a meeting is required		Not applicable	Not applicable	Not applicable
10.	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	5	Shri K.Murali, Under Secretary		23061243	Bills should be submitted in the Ministry with all supporting documents.		Not applicable	Not applicable	Not applicable

Service Standards

Sl. No.	Services/Transaction	Service Weight %	Success Indicators	Service standards	Unit	Weight %	Data Source
1.	Processing of applications for assistance/release of grants for R&D projects in the steel sector	30	Time taken for examination of the project proposal at MOS and seeking additional details from the applicant required to the experts before placing the proposal to Empowered Committee for approval	8	Months	30	Ministry's records
2.	Processing application for recommendation for import duty rebate/concession	10	Time taken for processing from the date of receipt of the proposal/document complete in all respect.	30	Days	10	Ministry's records
3.	Processing application for recommendation for issue of Project Visa for foreign personnel	10	Time taken for processing from the date of receipt of the proposal/document complete in all respect.	30	Days	10	Ministry's records
4.	Processing application for establishment of liaison office in India by foreign company.	10	Time taken for processing from the date of receipt of the proposal/document complete in all respect.	30	Days	10	Ministry's records
5.	Prompt Grievance Redressal	15	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Days	Software will automatically calculate the	Centralized Public Grievance Redress And

Sl. No.	Services/Transaction	Service Weight %	Success Indicators	Service standards	Unit	Weight %	Data Source
						weight, based on the ratio of the working days	Monitoring System (CPGRAMS) report
			Average time taken to receive grievance received through registered post/ordinary post	7	Working days	Software will automatically calculate the weight, based on the ratio of the working days	CPGRAMS report and Ministry's records
			Average time taken to send communication for additional information	15	Working days	Software will automatically calculate the weight, based on the ratio of the working days	CPGRAMS report and Ministry's records
			Average time taken for grievance settlement	45	Working days	Software will automatically calculate the weight, based on the ratio of the working days	Centralized Public Grievance Redress And Monitoring System (CPGRAMS) report and Ministry's records
6.	Prompt acknowledgement of receipt of letters from clients/citizens	5	Average time to send acknowledgement	3	Working days	5	Ministry's records
7.	Timely response to letters	5	Average time taken to issue	30	Working	5	Ministry's

Sl. No.	Services/Transaction	Service Weight %	Success Indicators	Service standards	Unit	Weight %	Data Source
	from clients/citizens		responses		days		records
8.	Prompt response to telephone calls between (9:30 AM and 5:30 PM on central enquiry number(+91-11-23063560)	5	Average time taken to respond to phone calls	2	minutes	5	Ministry's records
9.	Prompt response to a request for appointment with appropriate officer after receiving a written request	5	Average time taken to respond to such requests	1	Working day	5	Ministry's records
10.	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	5	Average time taken to clear the payments after receipt of complete documents	7	Working days	5	Ministry's records

Grievance Redressal Mechanism Website URL to lodge <http://pgportal.gov.in>

Sl. No.	Name of the Public Grievance Officer	Landline/Mobile Number	e-mail
	Shri Mahabir Prasad, Director	23062386 +919560575500	prasad.mahabir@nic.in

List of Stakeholders/Clients

Sl. No.	Stakeholders/Clients Description
1.	Ministries/Departments of Mines, Environment & Forest, Coal, Shipping, Road & Transport, Expenditure, Power, Railways, Planning Commission, Ministry of Heavy Industries and Public Enterprises
2.	State Governments/UT Administration
3.	Public Sector Undertakings and organizations under the administrative control of the Ministry of Steel
4.	Private Sector Steel Companies
5.	FICCI, ASSOCHAM, Steel Refractory, Sponge iron, Ferro Alloys, Electric Arc Furnace, Induction Furnace, Ship Breaking , Mining Associations and similar such Industry Associations
6.	Steel, Mining and Coal Companies abroad
7.	Citizens of India

