



Citizens' /Client's Charter

Ministry of Steel

(2019)

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

Udyog Bhavan, New Delhi-110 011
www.steel.nic.in
May, 2019
October, 2019

VISION

Making Indian steel sector more efficient, competitive and capable of producing quality steel including value added steel.

MISSION

To develop policies, schemes and initiatives to meet the anticipated demand of 240 million tons of steel and consequentially increase per capita consumption to 160 Kgs by 2030-31. This will be achieved by facilitating competitive, efficient, technology intensive, environment friendly steel industry adhering to global best safety, productivity and quality standards.

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.	15	S/Shri Parmjeet Singh, Additional Industrial Adviser	parmjeet.singh@gov.in	23061064 23061490	(i) Inviting applications seeking grant for R&D in the iron and steel sector. (ii) Submission of project proposal as per prescribed proforma (iii) Examination of the project proposal at Ministry's level. (iv) Evaluation by the Evaluation group oin consultation with domain experts. (v) Final approval of the R&D project by the Project Approval & Monitoring Committee/ Empowered	(i) Application as per MoS guidelines in Eight copies (ii) Proforma invoice of the equipment. (iii) Letter from the collaborating industries etc with their commitment in cash and kind. (iv) Progress reports and utilization certificates in the prescribed format (v) Project Completion Report and final utilization certificates.	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>Committee</p> <p>(vi) Reviewing/ monitoring of the R&D project by the Empowered Board/ Project Review Committees.</p> <p>(vii) Approval of project completion reports by the designated committee.</p>				
2	Processing of application for seeking clarifications of the steel grades from the purview of Steel Quality Control Order by the Technical Committee.	15	S/Shri Parmjeet Singh, Additional Industrial Adviser	parmjeet.singh@gov.in	23061064 23061490	On receipt of applications these are examined by the Technical Committee and recommendations of the Committee are intimated to the applicants.	Date as per the prescribed Format, Mill Test Certificate, Details of Consignment such as packing list, bill of lading, bill of entry etc.	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
3	Processing application for recommendation for import duty rebate/ concession.	10	Shri Aman Sharma, Director	sharma.aman@nic.in	23062386 +919873389776	Examination / assessment of actual requirement of manpower in view of the guidelines issued by MHA	Examination as per Project import regulations and industrial Entrepreneur Memorandum / Industrial License for import of capital goods.	Not applicable	Not applicable	Not applicable
4	Processing application for recommendation for issue of Project Visa for foreign personnel	10	Shri Aman Sharma, Director	sharma.aman@nic.in	23062386 +919873389776	Examination / assessment of actual requirement of manpower in view of the guidelines issued by MHA	Appl. alongwith supporting documents issued by the employer company / Project Company.	Not applicable	Not applicable	Not applicable
5	Processing application for establishment of liaison office in India by foreign company	10	Shri Aman Sharma, Director	sharma.aman@nic.in	23062386 +919873389776	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 criteria and procedural guidelines.	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
6.	Prompt Grievance Redressal	10	Sh. Puneet Kansal, Joint Secretary	js1.steel@nic.in	23061896 +9199588 98463	<p>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</p> <p>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.</p>	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
7	Prompt acknowledgment of receipt of letters from clients/citizens	5	Sh. Puneet Kansal, Joint. Secretary	Js1-steel@nic.in	23061896 9958898463			Not applicable	Not applicable	Not applicable
8	Timely response to letters from clients/citizens under RTI Act,2005	5	Shri Ashok Sharma, Section Officer (RTI)	vigsteel@nic.in	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 can also be submitted online at https://rtionline.gov.in		Not applicable	Not applicable	Not applicable
9	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	jai.bhagwan23@gov.in	23063560			Not applicable	Not applicable	Not applicable
10	Prompt response to a request for appointment with	5	Shri Baldev Singh, Assistant	jai.bhagwan23@gov.in	23063560	Written request must be made stating the		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
	appropriate officer after receiving a written request		Section Officer			purpose for which the meeting is sought and why a meeting is required				
11.	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	5	Shri Mukesh Rai, Under Secretary	mukesh.raii67@gov.in	23061352 +9197111 88613	Bills should be submitted in the Ministry with all supporting documents.		Not applicable	Not applicable	Not applicable
12.	To monitor updation of M/o Steel website	5	Sh. Girish Chandra, Sr. Technical Director, NIC	gchandra@nic.in	23061690, 23063133	One copy of OM/Order to be sent to NIC/MoS		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 of the R&D project proposals for approval of funding	15	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	6	Months	15	Ministry's records
2.	Processing of applications for seeking clarifications of steel grades from the purview of steel quality control order by the technical committee.	15	Time taken for examination of the application and issuance of letter of clarification.	30	Days	15	Ministry's records
3.	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
4.	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
5.	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
6	Prompt Grievance Redressal	10	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Days	Software will automatically calculate the weight, based	Centralized Public Grievance Redress and Monitoring

Sl. No.	Services/Transaction	Service Weight %	Success Indicators	Service standards	Unit	Weight %	Data Source
						on the ratio of the working days	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
7	Prompt acknowledgement of receipt of letters from clients/citizens	5	Average time to send acknowledgement	3	Working days	5	Ministry's records
8	Timely response to letters from clients/citizens	5	Average time taken to issue responses	30	Working days	5	Ministry's records
9	Prompt response to telephone calls between	5	Average time taken to respond to phone calls	2	minutes	5	Ministry's records

Sl. No.	Services/Transaction	Service Weight %	Success Indicators	Service standards	Unit	Weight %	Data Source
	(9:30 AM and 5:30 PM on central enquiry number(+91-11-23063560))						
10	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
11	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
12	Updation of M/of Steel website	5	Average interval for updation	30	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
1	Shri Puneet Kansal, Jt. Secretary	23061896, 9958898463	Js1-steel@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, MECON Ltd.	0651 – 2482216 / 2209	cmd@meconlimited.co.in cmd@mecon.co.in	MECON Building, Ranchi-834002 (Jharkhand)
7.	CMD, KIOCL Ltd	080 – 25531461 / 470	cmd@kioclltd.com	II Block, Koramangala, Bengaluru-560034, Karnataka
8.	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
9.	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
10.	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
11.	MD, Ferro Scrap Nigam Ltd.	0788 – 2223588 / 2222474 Fax – 0788 – 2223884 / 2220423	fsnl.co@rediffmail.com mds@fsnl.co.in	FSNL Bhawan, Equipment Chowk, Central Avenue, P.O.Box No. 37, Bhilai-490001, Chhattisgarh
12.	Biju Patnaik National Steel Institute (BPNSI)		cpm@bpnsi.org mohantycp@gmail.com	Sarbodaya Road, Behind Gundicha Temple, Puri , Odisha 752002

Sl. No	Responsibility Centres (CPSEs/Institutes etc.) Description	Landline number	E mail	Address
13.	National Institute of Secondary Steel Technology (NISST)	+911765 – 258080 252558, 259367,259532, 250574	tiwarivp2002@gmail.com	Post Box No. 92 Sirhind Side, GT Road, Mandi Gobindgarh, Distt: Fatehgarh Saheb (Punjab)147301
14.	Institute for Steel Development & Growth (INSDAG)	033 – 24434049	ins.steel@gmail.com , insdag@rediffmail.com	Ispat Pragati Bhavan, 793, Anandapur, EM Bypass, Kolkata-700107, West Bengal.
15.	Joint Plant Committee	033 – 2614055/56	jpc.kolkata@gmail.com	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 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 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 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.