

**Citizens' / Client's Charter**  
**Ministry of Steel**  
**(2025)**

Address	GPOA-3 Netaji Nagar, New Delhi-110023
Website URL	steel.gov.in
Date of issue	December, 2025

**Vision:**

To create a technologically advanced and globally competitive steel industry that promotes economic growth.

**Mission**

Provide environment for attaining –

- i. Self-sufficiency in steel production by providing policy support & guidance to private manufacturers, MSME steel producers, CPSEs & encourage adequate capacity additions.
- ii. Development of globally competitive steel manufacturing capabilities
- iii. Cost-efficient production and domestic availability of iron ore, coking coal and natural gas
- iv. Facilitate investment in overseas asset acquisitions of raw materials.
- v. Enhance domestic steel demand.

**Main Services/Transactions**

**1.**

<b>Services /Transaction</b>	Processing of applications for assistance/release of grants for R&D projects in the steel sector.
<b>Service / Performance</b>	6 Months

<b>Standards</b>	
<b>Contact details of the responsible Officer</b>	Shri G. Sarathy Raja, Deputy Secretary <b>e-mail:</b> <a href="mailto:g.sarathyraja@gov.in">g.sarathyraja@gov.in</a> <b>Tele No.:</b> 23061064
<b>Process</b>	A Project Approval and Monitoring Committee (PAMC) under the Chairmanship of Additional Secretary & Financial Advisor (AS&FA) and members comprising Joint Secretary, Ministry of Steel, Director IIT Kharagpur, Director IMMT, Director NML and other members, is the decision-making body for approval of R&D projects, monitoring of ongoing projects and for overall direction. Technical Division (TD) of the Ministry of Steel works as the Secretariat of the PAMC to scrutinize the research proposals, obtain views of experts and monitor the progress of the projects for reporting to the PAMC.
<b>Document Required</b>	R&D proposals under the Scheme are received in the online portal ( <a href="https://research.steel.gov.in/Applicant">https://research.steel.gov.in/Applicant</a> ) as well as via e-mail ( <a href="mailto:mosteel-rd@gov.in">mosteel-rd@gov.in</a> ) and in physical form also. Documents required are indicated in Scheme guidelines.
<b>Fees</b>	Not applicable.

## 2.

<b>Services /Transaction</b>	Processing of application seeking incentives under the PLI scheme for Specialty Steel
<b>Service /Performance Standards</b>	15 days
<b>Contact details of the responsible Officer</b>	Shri Gopalakrishnan Ganesan, Director <b>e-mail:</b> <a href="mailto:Gopalakrishnan.g@gov.in">Gopalakrishnan.g@gov.in</a> <b>Tele No.:</b> 23061505
<b>Process</b>	Eligible companies, as per pre-qualification criteria notified, to apply in prescribed format to the Project Management Agency (PMA) i.e MECON. After scrutiny of application, PMA recommends incentive claim of the applicant which after thorough scrutiny/examination of Ministry of Steel (MoS) is disbursed to the applicant.
<b>Document Required</b>	As prescribed in the PLI scheme notification.
<b>Fees</b>	As prescribed in the scheme guidelines.

### 3.

<b>Services /Transaction</b>	Processing of application for seeking clarifications on the steel grades from the purview of Steel Quality Control Order by the Technical Committee.
<b>Service /Performance Standards</b>	1 month
<b>Contact details of the responsible Officer</b>	Shri G. Sarathy Raja, Deputy Secretary <b>e-mail:</b> <a href="mailto:g.sarathyraja@gov.in">g.sarathyraja@gov.in</a> <b>Tele No.:</b> 23061064
<b>Process</b>	On receipt of applications these are examined by the Technical Committee and on the recommendations of the Committee, decision is intimated to the applicants.
<b>Document Required</b>	Data as per the prescribed Format, Mill Test Certificate, Details of Consignment such as packing list, bill of lading, bill of entry etc.
<b>Fees</b>	Not applicable.

