

CITIZEN CHARTER

**Government of India
Ministry of Commerce & Industry
(Department for Promotion of Industry and Internal Trade)**

1. VISION

The vision of the Department for Promotion of Industry and Internal Trade (DPIIT) is to attain \$1 Trillion Gross Value Addition (GVA) in manufacturing in the next 5 years, by facilitating globally competitive business enterprises to generate gainful employment and sustainable livelihoods in an inclusive manner, and foster innovation and creativity.

2. OBJECTIVES

1. To promote growth of manufacturing industry by facilitating financial, infrastructural and policy support.
2. To facilitate foreign investment and to coordinate faster implementation of investment approvals.
3. To facilitate development of industries in North East and other special category States.
4. To facilitate innovation and fulfil the objectives of the National IPR Policy for India's economic growth and socio-culture development, while protecting public interest at large."
5. To facilitate ease of doing business.
6. To create a conducive environment for Retail Trade in the country.
7. To build a strong ecosystem for nurturing innovation and startups in the country that will drive sustainable economic growth and generate large scale employment opportunities

3. FUNCTIONS

1. Formulation and implementation of industrial policy and administration of Industries (Development & Regulation) Act, 1951.
2. Monitoring and stimulation of growth of manufacturing industry in general, and performance of industries specifically assigned to the Department.
3. Promotion of industrial development in North East and special category states of J &K, Himachal Pradesh and Uttarakhand through appropriate incentives.
4. Formulation of Foreign Direct Investment Policy and promotion and facilitation of foreign direct investment.
5. Promotion of Internal Trade including retail trade, welfare of traders and their employees
6. Association as nodal department for investment related issues in Bilateral/Regional Economic Cooperation Agreements.
7. Administration of acts, rules and regulations related to IPRs and promotion and generation of IPRs in the field of Patents, Trade Marks, Designs, Copyright, Geographic Indications as

envisaged in the National IPR Policy, Designs copyright Geographic Indications as envisaged in National IPR Policy.

8. Compilation and dissemination of Wholesale Price Index(WPI) and Index of Core Industries (ICI), and collection of monthly industrial production statistics particularly for use in construction of Index of Industrial Production.
9. Implementation of the Startup India Action Plan, 2015.
10. Facilitating ease of doing business.
11. Productivity in Indian industry
12. Matters related to e-Commerce
13. Matter related to Logistics