List of Responsibility Centres

Sl. No.	Responsibility Centres (CPSEs/Institutes etc.) Description	Landline number	E mail	Address
1.	Chairman, Steel Authority of India Ltd. (SAIL)	011 – 24368098 / 24368094	chairman.sail@sailex.com	Ispat Bhavan, Lodhi Road , New Delhi-110003
2.	CMD, NMDC Ltd.	040 – 23538701-04 Fax - 040 – 23538705	cmd@nmdc.co.in	'Khanij Bhavan', 10-3-311/A, Castle Hills, Masab Tank, Hyderabad-500 028
3.	CMD, Rashtriya Ispat Nigam Ltd. (RINL)	0891-2518301-360	cmd@vizagsteel.com	Administrative Building, Visakhapatnam-530031, Andhra Pradesh
4.	CMD, MOIL Ltd.	0712 – 2592070, 2592071	cmd@moil.nic.in	MOIL Bhawan, 1-A, Katol Road, Nagpur-440013 (Maharashtra)
5.	CMD, MSTC Ltd.	033 – 22900964/22870810 Fax – 033-22878547	cmd@mstcindia.co.in	225-C, Acharya Jagdish Chandra Bose Road, Kolkata-700020, West Bengal
6.	CMD, Hindustan Steelworks Construction Ltd. (HSCL)	033 - 22232309	cmd@hscl.co.in	5/1, Commissariat Road, (Hastings), Kolkata - 700022 (West Bengal)
7.	CMD, MECON Ltd.	0651 – 2482216 / 2209	cmd@meconlimited.co.in	MECON Building, Ranchi-834002 (Jharkhand)
8.	CMD, KIOCL Ltd	080 – 25531461 / 470	cmd@kudreore.com	II Block, Koramangala, Bengaluru-560034, Karnataka
9.	MD, OMDC	033 – 40169200/11/12/26 Fax - 033 – 40169267	md.omdc@birdgroup.co.in	AG-104 "Sourav Abasan", 2 nd floor, Salt Lake City, Sector-II, Kolkata – 700091, West Bengal
10.	MD, BSLC	033 – 40169200/11/12/26 Fax - 033 – 40169267	md.bslc@birdgroup.co.in	AG-104, Sourav Abasan, 2 nd Floor, Sector-II, Salt Lake City, Kolkata-700091, West Bengal
11.	MD, EIL	033-40169200/11/12/26 Fax – 033-40169267	md.eil@birdgroup.co.in	AG-104, Sourav Abasan, 2 nd Floor, Sector-II, Salt Lake City, Kolkata-700091, West Bengal
12.	MD, Ferro Scrap Nigam Ltd.	0788 – 2223588 Fax – 0788 - 2223884	fsnl_co@rediffmail.com	FSNL Bhawan, Equipment Chowk, Central Avenue,

Sl. No.	Responsibility Centres (CPSEs/Institutes etc.) Description	Landline number	E mail	Address
				Bhilai-490001, Chhattisgarh
13.	Biju Patnaik National Steel Institute (BPNSI)	In charge Admn. 06752 - 232820	bpnsipuri@sify.com	Rama Ballav Road, Puri-752001(Odisha).
14.	National Institute of Secondary Steel Technology (NISST)	Director, NISST 01765 - 258080	nisst@dataone.in	GT Road, Mandi Gobindgarh, Distt: Fatehgarh Saheb (Punjab)
15.	Institute for Steel Development & Growth (INSDAG)	Director General 033 – 24614045/47	ins.steel@gmail.com , insdag@rediffmail.com	Ispat Pragati Bhavan, 793, Anandapur, Kolkata-700107, West Bengal.
16.	Joint Plant Committee	Executive Secretary 033 – 24614055/56	jpc-wb@nic.in	Ispat Niketan, 52/1A, Ballygunge Circular Road, Kolkata -700019.

Indicative Expectations from Service Recipients

Sl. No.	Indicative expectations service description
1.	Please show courtesy to the Ministry's officials
2.	Always keep proper records of your letters and communication with the Ministry
3.	If you have an appointment with the Ministry, please arrive 10 minutes prior to the appointment
4.	If you wish to cancel an appointment, please give a written notice via fax or e-mail at least one day in advance
5.	Please send reports in the prescribed format as per the prescribed timelines
6.	Please check the Ministry's website regularly for updates on polices, programmes and procedures
7.	Please give suggestions/ inputs on drafts placed on the Ministry's website/ those circulated to them
8.	Central /State Government/private steel companies representatives of appropriate level and steel Industry associations should attend the co-ordination meetings of the Ministry
9.	All concerned should duly and timely provide requisite data and statistics whenever any survey is conducted by the Ministry or its authorized organizations like the Joint Plant Committee to assess the trends and statistics in respect of the Steel sector
10.	Prompt response to letters and communications of the Ministry within the stipulated time lines
11.	All applications for grants of R&D projects (in five copies) should be as per the guidelines of the Ministry of Steel
12.	Proforma / invoice of the equipment and concurrence letter from the participating industries etc. should be submitted within the prescribed time lines
13.	Progress reports and utilisation certificates should be in the prescribed format
14.	Project completion report and final utilisation certificates should be submitted within the prescribed timelines
15.	Application should be accompanied with supporting documents issued by the employer company/project company
16.	Application from the company through RBI, complete background of the applicant company, activities and supporting papers should be as per eligibility criteria and procedural guidelines.