### 4.

<b>Services /Transaction</b>	Processing application for recommendation for issue of Project Visa for foreign personnel.
<b>Service /Performance Standards</b>	1 month
<b>Contact details of the responsible Officer</b>	Shri Gopalakrishnan Ganesan, Director <b>e-mail:</b> <a href="mailto:gopalakrishnan.g@gov.in">gopalakrishnan.g@gov.in</a> <b>Tele No.:</b> 23061505
<b>Process</b>	Examination / assessment of Actual requirement of manpower in view of the guidelines issued by MHA for granting visa in respect of PLI Scheme.
<b>Document Required</b>	Application along with supporting documents issued by the employer company / Project Company.
<b>Fees</b>	Not applicable.

### 5.

<b>Services</b>	Prompt Grievance Redressal
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<b>/Transaction</b>	
<b>Service /Performance Standards</b>	21 Working Days
<b>Contact details of the responsible Officer</b>	Ms. Gurpreet Gadhok, Director <b>e-mail:</b> <a href="mailto:gurpreet.gadhok@nic.in">gurpreet.gadhok@nic.in</a> Tele No.: 23063355
<b>Process</b>	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. Grievance relating to the jurisdiction of the Ministry can be submitted both electronically via <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> and in writing via registered post / ordinary post.
<b>Document Required</b>	Duly signed application with full address.
<b>Fees</b>	Not applicable.

## 6.

<b>Services /Transaction</b>	Prompt acknowledgement of receipt of letter from clients/citizens.
<b>Service /Performance Standards</b>	3 Working Days
<b>Contact details of the responsible Officer</b>	Ms. Sailaja Nanda, Under Secretary <b>e-mail:</b> <a href="mailto:sailaja.nanda@nic.in">sailaja.nanda@nic.in</a> Tele No.: 23061352
<b>Process</b>	Signed copy communication is acknowledged and sent to the concerned Division /Wing for appropriate action.
<b>Document Required</b>	Duly signed copy of the letter with address.
<b>Fees</b>	Not applicable.

## 7.

<b>Services /Transaction</b>	Timely response to letters from clients/citizens under RTI Act, 2005.
<b>Service /Performance Standards</b>	30 Working Days
<b>Contact details of the responsible Officer</b>	Shri K. Thangminlal, Under Secretary & Nodal CPIO, M/o Steel <b>e-mail:</b> <a href="mailto:rti-steel@gov.in">rti-steel@gov.in</a> Tele No.: 23063020

<b>Process</b>	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 can also be submitted online at <a href="https://rtionline.gov.in">https://rtionline.gov.in</a> .
<b>Document Required</b>	As per guidelines.
<b>Fees</b>	As per guidelines.

## 8.

<b>Services /Transaction</b>	Prompt response for Appointment with appropriate officer after receiving a written request.
<b>Service /Performance Standards</b>	1 Working Day
<b>Contact details of the responsible Officer</b>	<p><b>1.</b> Ms. Sailaja Nanda, Under Secretary, Establishment – I,  <b>e-mail:</b> <a href="mailto:Sailaja.nanda@nic.in">Sailaja.nanda@nic.in</a>  Tele No.: 23061352.</p> <p><b>2.</b> Shri K. Thangminlal, Under Secretary – Establishment – II &amp; RTI  <b>e-mail:</b> <a href="mailto:Kthangminlal.pb@nic.in">Kthangminlal.pb@nic.in</a>  Tele No.: 23061352.</p>
<b>Process</b>	Written request must be made stating the purpose for which the meeting is sought and why a meeting is required.
<b>Document Required</b>	Written Request.
<b>Fees</b>	Not applicable.