4. MAIN SERVICES/TRANSACTION

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
1	Grant of ad-hoc permission for manufacture and sale of cement without standard mark for a maximum period of 150 days.	2.0	Shri Kundan Kumar Deputy Secretary	Kundan.kumar72@gov.in	011-23062651	Submission of Proposal in DPIIT Examination of proposal and issuing deficiency memo. Submission of Proposal for approval by the competent authority. Communication of decision.	Asper checklist at https://dipp.gov.in/sites/default/files/CheckList_AdhocPermission_13Jan2011%20%2010_0.pdf	NA	NA	0
2	Certification of essentiality for import of capital goods required for initial setting up of new projects or expansion of the existing projects.	3.0	Shri Kundan Kumar Deputy Secretary	Kundan.kumar72@gov.in	011-23062651	Submission of Proposal in DPIIT Examination of proposal and issuing deficiency memo. Submission of Proposal for approval by the competent authority. Communication of decision.	Asper checklist at https://dipp.gov.in/sites/default/files/CheckList_Import_13Jan2011%20%2009.pdf	NA	NA	0
3	Furnishing of comments of the DPIIT to the Ministry of Coal for long term of Coal linkage and allocation of coal blocks for cement sector	2.0	Shri Kundan Kumar Deputy Secretary	Kundan.kumar72@gov.in	011-23062651	Submission of Proposal in DPIIT Examination of proposal and issuing deficiency memo. Submission of Proposal for approval by the competent authority. Communication of decision.	Ministry of Coal forwards the proposals and documents For seeking comments of DPIIT.	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
4	Release of funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI)	3.0	Shri Kundan Kumar Deputy Secretary	Kundan.kumar72@gov.in	011-23062651	(i) Scrutiny of proposal and issuing Initial Deficiency memo. (ii) Processing of Proposal for submission to IF wing for release of funds	a). Checklist for sanction of Grant and b). Project wise qualitative & cumulative progresses with targets likely to be achieved	NA	NA	0
5	Inclusion of Paper Mill in Schedule I of Newsprint Control Order 2004	3.0	Shri Kundan Kumar Deputy Secretary	Kundan.kumar72@gov.in	011-23062651	(i) Submission of proposal in DIPP (ii) Examination of proposal and issue of deficiency memo (iii) Submission of proposal for approval by the competent authority (iv) Communication of decision	As per the Checklist available at http://dipp.nic.in English/ Acts rules/ Notification/ Checklist Paper_14 January 2011 pdf	NA	NA	0
6	Sponsoring of priority movement of Coal to paper mill	2.0	Shri Kundan Kumar Deputy Secretary	Kundan.kumar72@gov.in	011-23062651	(i) Submission of proposal in DIPP (ii) Examination of proposal and issue of deficiency memo (iii) Submission of proposal for approval by the competent authority (iv) Communication of decision	Documents of past production of paper and past consumption of coal duly certified by chartered accountant (at least for 3 years), installed capacity, IEM no of paper mill & some other parameters.	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
7	Release of Plan and Non-plan funds to Central Pulp and Paper Research Institute (CPPRI) and Development Council for Pulp, Paper and Allied Industries (DCPPAI)	2.0	Shri Kundan Kumar Deputy Secretary	Kundan.kumar72@gov.in	011-23062651	(i) Scrutiny of proposal and issuing of Initial Deficiency memo (ii) Processing of Proposal for submission to IF wing for release of funds	As per the Checklist available at http://dipp.nic/English/schemes/Grant/Checklist_GIA_14 January 2011 pdf	NA	NA	0
8	Essentiality Certificate for projects in Explosives Sector	3.0	Shri Avinash Gupta, Director	avi.gupta@gov.in	011-23063345	(i) Assist industrial licensing section in examination of IL applications. (ii) Make rules and regulations for industrial safety related to Explosives and Petroleum substances. (iii) Redressal of appeals under following acts/rules: (a) Section 6F of Explosives Act, 1884. (b) Rule 154 of Petroleum Rules 2002. (c) Rule 59 Static and Mobile Pressure vessels (Unfired) Rules 2016. (d) Rules 59 of gas cylinders rules, 2016.	https://dpiit.gov.in/notifications/checklist-project-import-applications	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
9	Issuing Industrial License for compulsory licensable items under IDR Act,1951 and Issuing Arms License under Arms Act,1959 as per powers delegated to Secretary, DPIIT	3.0	Shri Raman Kant Sood, Director	rk.sood@nic.in	011-23038873, 23038871	Only online application are accepted (i) Scrutiny: Application if found correct in all respect is registered (ii) Registration: An acknowledgment is issued online indicating Registration No. registered, it is circulated amongst concerned Administrative Ministries (AMs). (iii)After receipt of comments from the AMs, it is placed before the Licensing Committee for consideration (iv) Minutes of the Licensing Committee meeting are prepared. (v) After approval of the minutes by CIM, license is issued.	Apply online with the relevant documents as mentioned in the application from available at servicesdipp.gov.in	For IDR Act,1951	Online Payment	Rs 2500 /-

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
10	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	3.0	Ms.Pruna Joshi, Joint Director	pruna.joshi@nic.in	011-23062856	(i) The applications for IEM have to be filed online through G2B portal (https://services.dipp.gov.in/lms/login). (ii) The application fee is Rs 1000- for (10 items), to be paid online. (iii) Applications complete in all respect are issued an acknowledgement of IEM with QR code, issued online. The applicant is also notified via email and SMS upon approval.	Documents be uploaded while applying through online portal is following: 1. Incorporation Certificate 2. MOA 3. AOA 4. Distance certificate from state Sugar Commissioner (in case of Sugar industries)	Online through Bharat Kosh	Online through Bharat Kosh fee of Rs 1000.	

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
11	Recognition Of Competent Authority(CA), Inspecting Authority(IA), Well-Known Material Testing Laboratory, Well-Known Steel Maker, Well-Known Foundry/Forge , Well-Known Tube/Pipe Maker And Well Known Remnant Life Assessment Organisation under the Indian Boiler Regulations,1950	3.0	Mohammad Isharar Ali, Director	mohammad.ballia@gov.in	011- 23038931	(i) To submit application to Secretary, Central Boilers Board (CBB) (as per Regulation 4A on website) (ii) Visit by Evaluation Committee (EC) / Presentation before Appraisal Committee(AC) (For IA) (iii) Submission of EC/AC report to Secretary, CBB (iv) Issue of recognition Certificate or rejection as per EC/AC Report by Secretary, CBB	Relevant Form XV-A to XV-G on the website https://dipp.gov.in/sites/default/files/boiler_rules_updated/index1.htm	Indian Firm Foreign Firm	DD or through Bharat Kosh DD or through SWIFT	Rs. 15,00 0/- (For recognition) & Rs. 10,0 00/- (For renewal of recognition) USD 10000 (except for IA &CA) &USD1000 (for IA &CA)

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
12	Issue of Central Boilers Board (CBB) Authorization cards to Competent Persons under the Indian Boiler Regulations, 1950 for inspection and certification of boilers and boiler components during manufacture, erection & use.	3.0	Mohammad Isharar Ali, Director	mohammad.ballia@gov.in	011- 23038931	(i) To submit application to Secretary, CBB as per regulation 4J (4) of Indian Boiler Regulations on website. (ii) Scrutiny of proposal for any deficiency (iii) Approval of Technical Adviser (Boiler) on file. (iv) Printing of Card (v) Issue of authorization card	Prescribed Form on the website https://dipp.gov.in/sites/default/files/boiler_rules_update_d/index1.htm Along-with 1) Proof of Age 2) Proof of Educational Qualification 3) Copy of Valid Level II NDT Certificate 4) Proof of Experience 5) Copy of Central Boiler Board passing grade Certificate 6) Copy of Central Boiler Authorisation Card (for renewal only) 7) Medical Certificate	All	DD or through Bharat Kosh	Rs. 5,000/-

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
13	Approval of pressure parts for boilers & boiler components made outside the country under Regulation 393 (b) of the Indian Boiler Regulations, 1950	3.0	Mohammad Isharar Ali, Director	mohammad.ballia@gov.in	011- 23038931	(i) To submit application to Technical Adviser (Boiler) as per Regulation 393 (b) of Indian Boiler Regulations on website (ii) Scrutiny of proposal for any deficiency (iii) Approval of TA (Boiler) on file. (iv) Issue approval letter	Manufacturing Drawings, Design details and materials list of Boilers approved by IBR Inspecting Authority	N.A	N.A	Nil
14	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	3.0	Mohammad Isharar Ali, Director	mohammad.ballia@gov.in	011- 23038931	(i) To submit application to Technical Adviser (Boiler) (ii) Scrutiny of proposal for any deficiency (iii) Approval of Technical Adviser(Boiler) on file. (iv) Issue approval letter		N.A.	N.A.	Nil

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
15	Release of funds to SPVs/SIAs for project under IIUS/MIUS	2.5	Geeta Sakhuja, Under Secretary	geeta.sakhuja@gov.in		(i) Scrutiny of proposal and preparation of Bill, (ii) Approval of proposal by competent authority including IF wing, (iii) Submission of Bill to the PAO, DPIIT.	As per checklist available at https://dipp.gov.in/sites/default/files/Checklist%20%201.pdf .	NA	NA	0
16	Preparation and scrutiny of Bills to make payment to private firms/suppliers	3.0	Shri Rohitas Singh, Under Secretary	Signh.rohtas@nic.in	011-23063229	(i) Scrutiny of proposal and preparation of Bill, (ii) Approval of proposal by competent authority. (iii) Submission of Bill to the PAO, DPIIT.	Sanction order from the concerned section, along with copies of invoice from the firm/supplier.	NA	NA	NA

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
17	Essentiality Certificate for project in LEI & Consumers Industry	2.5	Dr. Ashish Kumar, Senior Consultant	krashish@nic.in	011-23038933	(i) Receipt of application at the section level and entry in the Diary register (ii) Preliminary Examination of application by the Technical Support wing (TSW) & issues of deficiency letter, if any. (iii) Final Examination of the application at the section level after receipt of the recommendation. (iv) Approval of competent authority (viz JS concerned) (v) Authentication of capital goods list and issue of certificate to the concerned Customs.	As per the checklist available at http://dipp.nic.in/English/actsrules/Notification/CheckList.Import_13 Jan, 2011. pdf	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
18	Essentiality Certificate for projects in Light Engineering Industry	2.5	Dr. Ashish Kumar, Senior Consultant	krashish@nic.in	011-23038933	(i) Receipt of application at the section level and entry in the diary register. (ii) Preliminary examination of application by the Technical Support Wing (TSW) and issue of deficiency letter, if any (iii) Final examination of the application at the section level after receipt of the recommendation. (iv) Approval of competent authority (viz.JS concerned). (v) Authentication of capital goods list and issue of certificate to the concerned Customs.	As per the checklist available at http://dipp.nic.in/English/acts/rules/Notification/CheckList.Import_13Jan,2011.pdf	NA	NA	0
19	Release of Wholesale Price Index (WPI) and Index of Core Industries (ICI)	10.0	Sh. Abu Huzafa, Deputy Director	abu.huzafa@nic.in	011-23061942	Detailed information is placed on http://eaindustry.nic.in . Press Release is published on PIB.	NA	NA	NA	NA