## 9.

<b>Services /Transaction</b>	Prompt payment to vendors and officials for invoices/ bills/ reimbursements Submitted
<b>Service /Performance Standards</b>	7 Working Days
<b>Contact details of the responsible Officer</b>	<p>Ms. Sailaja Nanda, Under Secretary, Establishment – I,  <b>e-mail:</b> <a href="mailto:Sailaja.nanda@nic.in">Sailaja.nanda@nic.in</a>  Tele No.: 23061352.</p>

<b>Process</b>	Bills should be submitted on GeM in the Ministry with all supporting documents.
<b>Document Required</b>	Bills/Invoices/Vouchers and other documents as per guidelines.
<b>Fees</b>	Not applicable.

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

#### **Details of the Nodal Public Grievance Officer:**

Name: Ms. Gurpreet Gadhok  
Designation: Director  
Email Id: [gurpreet.gadhok@nic.in](mailto:gurpreet.gadhok@nic.in)  
Tele No.: (011)- 23063355

#### **Details of the Appellate Authority for Public Grievances:**

Name: Shri Daya Nidhan Pandey  
Designation: Joint Secretary  
Email id: [dn.pandey74ias@nic.in](mailto:dn.pandey74ias@nic.in)  
Tele No.: (011)- 23063170

#### **List of Stakeholders/Clients**

<b>Sl. No.</b>	<b>Stakeholders/Clients Description</b>
1.	Ministries/Departments of Mines; Environment, Forest & Climate Change; Coal; Shipping; Road & Transport; Expenditure; Power; Railways; Heavy Industries and Public Enterprises; NITI Aayog
2.	State Governments/UT Administration
3.	Central Public Sector Enterprises and organizations under the administrative control of the Ministry of Steel
4.	Private Sector Steel Companies
5.	CII; FICCI; ASSOCHAM; Federation of Industries of India (FII); Indian Steel Association (ISA); Alloy Steel Producers Association of India (ASPA); Indian Stainless Steel Development Association (ISSDA); Indian Ferro Alloy Producers Association (IFAPA); All India steel Re-rollers Association (SRMA); Steel Wire Manufacturers Association of India (SWMAI); Cold Rolled Steel Manufacturers Association (CORSMA), Automotive Components Manufacturers Association of India (ACMA), Indian Pipes Manufacturers Association (IPMA); Stainless Steel Pipe

	and Tubes Manufacturers Association (SSPTMA); India Stainless Seamless Pipe Manufacturers Association (ISSMA); All India Induction Furnaces Association (AIIFA), Sponge Iron Manufacturers Association (SIMA), Steel Furnace Association of India (SFAI); Indian Steel Scrap and Shipbreakers Association of India (ISSAI); Association of Tinplate Users (ATU), Association of India Mini Blast Furnaces (AIMBF); and similar such Industry Associations
6.	Steel, Mining and Coal Companies abroad including private sector mining companies
7.	Citizens of India

### List of Responsibility Centers

Sl. No.	Responsibility Centres (CPSEs/Institutes etc.) Description	Landline number	E-mail	Address
1.	CMD, Steel Authority of India Ltd. (SAIL)	011 – 24368098 / 24368094	<a href="mailto:chairman.sail@sail.in">chairman.sail@sail.in</a>	Ispat Bhavan, Lodhi Road, New Delhi-110003
2.	CMD, NMDC Ltd.	040 – 23538701/ 040-23538704 Fax - 040 – 23538705	<a href="mailto:cmd@nmdc.co.in">cmd@nmdc.co.in</a>	'Khanij Bhavan', 10-3-311/A, Castle Hills, Masab Tank, Hyderabad-500 028.
3.	CMD, NMDC Steel Ltd.	040-23538701 040-23538704 Fax – 040- 23538705	<a href="mailto:cmd@nsl@nmdc.co.in">cmd@nsl@nmdc.co.in</a>	'Khanij Bhavan', 10-3-311/A, Castle Hills, Masab Tank, Hyderabad-500 028.
4.	CMD, Rashtriya Ispat Nigam Ltd. (RINL)	0891-2518301-360	<a href="mailto:cmd@vizagsteel.com">cmd@vizagsteel.com</a>	Administrative Building, Visakhapatnam-530031, Andhra Pradesh
5.	CMD, MOIL Ltd.	0712 – 2592070, 2592071	<a href="mailto:cmd@moil.nic.in">cmd@moil.nic.in</a>	MOIL Bhawan, 1-A, Katol Road, Nagpur-440013 (Maharashtra)
6.	CMD, MSTC Ltd.	011 – 20903994	<a href="mailto:cmdmstc@mstcindia.in">cmdmstc@mstcindia.in</a>	MSTC Ltd. Corporate Office,