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
20	Approval Foreign visit of Ministers/officers of the State Government concerning industry sector.	1.0	Sh. S.A Usmami Senior Statistical Officer	cdn-oea@nic.in	011-23061020	Receipt of proposals from concerned section. Scrutiny of details and process application.	As per standard procedure	NA	NA	NA
21	Release of funds	2.0	1. Shri Ngulkhosat, Under Secretary 2. Smt. B.K Sethi, Under Secretary	n.sata@nic.in bk.sethi17@nic.in	011-23063816 011-23061241	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries	As per instructions issued by B&A from time to time referring to GFR-2017 regarding release of grant-in-aid	NA	NA	0
22	Views on MOUs Agreements, Guidelines etc.	2.0	1. Shri Ngulkhosat, Under Secretary 2. Smt. B.K Sethi, Under Secretary	n.sata@nic.in bk.sethi17@nic.in	011-23063816 011-23061241	Receipt of proposals on file from Admin. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries	As per scheme guidelines	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
23	Views on NITs, EOIs, RFPs etc.	2.0	1. Shri Ngulkhosat, Under Secretary 2. Smt. B.K Sethi, Under Secretary	n.sata@nic.in bk.sethi17@nic.in	011-23063816 011-23061241	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries	As per instruction under Chapter 6 of GFR-2017 regarding procurement of goods and services and Manual of policies and procedures of Employment of consultants	NA	NA	0
24	Concurrence to foreign deputations	2.0	1. Shri Ngulkhosat, Under Secretary 2. Smt. B.K Sethi, Under Secretary	n.sata@nic.in bk.sethi17@nic.in	011-23063816 011-23061241	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries	As per instruction issued by Cabinet Secretariat and Ministry of Finance from time to time	NA	NA	0
25	Views on SFC/EFC NOTES/Cabinet Notes	2.0	1. Shri Ngulkhosat, Under Secretary 2. Smt. B.K Sethi, Under Secretary	n.sata@nic.in bk.sethi17@nic.in	011-23063816 011-23061241	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per instruction issued by NITI Aayog, Ministry of Finance and Cabinet Secretariat from time to time	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
26	Misc. Administrative matters having financial implications	1.5	1. Shri Ngulkhosat, Under Secretary 2. Smt. B.K Sethi, Under Secretary	n.sata@nic.in bk.sethi17@nic.in	011-23063816 011-23061241	Receipt of proposals on file from Admn. Division. Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As required under relevant rules/ guidelines on the particular subject.	NA	NA	0
27	Payments of bills by PAO	1.5	Ms. Indradeep Kaur Setia, Pay & Accounts officer	paodipp@nic.in	011-	Scrutiny of bills Issue of Cheques/ Demand Drafts	Sanction, Bill and DI Sheet for classification	NA	NA	0
28	Despatch of Pension Authority to the CPAO	2.0	Ms. Indradeep Kaur Setia, Pay & Accounts officer	paodipp@nic.in	011-	Scrutiny of Service Book, Pension Calculation, Preparation and issue of PPO	Service Book, Vigilance Clearance, Pension Papers (with joint photographs, specimen signature etc.)	NA	NA	0
29	Issue of annual account of GPF	2.0	Shri Rohitas Singh, Under Secretary	Signh.rohtas@nic.in	011-23063229	Schedule Posting, Interest Calculation, Preparation and issue of Annual Statements	NIL	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
30	Certificate of Recognition to startups	3.0	Shri Naveen Kumar, Under Secretary	naveen.kt80@gov.in	011-23038988	Submission of completed recognition form on Startup India website Examination of form submitted Communication of decision Incomplete/ Approved/Rejected – with reasons	• Incorporation/ Registration Certificate • Proof of concept like pitch deck/ website link/ video. • PAN Number • (Patent and trademark details (Optional))	NA	NA	0
31	Processing applications for Section 80-IAC (Income Tax) Exemption for Startups	3.0	Shri Naveen Kumar, Under Secretary	naveen.kt80@gov.in	011-23038988	Submission of completed application form on Startup India website by DPIIT-recognized startup Examination of submitted form for sufficiency of documents Deliberation by Inter Ministerial Board Communication of decision Incomplete/ Approved/ Rejected – with reasons	• Memorandum of Association for Pvt. Ltd./ LLP Deed • Board Resolution (if any) • Annual Accounts of the startup for the last three financial years • Income Tax returns for the last three financial years. • Proof of concept-pitch deck, video link, website link.	NA	NA	0
32	Processing applications for Section 56 (Angel Tax Exemption) for startups	3.0	Shri Naveen Kumar, Under Secretary	naveen.kt80@gov.in	011-23038988	Submission of completed application form on Startup India website by DPIIT-recognized startup Deliberation by Central Board of Direct Taxes (CBDT) Communication of decision - Incomplete/ Approved/ Rejected – with reasons	The Startup has to file a duly signed declaration in Form 2 to DPIIT (as per notification G.S.R. 127 (E)) to claim the exemption from the provisions of Section 56 (2) (viib) of the Income Tax Act.	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
33	Query Resolution for Startups	3.0	Shri Naveen Kumar Under Secretary	naveen.kr80@gov.in	011-23038988	Submission of query via: -email at start.support@investindia.org.in , - Call at 1800-115-565 - Twitter at @startupindia	Attachment of relevant documentation to highlight the issue being faced	NA	NA	0
34	Grievance redressal related to procurement from startups	3.0	Shri Naveen Kumar, Under Secretary	naveen.kr80@gov.in	011-23038988	Submission of application form for startups for public procurement related grievance on the Startup India website If grievance is valid, query is forwarded to relevant Department/ Ministry Communication of resolution/ feedback to startup	Attachment of relevant documentation to highlight the issue being faced	NA	NA	0

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
35	Release of grant under the scheme 'Indian Footwear, Leather and Accessories Development Programme (IFLADP)	2.5	Shri Avinash Gupta, Director	rk.sood@nic.in	011-23038873 , 23038871	(i) Receipt of application/ proposal for grant or assistance; (ii) Examination/ Scrutiny of application/proposal by the Department; (iii) Evaluation of application/proposal by the implementing/ appraisal agency; (iv) Submission of necessary documents/ information by beneficiary organization as per appraisal report; (v) Administrative approval by the competent authority; Concurrence of Internal Finance Wing (IFW); (v) Issuance of sanction order; Receipt of utilization certificate (in respect of previous release), Pre-receipt, Undertaking/Declaration certificate, Outcome Report etc.; (vi) Generation of online PFMS Bill; Release of funds by Pay and Accounts Office (PAO)	As per scheme guidelines available at Department's website https://dipp.gov.in/indian-footwear leather-and accessories development program .	NA	NA	Nil

SI No.	Service Transaction	Weight %	Responsible Person (Designation)	Email	Phone/Mobile	Process	Document Required	Fees		
								Category	Mode	Amount
36	Coordination of activities of NPC and QCI	2.0	Shri Rakesh Kumar , Deputy Director General	rakesh72@gov.in	011-23038890	(i) Submission of proposal in DPIIT by NPC/QCI. (ii) Processing of Proposal and submission for approval/decision of the competent authority. (iii) Communication of decision to NPC/QCI	Based on the proposal submitted by the organization.	NA		
37	Release of funds to National Productivity Council (NPC) (Updated as on 09.02.2021)	2.0	T. Hanumantha Rao, Under Secretary	hrao.thota@gov.in	011-23038938	Scrutiny of proposal, Processing the proposal for submission to IF Wing and JS/SIIT for approval. Release of Funds to NPC after approval of competent authority.	1. Request letter for funds 2. Utilization Certificates 3. Pre-receipt 4. Undertaking 5. Certificate	NA		
38	Dissemination and identification of the concerned Administrative Ministry/Department and e-transfer the proposal.	2.0	Shri Rajat Kumar Saini, Director	rajatk.saini@ias.nic.in	011-23038918	Identification of the concerned Administrative Ministry/Department and e-transfer the proposal within two (02) days to the concerned Administrative Ministry/Department (competent Authority) and disposal of the case	AS per checklist available at http://fifp.gov.in/FIFPForm.aspx	NA	NA	0
	Total	100								

5. SERVICE STANDARDS

Sl.No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Data Source
1	Grant of ad-hoc permission for manufacture and sale of cement without standard mark for a maximum period of 150 days.	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	6	Day	Section Diary/ Dispatch Register
			Maximum time taken to process the fully completed proposal for submission to issue of ad-hoc permission.	15		
2	Certification of essentiality for import of capital goods required for initial setting up of new projects or expansion of the existing projects.	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	6	Day	Section Diary/
			Maximum time taken to process the fully completed proposal for submission to communicate recommendation to customs authorities.	15		Dispatch Register
3	Furnishing of comments of the DPIIT to the Ministry of Coal for long term of Coal linkage and allocation of coal blocks for cement sector.	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	6	Day	Section Diary/ Dispatch Register
			Maximum time taken to process the fully completed proposal for submission to communicate recommendation to communicate recommendation to Ministry of Coal	15		
4	Release of funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI)	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	4	Day	Section Diary/ Dispatch Register

Sl. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Data Source
5.	Inclusion of Paper Mill in Schedule I of Newsprint Control Order 2004	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	7	Day	Section Diary/Despatch Register
			Maximum time taken to process the fully completed proposal for submission to include Paper Mill in Schedule – I of Newsprint Control Order 2004	1	Month	
6.	Recommending coal allocation for paper mills to Ministry of Coal on a yearly basis	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal	8	Day	Section Diary/Despatch Register
			Maximum time taken to process the fully completed proposal for submission to communicate the recommendation of DIPP to Ministry of Coal	17		
7	Release of Plan and Non plan funds to Central Pulp and Paper Research Institute (CPPRI) and Development Council for Pulp, Paper and Allied Industries (DCPPAI)	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal	8	Day	Section Diary/Despatch Register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	17		
8.	Essentiality Certificate for projects in Explosives sector	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal. Maximum time taken to process the fully completed proposal for submission to issue Essentiality Certificate.	10	Day	Essentiality Certificate Monitoring Register.