				J-500, 5 <sup>th</sup> Floor, Tower-J, World Trade Centre, Nauroji Nagar, New Delhi – 110029.
7.	CMD, MECON Ltd.	0651 – 2482216 / 2209	<a href="mailto:cmd@meconlimited.co.in">cmd@meconlimited.co.in</a>	MECON Limited, Vivekananda Path, Doranda,Ranchi- 834002 (Jharkhand)
8.	CMD, KIOCL Ltd.	080 – 25531272/322	<a href="mailto:cmd@kioclltd.in">cmd@kioclltd.in</a>	II Block, Koramangala, Bengaluru- 560034, Karnataka
9.	MD, OMDC	Tel.: 0674-2391595 Fax: 0674-2391495	<a href="mailto:md.omdc@birdgroup.co.in">md.omdc@birdgroup.co.in</a>	Plot No.271, Ground Floor, Bidyut Marg, Unit- IV, Shastri Nagar, Bhubaneshwar, Odisha- 751001
10.	MD, BSLC	Tel.: 0674-2391595 Fax: 0674-2391495	<a href="mailto:akbagchi@vizagsteel.com">akbagchi@vizagsteel.com</a>	Plot No.271, Ground Floor, Bidyut Marg, Unit- IV, Shastri Nagar, Bhubaneshwar, Odisha- 751001
11.	MD, EIL	Tel./Fax:0674- 2962777	<a href="mailto:akbagchi@vizagsteel.com">akbagchi@vizagsteel.com</a>	House No.255, Ground Floor (South West Portion), Pristine Green, Pokhariput, Bhubaneshwar, Odisha- 751001
12.	Biju Patnaik National Steel Institute (BPNSI)	0674 -2293933, 2917203, 2917204,	<a href="mailto:bpnsi@bpnsi.org">bpnsi@bpnsi.org</a> <a href="mailto:director@bpnsi.org">director@bpnsi.org</a>	<b>Bhubaneswar Office</b> IspatBhawa,



		2917205		271, Bidyut Marg, Unit-4, Sastri Nagar, Bhubaneswar – 751 001.  <b><u>Kalinga Nagar Office</u></b> Common Facility Centra, JCD-NIMZ Campus, Pankapal Square, Kalinga Nagar, Jajpur – 755 026.
13.	National Institute of Secondary Steel Technology (NISST)	01765 – 510141 & 511142	<a href="mailto:info@nisst.org">info@nisst.org</a> <a href="mailto:director@nisst.org">director@nisst.org</a> <a href="mailto:admin@nisst.org">admin@nisst.org</a>	Post Box No. 92, GT Road, Mandi Gobindgarh- Distt.: Fatehgarh Sahib - 147 301 (Punjab)
14.	Joint Plant Committee	011 – 4700 0941/42	<a href="mailto:jpc.ho@jpcsteel.in">jpc.ho@jpcsteel.in</a>	301-306, Aurobindo Place, Hauz Khas, New Delhi – 110 016.

### Indicative Expectations from Service Recipients

Sl. No.	Indicative expectations from service recipients
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 policies, 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 for R&D projects (in eight 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 utilization certificates should be in the prescribed format
14.	Project completion report and final utilization 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.

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