Sl. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Data Source
9.	Issuing Industrial License for compulsory licensable items.	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10	Day	Section Diary/ Despatch Register
			Maximum time taken to issue of Industrial Licence of receipt of clearance of all Ministries/Deptts.	1.5	Month	
10	Issuing acknowledgement for Industrial Entrepreneur Memorandum (IEM)	3.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	2	2 Working Days	Entrepreneurs Applications
			Maximum time taken to issue of Industrial Entrepreneur Memorandum (IEM) if completed in all respect	2	2 Working Days	
11	Recognition Of Competent Authority(CA), Inspecting Authority(IA), Well Known Material Testing Laboratory, Well-Known Steel Maker, Well-Known Foundry/Forge, Well Known Tube/Pipe Maker And Well-Known Remnant Life Assessment Organisation under the Indian Boiler Regulations, 1950	3.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	3 (for foreign firms) & 2 (for Indian firms)	Months	Section Diary/ E-office record

Sl. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Data Source
12	Issue of Central Boilers Board(CBB) Authorization cards to Competent Persons under the Indian Boiler Regulations, 1950 for inspection and certification of boilers and boiler components during manufacture, erection & use (Updated as on 09.02.2021)	3.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	Section Diary/ E-office record
13	Approval of pressure parts materials for boilers & boiler components made outside the country under Regulation 393 (b) of the Indian Boiler Regulations, 1950	3.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	10	Days	Section Diary/ E office record
14	Miscellaneous approvals/clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	3.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	Section Diary/ E office record
15	Release of funds to SPVs/ SIAs for project under IIUS/MIUS	2.5	Initial Deficiency Memo	30	Day	Section Diary / Despatch register
16	Preparation and scrutiny of Bills to make payment to private firms/suppliers	3.0	Initial Deficiency Memo	6	Day	Section Diary / Despatch register
			Making payment to private firms/suppliers	30	Day	
17	Essentiality Certificate for projects in Consumer Industry	2.5	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	25	Day	Essentiality Certificate Monitoring Register

Sl. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Data Source
18	Essentiality Certificate for projects in Light Engineering Industry	2.5	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	25	Day	Essentiality Certificate Monitoring Register.
19	Release of Wholesale Price Index (WPI) and Index of Core Industries (ICI)	10.0	WPI and ICI are released on monthly basis. WPI is released on 14th of the succeeding month (on next working day if 14th is a holiday). ICI is released on last working day of the succeeding month.	6	Day	Office Records
20	Approval of Foreign visit of Ministers/officers of the State Government Concerning industry sector.	1.0	Sending approval concerning Ministers of State Governments	11	Day	e-Office record/ Despatch register/ file
			Sending approval concerning Ministers of State Governments	10		
21	Release of funds	2.0	Maximum time taken from the date of receipt of the proposal, fully completed in all respect	6	Day	Sanction Diary / Dispatch Register
22	Views on MOUs Agreements, Guidelines etc.	2.0	Maximum time taken from the date of receipt of the proposal	10	Day	Sanction Diary / Dispatch Register
23	Views on NITs, EOIs, RFPs etc.	2.0	Maximum time taken from the date of receipt of the proposal	10	Day	Sanction Diary / Dispatch Register
24	Concurrence to foreign deputations	2.0	Maximum time taken from the date of receipt of the proposal	6	Day	Sanction Diary / Dispatch Register
25	Views on SFC/EFC NOTES/Cabinet Notes	2.0	Maximum time taken from the date of receipt of the proposal	10	Day	Sanction Diary/ Dispatch Register

Sl. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Data Source
26	Misc. Administrative matters having financial implications	1.5	Maximum time taken from the date of receipt of the proposal	6	Day	Sanction Diary / Dispatch Register
27	Payments of bills by PAO	1.5	Maximum time taken for Sanction Bill and DI Sheet for classification	3	Day	Section Diary / Despatch register
28	Despatch of Pension Authority to the CPAO	2.0	Maximum time taken	30	Day	Section Diary / Despatch register
29	Issue of annual account of GPF	2.0	Maximum time taken is 30th June of the following year.*	Date	Date	Section Diary / Despatch register
30	Certificate of Recognition to Startups	3.0	Maximum time taken to process fully completed application to issue Certificate of Recognition	3	Days	
31	Processing applications for Section 80-IAC (Income Tax Exemption) for startups	3.0	Maximum time taken to process fully completed application for submission to Inter-Ministerial Board (IMB) for consideration	90	Days	
32	Processing applications for Section 56 (Angel Tax Exemption) for startups	3.0	Maximum time taken to process fully completed application for submission to Central Board for Direct Taxes (CBDT) for consideration	7	Days	
33	Query Resolution for Startups	3.0	Maximum time taken to revert with relevant resolution to query	2	Days	
34	Grievance redressal related to procurement from startups	3.0	Maximum time taken to revert with relevant reply to query	15	Days	

Sl. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Data Source
35.	Release of grant under the scheme 'Indian Footwear, Leather and Accessories Development Programme (IFLADP)'	2.5	I. Maximum time taken for evaluation of application/proposal from the date of receipt of applications/proposals (complete in all respects as per scheme guidelines) II. Maximum time taken for issuance of sanction order after approval of application/proposal by the competent authority III. Maximum time taken for disbursement of funds on receipt of requisite documents viz. utilization certificate, pre-receipt, undertaking regarding non-receipt of funds from any other Ministry/State Govt. for similar project, EAT compliance report etc.	I. 5 Days II. 2 Days III. 3 Days	Days	E-office system
36	Coordination of activities of NPC and QCI	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal	5	Day	e-Office record/ Dispatch register
			Maximum time taken to process the fully completed proposal for submission to competent authority and communicate the decision.	30		
37	Release of funds to National Productivity Council (NPC)	2.0	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	5	Day	e-Office record/ Dispatch register

Sl. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Data Source
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds after approval.	20		
38	Dissemination and identification of the concerned Administrative Ministry/Department e-transfer the proposal.	2.0	Time taken for identification and e-transfer of the proposal to the Competent Authority	2	Days	FIF Portal
	Total	100.00				

6. GRIVANCE REDRESSAL

Sl No.	Name and address of the Public Grievance officer	landline	e-mail
1	Sh. RohtasSingh , Under Secretary, Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Room No. 365-6-B, Udyog Bhavan, New Delhi.	Tel: 011-23063229 Extn: 2396	singh.rohtas@nic.in
2.	Shri Narender Kumar Director and Public Grievance Officer Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry Room No. 257-A, Udyog Bhawan, New Delhi.	Tel: 011-23062318 Extn: 2224	narender.kumar24@nic.in

3	Shri Rajesh Kumar Singh, Grievance Officer and Joint Secretary, Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Room No.222 Vanijya Bhawan, New Delhi.	Tel: 011-23072011 Extn:8872	jsadmin-dpiit@gov.in
4	Ms. Arti Bhatnagar Additional Secretary & Financial Adviser Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Room No.121, Udyog Bhawan, New Delhi.	011-23062756 Extn:2326 Fax:011-23062101	arti.bhatnagar@nic.in

7. LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stake Holders / Client Description
1	Central Government organisations (Ministries/Departments)
2	State Governments/ Union Administration
3	Industry bodies, Associations and Citizens
4	Universities, Autonomous bodies and Research Bodies, Societies
5	Private Sector Companies
6	Manufacturers of Steels, Forgings, Castings, Pipes/Tubes for use in boilers, both in India & Foreign Countries
7	Firms/Companies engaged in Inspection, Certification and related activities in the field of boilers, both in India & Foreign Countries
8	Material Testing Laboratories in India
9	Remnant Life Assessment Organizations as per the Indian Boiler Regulations, 1950 in India
10	Users of imported Boilers in India of capacity above 100 TPH and Waste Heat Boilers of Capacity above 20 PTH
11	Manufacturers & users of boilers in India
12	Citizens of India
13	Banks/ Financial Institutions,
14	Public Undertakings

8. LIST OF RESPONSIBILITY CENTERS AND SUBORDINATE ORGANIZATIONS

Sl. No.	Name of Office	Landline Number	E-mail	Mobile Number	Address
1	Office of the Economic Adviser (OEA)	011-23062384	singh.ram92@gov.in	9650971445	Office of the Economic Adviser, Udyog Bhawan, New Delhi-110011
2	Office of the Salt Commissioner	0141-2711379	lavan-rj@nic.in	N.A.	The Salt Commissioner, Lavan Bhavan, 2-A, Lavan Marg, Jhalana Doongri, Jaipur-302004.
3	Office of the Controller General of Patents, Designs and Trade Marks (CGPDTM)	022-24132735	cgooffice-mh@nic.in	N.A.	Office of Controller General of Patents, Design & Trade Mark, Boudhik Sampada Bhawan, S.M Road, Antop Hill, Mumbai-400037
4	Petroleum & Explosives Safety Organization (PESO)	0712-2510248	explosives@explosives.gov.in	N.A.	A Block, Vth Floor, CGO Complex, Seminary Hills, Nagpur-440006 (Maharashtra) Fax 0712-2510577
5	Office of the Chief Controller of Accounts (CCA)		r_kumar@gov.in		Office of CCA, DPIIT, Ministry of Industry, 532B, Udyog Bhawan, New Delhi-110011
6	Central Pulp & Paper Research Institute (CPRRI)	0132-2714050	director.cprri@gmail.com	NA	CPRRI, P.B, 174 Paper Mills Road, Himmat Nagar, Sharanpur-2470001 Fax No.132-2714051
7	Indian Rubber Manufacturers Research Association (IRMRA)	Ph:022 67873200 up to 249 (20 Lines) Telefax: 022-67873225	info@irmra.org	N.A.	The Director, Indian Rubber Manufacturers Research Association (IRMRA), Plot No. 254/1B, Road No.16V, Wagle Industrial Estate, Thane (West), Maharashtra 400604.
8	National Council for Cement and Building Materials (NCCBM)	0129-4192222 0129-2242051	nccbm@ncbindia.com	N.A.	34 Km Stone, Delhi-Mathura Road (NH-2), Ballabgarh – 121004, Haryana, India
9	National Institute of Design (NID), Ahmedabad	079-26629550	admin@nid.edu	N.A.	Paldi, Ahmedabad 380 007
10	National Institute of Design (NID), Andhra Pradesh	0863-2377201	info@nid.ac.in	N.A.	Electronics and Communication Engineering Building, Acharya Nagarjuna University, Andhra Pradesh 522510

Sl. No.	Name of Office	Landline Number	E-mail	Mobile Number	Address
11	National Institute of Design (NID), Haryana	01744-278100, 278101	info@nidh.ac.in	N.A.	Transit Campusat Government Polytechnic Building National Highway 44, Village Umri Kurukshetra, Haryana India, Pin 136131
12	National Institute of Design (NID), Madhya Pradesh	083051-03032	info@nidmp.ac.in	N.A.	Acharpura, EintKhedi, Arwaliya, Madhya Pradesh 462038
13	National Institute of Design, Assam	0376-231-0108	cao@nidj.ac.in info@nidj.ac.in	N.A.	Shankarpur, Jorhat, Assam 785007
14	National Productivity Council (NPC)	011 - 24690331	npcinfo@npcindia.gov.in	N.A.	Director General, National Productivity Council (NPC), 5-6 Institutional Area, Utpadakta Bhawan, Lodhi Road, New Delhi-110003.
15	Quality Council of India (QCI)	011-23379321	info@qcii.org	N.A.	The Secretary General, Quality Council of India (QCI), 2nd Floor, Institution of Engineers Building, Bahadurshah Zafar Marg, New Delhi-110002.
16	National Industrial Corridor Development Corporation (NICDC) Limited	011-233178848	ceo@nicdc.com contactus@nicdc.com m	N.A	8 th Floor, Tower-1, Jeevan Bharti Building, 124 Cannaught Place, New Delhi-110 001.
17	India International Convention & Exhibition Centre Limited (IICL.)	011-23718881	ceomd.iicc@gmail.com m iiccdwarka@gmail.com m	N.A	8 th Floor, Tower-1, Jeevan Bharti Building, 124 Cannaught Place, New Delhi-110 001.
18	Jammu & Kashmir Development Finance Corporation Limited (JKDFC)	0191-2479179 Fax 0191-2479179	contact@jkdfc.org	N.A	Ground Floor, Jawaharlal Nehru Udyog Bhawan, Rail Head Complex, Jammu (J&K) – 180012
19	Footwear Design and Development Institute, (FDDI)	0120-4500109	md@fddiindia.com	-	A-10 A Sector-24 Nodia-201301, Uttar Pradesh

9. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sl. No.	Indicative Expectations from Service Recipients
1.	Submission of duly completed application forms in all respects.
2.	Proper utilisation of central financial assistance released to State Governments/UT Administrations for specific projects and making efforts for the timely completion of these projects.
3.	Extending courtesies to officials of the Department.
4.	Always keeping proper records of letters and communications with the Department.
5.	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment.
6.	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance.
7.	Send reports in the prescribed format as per prescribed timelines.
8.	To check the website regularly for updates on policies, programmes and procedures/guidelines.
9.	Give their suggestions/inputs on drafts placed on Ministry's website/those circulated to them.
10.	State representatives should attend the conference with complete information.
11.	For recognition of Competent Authority (CA), Inspecting Authority (IA), Well-Known Material Testing Laboratory, Well- Known Steel Maker, Well-Known Foundry/Forge, Well-Known Tube/Pipe maker And Well-Known Remnant Life Assessment Organization under the Indian Boiler Regulations, 1950, submission of duly filled in applications in relevant forms XV-A to XV-G available on the website: http://dipp.nic.in/boiler_rules _updated/index1.htm along with requisite fee, wherever applicable.
12.	For approval of pressure parts materials for boilers made outside the country under Regulation 393 (b) of the Indian Boiler Regulations, 1950, application on applicant's letter head along with manufacturing Drawings, Design details and materials list of Boilers approved by IBR Inspecting Authority.
13.	Regarding Miscellaneous approvals/clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950 application on applicants' letter head with full details.
14.	Proper utilization of financial assistance as terms and conditions and timely completion of projects. Timely submission of Utilization Certificates.
15.	Submission of duly completed application forms in all respects